

## **Frequently Asked Questions about Balsam & Spruce Housing**

### **Housing Related Questions**

**Q: Which building is Balsam Hall; which one is Spruce Hall?**

**A:** Balsam Hall is the one closest to Ring Rd and Campus Police. Spruce Hall is closer to Foster & Parking lot 9. The Grove Dining Center is the middle connecting the two buildings.

**Q: What is the size of the rooms in Balsam & Spruce Hall**

**A:** A standard double room is 179 sq. ft. and a standard single room is 130 sq. ft.

**Q: Can I have a single room?**

**A:** There are limited number of singles rooms in Balsam & Spruce. If you can see an available single after completing the contract, please feel free to select it. We have placed some singles on reserve for reasonable housing accommodations. If you believe you qualify for a reasonable housing accommodation, please complete an Accommodation request form. They are available on the [My.UMassD portal](#) - >Student Resources -> Disabilities Support (center column) -> Accommodations.

**Q: Does Honors have their own area?**

**A:** All First-Year students are required to select an Engagement Community. For example, one of the communities is Honors. All first-year Honors students who select Honors as their Engagement Community will live in the same building and will be housed near each other. Residents are encouraged to review each Engagement Community description to help determine the best option for themselves. For more information about the [different Engagement Communities](#), please visit the Housing website.

**Q: Will Transfers have their own area?**

**A:** At this time, we have reserved an entire floor for transfers and upper-class students. We can expand to another floor(s) if there is a higher demand for these spaces. Students over 21+ will be able to opt-out of Balsam & Spruce Hall if they would prefer to be in the Cedar Dells or Woodlands. If you are a transfer student and 21+, please contact Housing to find an alternative space to Balsam & Spruce Hall.

**Q: How do I sign my contract and select my room and/or roommate?**

**A:** Students who have paid their housing reserve deposit can go to the Housing Portal and sign their contract and select their room in addition to a roommate. We have created a two-part video for students to follow along.

[Housing Selection Incoming Students Part 1](#)

[Housing Selection Incoming Students Part 2](#)

**Q: When is Move-In?**

**A:** Move-in for Balsam & Spruce is the weekend before classes start. Please mark your calendars! Housing will send out more information about Move-In times, locations, and other general information as we get closer to the date. Please remember to check your UMassD email for updated information.

**Q: Is the construction on-track? Are the buildings going to be ready by Fall semester?**

**A:** We are on-track and scheduled to open the buildings in August. We do not anticipate this changing; however, if there is a change, we will notify students as soon as possible.

**Q: What items are included in a Balsam & Spruce room?**

**A:** Every room will come with Twin XL bed with mattress, desk & chair, 2 drawer dresser, and built-in closet space per person. The rooms are carpeted and will have window treatments installed. There is wireless internet and digital cable access. Each room will be key card accessible.

**Q: What can students bring to decorate their room?**

**A:** Students are welcome to bring items to decorate their rooms. A list of suggested and prohibitive items can be found on our [What to Bring](#) page. We recommend students review the [Housing Handbook](#) for more information regarding size and item restrictions including a full list of prohibited items.

**Q: What is the cost to live in Balsam & Spruce Hall?**

**A:** Room rates vary based on multiple factors. Residents can select a double or single room. Also, there are three different contract types an academic year, 10-month, or 12-month. Please visit the Housing website for the current year rates about on the student's selected options. Meal plans are required for all residents. For more information about rates, please visit the [Housing](#) and [Dining](#) websites.

**Q: Do I have to have a meal plan if I live on-campus?**

**A:** All UMass Dartmouth students are required to have a meal plan no matter if they live on- or off-campus. There are three different categories and multiple options in each category for students to choose from. [Student who live on-campus and have less than 49 credits](#) will be required to select the Unlimited or Unlimited+ Meal plan. If a student has [more than 49 credits hours](#) have additional meal plan options. [All first-year student who commute](#) will have their choice of 3 separate plans \$600-\$1500 for the year. For more information about rates and the specific plan offerings, please visit the Dining website.

**Q: If I want to cancel my Housing Contract, can I get money back?**

**A:** If you need to cancel your Housing Contract, please contact the Housing Office to complete a Contract Release and Appeal form. Students who cancel by May 1<sup>st</sup> will receive their Housing Reserve of \$200 as a refund. After May 1<sup>st</sup>, the Housing Reserve is non-fundable. Students have between May 2<sup>nd</sup> and move-in to complete the Contract Release and Appeal form in order to receive a prorated/daily rate refund for the Fall semester.

## Financial and Billing Questions

**Q: Why did I received two bills from UMassD with two different amounts?**

**A:** All residents in Balsam and Spruce Halls will receive two (2) bills each semester. The first is from UMass Dartmouth for your University assessed charges such as tuition, student fees, dining plan, and any other fees associated with labs or specific majors/colleges. The second bill is for your bed space in Balsam or Spruce Hall. More information about the Entrata ResidentPortal will be sent to resident's UMassD email.

**Q: How do I pay my UMassD and/or Balsam & Spruce bills?**

**A:** Your UMassD bill can be paid via check or money order at the UEC in Foster; e-check or credit/debit via COIN portal. There is a convenience fee for credit/debit. Your Balsam & Spruce Housing is paid via a separate payment website. Residents can pay their Housing bills on the Entrata ResidentPortal. There is a convenience fee for credit/debit card. Payments via check or money order can be sent to the Balsam & Spruce Management Office in Spruce 103

**Q: I receive financial aid; how can I use it to pay my housing bill?**

**A:** When you fill out your Housing Contract, there is Housing Charge Authorization page. We encourage students make the selection that authorizes the University to transfer any remaining financial credit to your Housing bill directly. It's as easy as selecting "I Do". If you select "I Do Not", your financial aid credit will be refunded to you directly and you will be responsible for paying the full housing bill.

*\*In the case that the refund is created by a PLUS Loan, the excess funds will only be applied to your housing charges if your parent chooses the "student" option for their PLUS refund. If "parent" is chosen, the refund will be sent to the parent borrower on the loan.*

**Q: I don't remember if I chose the Housing Charge Authorization. How can I verify and/or change my selection?**

**A:** Students can log into the housing portal to review the Housing Charges Authorization page to see what they selected. Students have up until August 1st to change their selection.

**Q: Does the university offer a payment plan for UMassD and Balsam & Spruce bills?**

**A:** Yes! UMassD and Balsam/Spruce do have payment plan options; however, they are separate. There is a \$35 enrollment fee per semester per plan. Payments for Fall semester can be made monthly in installments due from August to December. Payments for Spring semester are made January through May.

**Q: How can I authorize my parent, spouse, or third-party individual (anyone who is not the student) access to my student records (bills, grades, living location, meal plan, etc....)**

**A:** Students must have a FERPA authorization on file stating permission that specific person(s) can know specific information. FERPA Authorization Form found on the Registrar's website:

[www.umassd.edu/registrar/forms/student-forms/](http://www.umassd.edu/registrar/forms/student-forms/) and/or the student can create their parent as an Authorized User who will have access to log into COIN and review the student account. This form is found on the Information Technology page: [www.umassd.edu/coin/authorized-access/](http://www.umassd.edu/coin/authorized-access/)

**Q: If I don't want to sign a FERPA authorization. What information can be shared with a parent or third-party?**

**A:** Once a student attends their first class at UMassD, they are considered a student and covered under FERPA (Family Education Rights to Privacy Act). When individuals contact us for information, we can provide general information that is not covered by an educational record. The generic information would include how to pay a bill? Where to pay the bill? When are bills due? When is move-in? Where to find the Housing Handbook? When do the halls open/close?

## Website Addresses

My.UMassD.edu Portal  
[www.my.umassd.edu](http://www.my.umassd.edu)

Housing Main Website  
[www.umassd.edu/housing/](http://www.umassd.edu/housing/)

Dining  
[www.umassd.edu/dining/](http://www.umassd.edu/dining/)  
[www.dineoncampus.com/umassd](http://www.dineoncampus.com/umassd)

Bursar's Office  
[www.umassd.edu/bursar/](http://www.umassd.edu/bursar/)

Financial Aid  
[www.umassd.edu/financialaid/](http://www.umassd.edu/financialaid/)

Center for Access and Success (ADA Accommodations and Support)  
[www.umassd.edu/dss/](http://www.umassd.edu/dss/)

Registrar Office  
[www.umassd.edu/registrar](http://www.umassd.edu/registrar)

COIN Authorization Information  
[www.umassd.edu/coin/](http://www.umassd.edu/coin/)

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