

TELEPHONE RESOURCE LIST

Comcast (for Leased Properties only)	617.787.6616 (voice)
Dining Services	617.373.2530 (voice)
Disability Resource Center	617.373.2675 (voice)
Financial Aid	617.373.3190 (voice)
Fire, Police, and Medical Emergencies	617.373.3333 (emergency)
Housing and Residential Life:	617.373.2814 (voice)
Library (Snell) Hours of Operation	617.373.4976 (recorded)
Library Reference Desk	617.373.2356 (voice)
Off-Campus Student Services	617.373.8480 (voice)
Residential Safety Office	617.373.3499 (voice)
Public Safety (Campus Police)	617.373.2121 (voice)
Registrar's Office	617.373.2300 (voice)
Resident Student Association	617.373.8682 (voice)
ResMail	617.373.5108 (voice)
ResNet	617.373.7967 (voice)
Security Escort Service	617.373.2121 (voice)
Student Conduct and Conflict Resolution	617.373.4390 (voice)
Telephone Service Local: Verizon	617.956.8201 (voice)
University Health & Counseling Services	617.373.2772 (voice)

To make calls to or from NU residence halls

Residence hall to residence hall:	Dial last four digits.
Residence hall to administration:	Dial 3, then last four digits.
Administration to residence hall:	Dial 6, then last four digits.

Home voice-mail codes

From residence hall:	Dial 3.7500.
From off-campus:	Dial 617.373.7500.
Starter password:	Enter your seven-digit phone number.
Mailbox number:	Enter your seven-digit phone number.

Northeastern University

A Guide
2010-2011
to Residence Hall Living
EXPECTATIONS AND
COMMUNITY STANDARDS
www.northeastern.edu/reslife

Northeastern
Housing & Residential Life

TABLE OF CONTENTS

Mission.....	1
Residential Life Policies & Community Standards.....	2
Residential Services & Facilities.....	6
Residential Safety & Security: Ensuring Your Well Being.....	8
Map.....	14
University Services.....	17
Procedures for Residence Hall Living.....	19
Student Conduct: The Code of Behavior on Campus.....	26
Key Card.....	27
Telephone Resource List.....	Back Cover

A *Guide to Residence Hall Living* should be used in conjunction with the *Undergraduate Catalog*, *Undergraduate Student Handbook*, *Cooperative Education Handbook*, and other procedural guides that contain Northeastern University's primary statements about academic programs, policies, and procedures; degree requirements; student responsibilities; student academic and co-curricular life; faculty rights and responsibilities; and general personnel policies, benefits, and services.

DEPARTMENT OF HOUSING AND RESIDENTIAL LIFE MISSION STATEMENT

The Department of Housing and Residential Life is dedicated to providing a safe and secure living and learning environment of the highest quality. The Department values and looks to advance diversity and inclusion as well as social responsibility as a means of developing good citizenship. Housing and Residential Life is committed to supporting and facilitating learning and academic success among its residents while providing the highest quality of customer service. We are committed to fostering and developing in our students the life skills necessary to actively contribute to the Northeastern community and beyond.

Housing and Residential Life
Speare Commons
617.373. 2814 (voice)
800.240.7666 (voice/outside of Boston)
617.373.8794 (fax)
617.373.4019 (TTY)
housing@neu.edu (e-mail)
www.northeastern.edu/reslife

HOUSING AND RESIDENTIAL LIFE POLICIES AND COMMUNITY STANDARDS

COMMUNITY LIFE

All students are responsible for adhering to the rules and regulations published in the *Residence Hall and Dining License Agreement*, *Undergraduate Student Handbook*, and this guide. If these policies are violated, students are subject to disciplinary action, which may include removal from University housing, separation from Northeastern, or referral for criminal prosecution.

NEIGHBORHOOD POLICY

Northeastern is a large urban institution with many working professionals and families living nearby. Students living alongside these citizens are expected to be ambassadors of the University and represent Northeastern in a mature and respectful manner. Northeastern takes its relationship with neighboring communities very seriously. Guidelines for student behavior are clearly outlined in the *Undergraduate Student Handbook* to ensure that student conduct does not adversely affect the educational mission of the University or its relationships with the surrounding community.

NOISE POLICY

Courtesy hours are in effect 24 hours a day. Stereos, radios, televisions, musical instruments, and all conversations must be kept to levels that will not interfere with other residents' ability to study or sleep. Students who encounter a noise problem have the right and responsibility to inform offenders if their activities are disruptive. If a disturbance persists, contact the RA on duty. The minimum quiet hours for all buildings on campus are shown below. Residence Hall Councils may extend quiet hours beyond those stated.

Sunday evening through Thursday

10:00 PM–8:30 AM

Friday through Sunday morning

1:00 AM–8:30 AM

Final-exam period

24 hours a day

KEYS

Keys to front doors, rooms, apartments, and mailboxes (if applicable) are the responsibility of the assigned residents. You may not make duplicate keys or give keys to guests. Violation of this policy will result in disciplinary action, and, in some cases, may result in the termination of the housing contract. Lost keys can be replaced at a fee of \$15 per lost key. After three lockouts, a \$60 charge is assessed for a core change/lock update.

KEYLESS LOCKS

Light Hall, West Village F, G, and H, International Village, Stetson East and West, 10 Coventry Street, Smith Hall, Speare Hall, White Hall, Melvin Hall, 153 Hemenway Street, Kennedy Hall and Kerr Hall are equipped with a keyless lock system. You will use your Husky ID card to enter your room/apartment. You are not allowed to give your Husky ID to guests for residence hall or room access. Violation of the policy will result in disciplinary action, and, in some cases, may result in the termination of the housing contract. If you lose your ID, you can get a replacement at the Customer Service Center during regular business hours and at the Residential Safety Office from 10:00 AM to 2:00 PM on weekends. There is a \$15 charge for lost IDs. After obtaining a new ID, the new ID must be updated. Kiosks for this purpose are currently located in the following locations: 10 Coventry, 153 Hemenway, International Village, Kennedy Hall, Kerr Hall, Smith Hall, Speare Hall, Stetson East and West, White Hall, and West Village F, G, and H.

LOCKOUTS

Remember that you are responsible for carrying your key and Husky ID with you at all times. If you get locked out of your room, follow the instructions below.

In a University-owned Facility

Find the staff member on duty to arrange for re-entry. When staff members are not in the building, they may be contacted by pager. Pager numbers are clearly posted in all residence halls. If you are locked out during a time when the office is closed and no staff member is on duty, you may not be able to gain access to your room until the hall office is open or the staff member on duty is available. It can be up to a two-hour wait Monday through Friday. The Residential Safety Office (RSO) can assist with paging staff. For more information, contact the RSO at ext. 3499.

Off-duty staff members are not obligated to respond immediately to a lockout. Students who repeatedly require staff to open doors will face disciplinary action.

After three lockouts, staff members will change the lock and student will be issued a fine and face disciplinary action.

PETS

For health and humanitarian reasons, no animals (other than fish) are allowed in residence facilities. Fish may be kept in student rooms in containers with a maximum capacity equal to or less than 25 gallons. Persons with disabilities should contact the Director of Residential Life to make arrangements for trained service animals.

PROPERTY DAMAGE

You are responsible for the care of University property in the rooms, facilities, lounges, public areas, and the campus in general. You will be billed for the repair work for any damage you cause. Resident students are responsible for the common areas of their residence hall and their own rooms, apartments, or suites. All residents of a facility may be held accountable to cover the cost of repairs to their building. Disciplinary action may also result. Any charges will be placed on your University account.

All Northeastern resident students are strongly encouraged to have apartment or "renter's insurance." You should contact a provider to add an off-site "renter's rider" to an already existing home owner's policy or contact Housing & Residential Life for approved insurance vendors.

SALES AND SOLICITATIONS

Sales of material or solicitations of any kind are also prohibited without the express written permission of designated officials. Recognized student organizations and residence hall residents should request permission from the Associate Dean for Cultural and Residential Life to sell within their housing unit. Recognized student organizations should request permission for sales from the Director of Student Activities. All others should apply to the business manager of the University. Such permission, when granted, is for designated areas within the University and is subject to the restrictions imposed by the approving officials. General solicitation, especially in such areas as classrooms, lounges, and cafeterias, is not permitted.

SPORTS ACTIVITIES

Sport activities are not permitted inside residence halls and other common areas due to noise and potential property damage. Students participating in these activities indoors will be documented by hall staff. It is also not permitted around university

property except for recreation areas designated for that purpose.

ROOM ENTRY

The Department of Housing and Residential Life conducts health and safety room inspections in the middle and at the end of each academic term. These visits enable staff to assess the condition of the room visually and take inventory. Additionally, Northeastern University staff members may enter the premises if the premises appear to have been abandoned by the Licensee or if a University policy is violated. They may also enter the premises for any health or safety reasons or if the health and safety of residents are believed to be threatened. Finally, staff may also enter the premises if any damage needs to be assessed, or if otherwise permitted by law.

ROOMMATE AGREEMENT

The Roommate Agreement outlines the basic rights and responsibilities of students in University housing. Following check-in, you are encouraged to read and sign the agreement. If at some point you believe your rights are being violated or have questions or problems, speak with your RA. Residential Life staff will assist you with the conflict or refer the case to the Office of Student Conduct and Conflict Resolution.

VISITORS AND OVERNIGHT GUESTS

A visitor or a guest is anyone who accompanies a resident but does not live in the living space. All visitors who do not reside in the building must be signed in by a resident. Residents are responsible for all signed-in guests and their actions. Immediately report unescorted visitors to the Resident Assistant on duty or to a member of the residence hall staff in your building. Residents who have guests without picture IDs must obtain a guest pass from the RD at least 24 hours prior to the visit, during normal business hours. Guests must be escorted by the resident that signed them in at all times. Overnight guests must be 16 years old or older and have a valid photo ID. Guests younger than age 16 may not stay overnight. You may have no more than three visitors signed in at any one time. Sign in only visitors you know, as you are responsible for the behavior of all of your guests. Visitors should be directed to use the call button or telephone in the lobby. Always make sure security doors are locked. Roommates must work out their own arrangements for having visitors. If you cannot agree, you may call upon a staff member to help resolve the problem. You must secure the permission of your roommate(s) prior to having an overnight guest in the living space. A guest may stay in the building up to three consecutive nights in a week. Anyone staying on campus for a longer period is not

considered a guest, and the host will face disciplinary action if the guest is discovered to be in permanent residence. Students are prohibited from subleasing space. Guest policy privileges may be revoked for safety, security, or student conduct reasons by an RD or a member of the senior administrative staff in Housing and Residential Life. You are responsible for seeing that your guests follow regulations, and you are liable for any infractions or building damage done by your guest(s). Guests may not use or be in possession of a resident's key or identification card. Violations will result in both termination of guest privileges and disciplinary action against the resident. Individuals who have been removed from or who are restricted from entering University housing are not granted overnight privileges. Residents who host these individuals are in violation of University policy and will be subject to disciplinary action. Visitation and sign-in procedures may be suspended when conditions such as power outages and severe weather threaten the operation of a building. If you are a student with a disability who requires the services of a personal care attendant (PCA), contact the Associate Dean for Cultural and Residential Life. The Associate Dean or a designee will coordinate arrangements for the PCA to have security access to the student's residence hall.

RESIDENTIAL SERVICES AND FACILITIES

RESIDENTIAL PUBLIC SPACE

- Only Northeastern University organizations and departments may use public space in University housing.
- Organizations using public space must adhere to the solicitation policies.
- Requests to use public space must be made to your Residence Director (RD) at least one week before the desired date(s). Residence hall groups have priority for use of public space.
- Failure to comply with these guidelines may jeopardize the organization's future use of public space.

FURNISHINGS

The University supplies a bed, dresser, desk, and chair for each student, and window shades for the room. These items cannot be substituted with personal furniture, and students are not allowed to remove furniture from their rooms. If a resident has a medical condition that requires them to bring their own mattress to campus, they must register with our Disability Resource Center. Their decision will be submitted to Housing Services, and the student will be notified as to whether the request was approved. If the request is granted, the student's mattress must be inspected by a

Northeastern-certified technician on move-in day prior to it being moved into the student's room, apartment, or suite. Appropriate personnel will be available during the fall move-in days to accomplish this. For fire safety reasons, residents are not permitted to add personal furniture to their room/apartment. Students are billed for furniture replacement or repairs (other than those occurring as a result of normal wear and tear). In the event that you have a vacancy in your room/apartment, you are required to ensure that your personal belongings only occupy the space to which you are entitled (one bed, closet, dresser, portion of common areas, etc.). Students who do not adhere to this policy may lose housing privileges. Constructing lofts or raising beds or other furniture onto cinder blocks is not allowed in Northeastern residence halls. If your room needs repairs, complete a Work Order Request Form, available online at www.workreq.neu.edu (use NEU e-mail only). For emergency repairs, call Facilities Customer Service at 617.373.2754. Common-area furniture is for the enjoyment of all residents and must not be removed from the common space. Students who transport common-area furniture to student rooms or remove it from the building are subject to disciplinary action. Throughout Boston, including areas with dense student populations, there is a potential of bedbug infestation. In order to prevent this situation from occurring in any of Northeastern's housing facilities, residents are prohibited from bringing any personal furniture to campus, especially mattresses.

LAUNDRY FACILITIES

Most traditional residence halls and apartment complexes have washing machines and dryers. The University is not responsible for articles left unattended. Washing machines cannot be used to dye clothing. To resolve any problems regarding laundry, please contact Mac Gray directly at 1.800.MAC.GRAY.

LAUNDRY BUCKS

What is Laundry Bucks?

Laundry Bucks is cash that has been placed on your Husky ID that you can use in the residence hall laundry rooms on campus.

Who gets Laundry Bucks?

Any undergraduate, graduate or law student living in Northeastern University's on-campus housing.

How many Bucks will you receive?

You get \$45 per semester, which equals 15 washes and 15 dries, or any combination! Be sure that you use them by the end of the fiscal year (June 30th) because they will not rollover.

PAINTING

Students may not paint or make other alterations to the walls in their rooms, suites, or apartments. If you are concerned about the condition of the walls in your room, complete an online work order at www.workreq.neu.edu.

BICYCLES

Whenever possible, use the bicycle racks available at various locations. The fire code dictates that all entrances, exits, corridors, and stairwells always be free and clear. Bicycles should not be chained to fences, doors, trees, or other objects. Bicycles will be removed if found parked in violation of the fire code.

STORAGE

The University does not provide storage for students' possessions.

WORK ORDER REQUESTS ONLINE

- Log on to www.workreq.neu.edu.
- Follow the instructions.

RESIDENTIAL SAFETY AND SECURITY: ENSURING YOUR WELL BEING

MEDICAL EMERGENCIES/HEALTHCARE

In case of serious injury or illness, call the Public Safety Division at 617.373.3333. University police officers are also emergency medical technicians (EMT) and will respond immediately. If you need to be taken to a hospital, transportation will be provided either by the Northeastern University Police Department (NUPD) in the Public Safety Division ambulance or by the Boston City Emergency Medical Service ambulance. For all other medical or behavioral health issues, call UHCS at 617-373-2772.

FIRE SAFETY

Each residence hall has a fire egress drill at least once each semester. Residence Hall staff will know when a drill is scheduled but residents are generally not informed of the drill until they have evacuated the building. Therefore, it is important to treat every alarm as a real emergency. Please familiarize yourself with the following procedures and follow them whenever the fire alarm sounds:

- At the sound of the alarm, move quickly and quietly to your closest exit, including the alarmed emergency exits. Close doors behind you as you leave. In an orderly fashion, follow the direction of your hall staff, NUPD, or Fire Department officials and wait for further instructions. If possible, wear a coat and shoes and carry a towel to use in case of smoke. Keep these items easily accessible for emergency use, along with your keys and ID, since it may be hours before you are permitted to re-enter.

- If you are away from your room when the alarm sounds, proceed to the nearest exit without returning to your room. The alarm signal is the same for a drill as for an actual emergency. Students who do not vacate or who return into the building during a drill or alarm will be subject to disciplinary action.

- Several residence halls at Northeastern University are under an abatement order issued by the Boston Fire Department. This means that every room that provides access to a fire escape must have a clear path of egress. Failure to keep this access area clear of all furniture, personal belongings, etc., at all times will result in Northeastern University being formally cited for a Fire Safety violation, resulting in the immediate closing of the residence hall that is found to be non-compliant.

This affects the following Residence Halls:

- 153 Hemenway Street
- 319 Huntington Avenue
- 407 Huntington Avenue
- Burstein Hall
- Rubenstein Hall
- Kennedy Hall
- Light Hall
- 106-122 St. Stephen Street

Please contact Residence Hall staff for specific rooms/apartments that are affected by this abatement order. Individual residents that are found to be non-compliant with this mandatory safety code ordinance will be subject to disciplinary action.

FIRE SAFETY REGULATIONS

To minimize the risk of fire, students demonstrating any of the following behaviors will be subject to disciplinary actions that may include the loss of housing privileges, separation from the University, or criminal prosecution:

- Falsely reporting a fire, bomb threat, serious injury, or any other emergency, or pulling a fire alarm when no fire is evident.
- Setting a fire, including charring, burning, or lighting of papers, or any other act that could cause a fire, or possessing or using flammable or highly combustible materials.
- Tampering with or misusing (either accidentally or intentionally) individual room or public-area fire safety equipment, including fire extinguishers, sprinklers, smoke detectors, exit signs, alarm pull stations, alarm bells, or hoses.
- Possessing, using, or manufacturing fireworks or explosives.
- Using unauthorized appliances, candles, incense, halogen lamps, and fog machines.
- Using any type of outdoor grill, hibachi, or other open-flame container except in officially designated areas.
- Using and/or possessing shisha, hookah, or similar pipes in the residence halls. These pipes involve the burning of smoldering ashes, which present a fire hazard.
- Using and/or possessing Salvia.
- Failing to leave a building at the sound of a fire alarm or when so directed by residence hall staff.
- Covering lights (no tapestries on ceiling over lights).
- Obstructing any door that is a way of egress from a room, hallway, and/or stairwell.
- Real Christmas trees, holiday lights, menorahs, paper decorations, neon signs, string or rope lights, candles, incense, and other open flames are strictly prohibited in all residence facilities. Candles for religious observances are permitted at other locations on campus.
- Plastic milk crates, stackable storage containers, and personal furniture are highly flammable and are not permitted in residences.

EMERGENCY RELOCATION

The Department of Housing and Residential Life, in conjunction with numerous other departments on campus, has developed a relocation protocol in the event that a residence hall must be closed for an extended period of time. Follow the directives of campus officials, including staff from Housing and Residential Life, Public Safety, and the fire department. If your residence hall has been evacuated, report directly to Cabot gym. You are not required to stay in Cabot gym. However, a cot, linens, pillow, blanket, and towel will be provided to you should you choose to stay in the gym. Officially check in with the Department of Housing and Residential Life staff at Cabot gym so staff knows where you will be even if you are not staying in the gym. An emergency number will be activated to provide updates to parents/guardians and students about the nature of the evacuation and any other relevant information. Housing and Residential Life staff in the Cabot gym will have access to cell phones so that you can call parents/guardians, if necessary. Upper-class students without meal plans will be provided meal tickets to use in the Levine Marketplace, Stetson West, or International Village dining centers. Staff in the Cabot gym will keep students abreast of the situation and students will be notified when the building has been cleared for re-entry. Evacuations of buildings are rare occurrences, but understanding what each person needs to do provides a mechanism for a smooth transition during an emergency. Please feel free to contact your RDs if you have any questions or concerns.

WEAPONS

The use, possession, or manufacture of firearms (including BB guns) or explosive agents of any kind (including paintball guns) are not permitted. Violation of this policy is cause for disciplinary action. Fireworks of all kinds are considered explosive agents by the Commonwealth of Massachusetts. They are illegal, and their use is prohibited. Massachusetts General Laws also prohibit the possession of nunchacku (karate sticks), switch blades, knives (other than kitchen utensils), starter's pistols, ammunition, studded belts and bracelets, ring collars, gun parts, or other dangerous weapons or articles. A student who possesses any article for sporting purposes (bow and arrows, for example) should check with the Division of Public Safety to determine whether the article is among those prohibited by statute or University regulation. Additionally, students may not possess mace, pepper spray, or any other chemical propellant on campus. A special state license is required to possess these substances in Massachusetts and those licenses are NOT VALID on college campuses. The Associate Dean for Cultural and Residential Life or his/her designee can autho-

alize a search of a student room in certain situations involving the safety, security, and well-being of residents. Although not required by law, the student should be present during a search.

PERSONAL SAFETY AND SECURITY

Escort Service

The Public Safety Division provides a personal safety escort service to all members of the University community. The service operates 24 hours a day, every day, and provides escorts between on campus locations. You can arrange for an escort any time by contacting the University police at 617.373.2121 (voice) or 617.373.3934 (TTY).

Building Security

Maintaining a secure residence facility depends on cooperation from the entire community. Follow these guidelines and use common sense for a safe and rewarding stay at Northeastern:

- Close and lock your door when you leave your room, even if you plan to be gone for a short time.
- Report all suspicious activity, thefts, and other crimes to University police immediately.
- Never sign strangers or anyone you are not willing to be responsible for into your building.
- Use emergency exits and stairwells appropriately.
- Keep your Husky Card and keys with you at all times.
- Use only the main entrances to residence facilities. Other doors are fire exits, which must be kept closed except during emergencies. These auxiliary doors are equipped with alarms that sound both at the door and at the Public Safety Office.
- If you live in an apartment, make sure that the door inside the lobby is always locked. An intercom and call-button system is available for use by visitors in most buildings.
- A personal-safety staff escort service is always available to escort you between on-campus locations. Do not walk alone on city streets late at night.
- Immediately report any disturbances on campus or on the city streets to the University police at 617.373.2121. Little action can be taken unless the incident is reported immediately and a full description of those involved is given.

- Immediately contact University police at 617.373.2121 if unauthorized persons enter your campus residence hall or leased property.
- Students living in leased properties should read and post the additional materials they receive concerning safety, security, and fire safety.
- Be sure to lock your windows and door(s) when you are away.
To prevent crimes from occurring, do not remove window screens; instead, use riser restrictors. Riser restrictors are located on all first-floor window frames and on those windows that open onto fire escapes.
- Safety and security are everyone's responsibility. Please do your part!

RESIDENCE HALL SECURITY

Residential Safety Office

Speare Hall, Upper Lobby

617.373.3499 (voice)

For more information on safety and security please visit the Residential Safety Office Web site at

www.northeastern.edu/reslife/safesecure or the Public Safety site at www.northeastern.edu/publicsafety.

SAFETY POLICIES

Students demonstrating any of the following behaviors will be subject to disciplinary action:

- Throwing, dropping, or ejecting any object or liquid from a window or roof.
Residents will be held responsible for any objects originating from their assigned rooms.
- Entering any restricted, locked, or closed residence facility space or entering a closed building without authorization during a University recess.
- Residents are not permitted on ledges, roofs, fire escapes, or through windows.
- Unauthorized duplicating, lending, or borrowing of University IDs or room or building keys.
- Failing to provide proper identification when requested by University officials acting in the performance of their duties.
- Interfering or tampering with residence security and fire systems.
- Interfering or tampering with elevators or other University facilities.

ELECTRIC EQUIPMENT AND APPLIANCES

Televisions, computers, radios, clocks, stereos, fans, electric razors, hair dryers, and heating pads are permitted in students' rooms. The following items are not allowed by city fire laws and will be removed if found:

- student-owned air conditioners
- sun lamps
- space heaters
- halogen lamps
- halogen bulbs
- electric percolators
- electric frying pans
- hot plates
- toaster ovens*
- microwave ovens*
- electrical cooking equipment
- indoor/outdoor decorative lights
- grills
- free-standing, upright water coolers/heaters

Waterbeds and weightlifting equipment are also not permitted in the residence halls. Compact refrigerators and microfridges are allowed only in appropriately wired residence halls. The same electrical appliances allowed in residence halls are permitted in apartments.

*The only exception is that apartment residents may have toaster ovens, coffee makers, George Forman grills, and microwave ovens. Apartments are equipped with kitchens, and all cooking appliances must be confined to the kitchen. Use or possession of any type of outdoor grill, hibachi, or open-flame container is prohibited.

EXTENSION CORDS

Minimize the use of electrical cords, make sure that all extension cords bear the UL trademark, and never plug an electrical device with a thick cord into a thinner extension cord. Other important tips to keep your room(s) safe:

- Keep electrical cords away from traffic paths and do NOT run extension cords under rugs or across doorways.
- Maintain all electrical cords. Replace any cord that is cracked, frayed, or otherwise damaged.

- Never pinch an electrical cord against walls or under furniture.
- Do NOT overload extension cords or wall plugs with too many appliances. Cords should NEVER be warm to touch.

SNOW EMERGENCIES

For snow emergency information, call 617.373.2000.

UNIVERSITY SERVICES

University Health and Counseling Services

135 Forsyth Hall

617.373.2772 (voice)

617.373.2601 (fax)

617.373.5973 (TTY)

www.northeastern.edu/uhrs

Learning Disabilities Program

617.373.4525 (voice)

www.northeastern.edu/uhrs/ldp/index.html

Disability Resource Center

20 Dodge Hall

617.373.2673

www.drc.neu.edu

MEAL PLANS

Student Accounts

120 Hayden Hall

617.373.2270 (voice)

617.373.8222 (fax)

Studentaccounts@neu.edu (email)

Please refer to the *Residence Hall and Dining License Agreement* or the Meal Plan Web site, www.northeastern.edu/customerservice/husky-mealplan.html for meal plan options and applicable restrictions.

Visit the Dining Services Web site for hours of operation and menus at www.dineoncampus.com/northeastern.

HUSKY DOLLARS AND DINING DOLLARS BASICS

Visit the Husky Card Web site at www.northeastern.edu/customerservice/husky.html for additional specifics about the program and to view the extensive list of vendors who accept the card.

MAIL SERVICES

Residential Mail Services (Resmail)

4 Speare Commons and 716 Columbus Avenue (Basement)

617.373.5108

617.373.4019 (TTY)

www.northeastern.edu/housing/upperclass/services.html

UNITED STATES POSTAL SERVICE (USPS)

Astor Station

207 Massachusetts Avenue

Boston, MA 02123

800.ASK.USPS (voice)

800.877.8339 (TTY)

RESNET COMPUTER ASSISTANCE

ResNet Resource Center

4 Speare Commons

617.373.4357 (help line)

617.373.8974 (fax)

resnet@neu.edu (e-mail)

www.help.neu.edu

TELECOMMUNICATIONS

To activate telephone service, call Verizon directly at 1.877.215.0055 or visit the Verizon help desk during Move-In weekend.

CABLE

HuskyCable, Northeastern University's cable television service, is available in all Northeastern owned residence halls and Northeastern @ the YMCA. Students living in Leased Properties do not have access to Northeastern University's Husky Cable TV or Internet service. Students wishing to access cable TV and Internet must do so through a local Internet service provider.

If you have questions about the HuskyCable service, please contact the IS Help Line at 617.373.4357 (xHELP).

CARS AND PARKING

Cashier's/Parking Office

248 Richards Hall

617.373.2366 (voice)

www.northeastern.edu/parking

You may purchase a day parking permit. However, please be aware that overnight parking spaces are limited and preference is given to upper-class students on co-op or clinical rotations. First-year students are not eligible to purchase an overnight parking permit. Upper-class students in classes may be denied overnight parking due to limited availability. Please be aware that the city of Boston has a residential parking-permit program and resident students living on campus do not qualify. Overnight parking spaces on the streets of Boston that don't require a residential permit are extremely limited. In addition, overnight parking in a garage off campus is expensive. Handicap parking is available campus-wide for residents with disabilities. You will be required to purchase the appropriate parking permit and your vehicle must display a state-issued handicap license plate, placard, or hangtag. Nonresident student vehicle information forms can be found at <http://www.mass.gov/rmv/forms/registration.htm>

PROCEDURES FOR RESIDENCE HALL LIVING

ASSIGNMENTS AND BILLING PROCEDURES

The majority of students reapply for housing on an annual basis. Housing application information for the next academic year is distributed during the fall semester to all eligible undergraduate and graduate students. Carefully follow the application procedures described in the information provided. For more information about the reapplication procedure that applies to you or to read a copy of the License Agreement, visit our web site at <http://www.northeastern.edu/housing/> or call Housing and Residential Life at 617.373.2814.

ELIGIBILITY

Full-time undergraduate and graduate students, matriculating in a degree granting program, may reside in the residence halls or apartments, as space is available. University housing is not available for married couples or students living with either a significant other and/or dependents. Students of the opposite gender may not be assigned to the same residence hall room or apartment unless they are living

on a Gender Neutral floor. Northeastern University guarantees housing for a student's first three years as long as they enter as a traditional freshman (NOT TRANSFER) student, provided they apply and deposit on time. Transfer, 4th, 5th and 6th year students are not guaranteed housing, however they are eligible to be randomly assigned a lottery number if they submit an application during the housing selection process.

RESIDENCE HALL AND DINING LICENSE AGREEMENT

Freshmen and transfers are licensed for one academic year (two consecutive terms). To secure on campus housing, freshmen must submit an application and a nonrefundable housing deposit. Upper-class students are licensed for one academic term and may reserve housing until capacity is reached. Upper-class students are required to submit an application and a nonrefundable housing deposit. First-year graduate and law students who choose to live on campus are licensed for two semesters and three consecutive quarters, respectively. All housing space is reserved on a space available basis by category, i.e., for freshman, transfer, upper-class, graduate, and law students. To apply for housing, all students are required to follow the application and deposit procedures by the deadlines provided. Students uncertain of their needs due to co-op assignments should still submit their applications and deposits. Students who apply for housing in good faith and then cancel their request prior to the start of the semester because of verifiable co-op reasons will qualify for a transfer of funds to their tuition account or the next semester's housing.

MANDATORY CANCELLATION OF LICENSE AGREEMENT

Students will be subject to immediate cancellation of their Residence Hall and Dining License Agreement if they engage, or threaten to engage, in behavior that poses a danger of physical harm to themselves and/or others. License agreements will also be terminated if students engage, or threaten to engage, in behaviors that directly or indirectly impede the lawful activities of others. These behaviors include, but are not limited to:

- Failing to honor conditions negotiated in a behavioral contract with Department of Housing and Residential Life staff
- Tampering with fire safety equipment
- Tampering with locks, keys, or security of the building
- Throwing objects out of residence hall windows
- Verbally or physically abusing staff members or students

- Being on rooftops

In addition to being removed from housing, students may be referred to the Office of Student Conduct and Conflict Resolution. For more information about cancellation of the license agreement or the Code of Student Conduct, please see the *Undergraduate Student Handbook* and Attachment A of the *Residence Hall and Dining License Agreement*.

BILLING AND BILLING ADJUSTMENTS

Students are billed at the beginning of each term and are obligated to pay the full charge for the term. Each fall, students will be e-mailed a statement to their Northeastern e-mail account detailing all of the housing deposits submitted for the current academic year, as well as the cancellation schedule. It is the responsibility of each student to know for which terms they have submitted a housing deposit. Students are obligated to follow the cancellation schedule should they need to cancel their housing in writing prior to each term's move-in date. Canceling past the published deadline for any term will result in an assessment of a termination charge of the room rate as well as forfeiture of the housing deposit. If your plans change and you need to move out earlier than expected, the termination-fee policy clause of this agreement is enforced. However, keep in mind that the license agreement also permits you to request an exception to any charge by Housing and Residential Life. In order to request this exception, you must complete a petition form. Petition forms are available online at <http://www.northeastern.edu/housing/policies/petition.html>. Your petition should include all important details, as well as any supporting documentation. If your petition is granted, you may receive a billing adjustment to your account.

AUDIT SIGNATURES

During the first week of classes each term, Housing and Residential Life produces an occupancy report verifying that students have checked in to their assigned residence halls. Your Resident Assistant (RA) or another Housing and Residential Life staff member will visit your room to verify that you have checked in, and will require you to sign an audit form. Failure to return to the residence hall within the first week, and/or to verify occupancy with the residence hall staff could result in key and lock changes and room changes.

ROOM CHANGES

No room changes are processed during the first two weeks of each term. The Room Change Period begins the third week of the semester. During that time, you must meet with your Residence Director (RD) to discuss your reasons for requesting a room change. No student may change rooms without RD approval, or the approval of their designee. Students who change rooms without approval will be required to move back to their original room and forfeit the opportunity to participate in the room-change process. If a change of rooms occurs and a difference in price exists between the two rooms, the student's account will be adjusted. Any room change after that period must be supported by administrative or student conduct reasons and must be discussed in advance with the hall staff and approved by the RD.

END OF SEMESTER PROCEDURES

When moving out of a residence hall or apartment complex at the end of a license term, you must do the following things:

- Make contact with your current RD to schedule a move out date and time.
- Make contact with the RD of your new residence if you are living on campus for the next semester.
- Complete the Room Condition Form with your RA.
- Return the room, mailbox and front-door keys (if applicable) to your RA and obtain a receipt.
- Complete a change-of-address card at ResMail, Speare Commons.

SUMMER RESIDENCE

Students who need summer housing can apply in January. Housing enrollment changes dramatically over the summer months, which necessitates closing many buildings for the summer term. The buildings, which will be open or closed during each summer, will be announced during the spring semester. This information will be posted throughout our residential community and on our web site.

WITHDRAWALS

All students who leave their residence hall assignment unplanned, prior to the end of the semester, must fill out a Withdrawal Form with a member of the residence hall staff. This policy also applies to freshmen, first-year graduate students, and first-year law students who leave prior to the completion of the two semester occupancy requirement (three quarters for law students only). The Withdrawal Form must be completed in addition to the paperwork required for withdrawing from the

University. Students who fail to withdraw from housing correctly may incur additional housing and dining charges. Also, students withdrawing from either housing or the University should pick up a change-of-address card from ResMail at Speare Commons, complete the card, and return it before leaving campus. Since procedures differ depending on whether you are withdrawing from housing only or from both housing and the University, see a hall staff representative for withdrawal procedures to make sure you complete all of the requirements. You must also complete a Withdrawal Form with hall staff.

CHECK-OUT PROCEDURES

Living on campus is a privilege, not a right. Failure to enter or vacate in accordance with move-in and move-out dates published by the department will result in formal disciplinary action up to and including revocation of housing privileges. In addition, it will result in the initiation of removal proceedings, which may result in your loss of all campus housing privileges at Northeastern University.

Follow these guidelines when checking out of your residence hall or apartment:

- Clean your room before leaving. Apartment residents are reminded that refrigerators, stoves, and cabinets must also be cleaned. Students who leave without cleaning their rooms or apartments will be billed a cleaning fee.
- Make sure that the RA has inspected your room, apartment, or suite and that the Room Condition Form has been completed and signed.
- Turn in your keys to the staff member upon check-out. Students will be billed \$15 for each key that is not returned plus \$60 for the core.
- If your door is on the keyless system, you still must formally check out.
- If you have a private telephone, make arrangements with the telephone company to turn off service and remove the instrument before the end of the semester.
- If you live in a Leased Property and have cable service, make arrangements with the appropriate company to turn off services and return equipment.
- Return your microfridge to the vendor per vendor instructions.
- Complete a change-of-address card at ResMail, Speare Commons.

DAMAGE/CLEANING CHARGES

The student is responsible for Northeastern University property in his/her room and elsewhere in the residence hall. Upon check-in and checkout, residents must complete a Room/Apartment/Suite Condition Form with hall staff. This form confirms the condition of the room/suite/apartment. Residents will be billed for damages that are beyond normal wear and tear. If a resident does not complete the check-out

process with hall staff, s/he waives the right to appeal supplementary charges. If there is loss/damage to common areas of any campus housing facility and Northeastern University cannot identify the individual(s) responsible, the University may require several or all of the hall's residents to pay a prorated group charge covering the cost of common area repair/replacement. Students will be billed for replacement of furniture and reinstallation costs in the case of vandalism. Additionally, students may also be referred to the Office of Student Conduct and Conflict Resolution for disciplinary action, which could include the loss of housing privileges.

INTERSESSION COMMUNICATION

Intersession is the period between academic terms after exams have ended and before classes are in session. Important dates and times for intersession and spring break are updated each term and e-mailed to all students at their myNEU addresses one month before the break begins. Additional information regarding the intersession schedule is available from Housing and Residential Life staff and on our web site.

WHAT TO DO BEFORE SPRING BREAK AND WHEN THE SEMESTER IS OVER

When you leave for spring break, you may leave your belongings in your room only if you are returning to the same room the next semester. However, we recommend that you take your valuables home with you and close your windows. Please remember that you will not be allowed to enter the building after it is closed.

IF YOU ARE MOVING OFF CAMPUS NEXT SEMESTER

If you are not assigned to live in the same space for the following semester, you must vacate your space by 7:00 PM on the day of your last final exam unless you have an approved extension from your RD. Contact your building staff prior to finals week to make arrangements to turn in your keys and to complete the check-out process in order to avoid administrative fees. For assistance and resources regarding moving off campus, visit Off Campus Student Services in 226 Curry Student Center or visit the web site at www.northeastern.edu/offcampus.

IF YOU ARE MOVING TO A NEW ROOM, APARTMENT, OR BUILDING NEXT SEMESTER

If you are moving to new space on campus the following semester, contact your new RD to arrange your move before intersession begins. You must contact your RD to confirm availability, and you are expected to move to your new assignment within 24 hours of the space becoming available. If you require an extension, you must get this approval from your RD in advance. If you fail to do so, you will have to return to campus to pack and move your belongings. You will also be assessed an administrative fee and face possible disciplinary action. Make sure to prepare your room for intersession. Clean the room before you leave. Unplug all electrical appliances, clean your refrigerator, remove all garbage, close and lock all windows, lock your door, and take your keys and your Husky ID card with you. Failure to follow these steps will result in an assessed charge on your bill. If you are unable to move into your new residence before leaving for intersession, you must remove your belongings from your current room prior to leaving for intersession, even if that means taking your belongings home with you. Failure to do so may result in a cleaning and packing fee and disciplinary action.

BEFORE MOVING OUT

If an empty space exists in your room, suite, or apartment, you must ensure that a clear and clean living area is available for any new resident. The dresser, desk, bed, and closet space must be clean and available for use. Failure to clear this space will result in a substantial fee and is subject to disciplinary action. Before moving out of your current assignment, meet with the staff in your building and complete the check-out process. If you do not follow proper procedures in checking out of your room, you forfeit your right to appeal any supplemental charges for damages.

Even if you are not returning to campus the following term, you are responsible for cleaning your room or apartment thoroughly and disposing of all trash properly.

To forward mail, obtain a change-of-address card at ResMail, 4 Speare Commons. Please complete this card and return it to ResMail before leaving campus.

Contact Student Accounts, located in 120 Hayden Hall, if you wish to change your meal plan. The official Room Change Period begins the third week of the term. See your RD in the third week of the semester to apply for a room change. If you would like housing for the following semester, apply as early as possible. Assignments are made on a space available basis. Visit our web site or call Housing and Residential Life for more information.

CLEARY ACT

Northeastern is committed to assisting all members of the University community in providing for their own safety and security. Information regarding campus security and personal safety, including topics such as crime prevention, University police law enforcement authority, crime reporting policies, crime statistics for the most recent three-year period, and disciplinary procedures, is available upon request from the Northeastern University Director of Public Safety, 360 Huntington Avenue, Boston, MA 02115, or by calling 617.373.2696.

DELIVERY OF SERVICES

Northeastern University assumes no liability for delay or failure to provide educational or other services for facilities due to causes beyond its reasonable control. Causes include, without limitation, power failure, strikes by University employees or others, damage by natural elements, and acts of public authorities. The University will, however, exert reasonable efforts, when it judges them to be appropriate, to provide comparable services, facilities, or performance; but its inability or failure to do so shall not subject the University to liability.

EQUAL OPPORTUNITY POLICY

Northeastern University is an equal opportunity/affirmative action/Title IX educational institution and employer.

SMOKING

- Smoking is prohibited in all residence halls.
- Smoking is prohibited in all non-residential University-owned or leased buildings. Individuals who do smoke outside are required to do so away from the entrance to buildings and ventilation systems that supply fresh air to those buildings.
- Smoking is prohibited in all University-owned or leased transportation vehicles, including buses, vans, public safety patrol cars, and maintenance vehicles.
- The use of a Husky Card to purchase tobacco is prohibited.
- You may NOT smoke within 30 feet of all Residence Halls.

STAFF AND STUDENT RELATIONS

The Department of Housing and Residential Life staff aims to protect the rights of everyone in the residential community. Inappropriate behavior, including failure to cooperate with a staff member and verbal or physical abuse, threats, or harassing language toward staff, will not be tolerated and will result in disciplinary action.

Name: _____
 Email: _____
 Cell: _____

Key Policy

As a resident of Northeastern University, I understand it is my responsibility to maintain the security of my keys.

I understand that I am not allowed to make copies of the keys I am issued at check-in or give my keys to unauthorized persons.

I understand that it is my responsibility to report any problems with either a key or a lock immediately to building staff so the problem can be rectified. This includes notifying building staff if my keys are lost or stolen.

I understand that I must follow the lock-out policy written on the reverse of this card and that excessive lock-outs and failure to return spare keys within 24 hours will result in a lock change and associate charges.

Initial: _____

Building:			
Room/Apt:			
Key Inventory		Date	
C	FD CORE#		
H	APT. CORE#		
C	ROOM CORE#		
K	OTHER CORE#		
O	FD CORE#		
U	APT. CORE#		
T	ROOM CORE#		
	OTHER CORE#		