Moving to Campus

How to prepare for life at Northeastern.

2015 – 2016

Housing and Residential Life
Speare Commons
Northeastern University
360 Huntington Avenue
Boston, MA 02115-5000
Welcome

From all of us at Northeastern’s Housing and Residential Life

On behalf of the Housing and Residential Life staff, we welcome you to campus. Whether you live in one of our traditional residence halls or in an apartment complex, you’ll find that our staff works hard to maintain a living environment that fosters both academic success and personal development. As a resident student, you have the opportunity to extend your education beyond the classroom.

You can take the concepts and ideas you learn in class and test them out in a supportive environment. In the process, you’ll learn more about yourself and those around you.

Community and diversity are two key elements of the residential program at Northeastern. Our staff fosters a sense of fellowship in our residential facilities. The resident assistants who live in our undergraduate halls assist you in many ways, from greeting you and making you feel welcome, to planning programs and activities that provide social interaction and opportunities for learning.

You’ll also encounter people whose lifestyles, backgrounds, personalities, and values may be different from your own needs. Sometimes these differences may challenge what you believe, but if you take the time to get to know the people around you, you will find that you have a lot more in common than you initially thought. The diversity of our students and staff enriches the Northeastern experience for all of us.

It is our hope that these pages will be a valuable resource, providing information on commonly asked questions that students ask as they prepare to move to campus. Both you and your family will benefit from reviewing this brochure before you move into your residence hall. We encourage you to bring it with you, as it will be a valuable reference when questions arise during the first few weeks on campus.

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**What to bring**

- **Campus Moving**
  - See [ern.edu/housing/livinglearning/ucllcf/gnh.html](http://ern.edu/housing/livinglearning/ucllcf/gnh.html)
  - To learn more visit: [http://www.northeastern.edu/housing/firstyear/firstdaysoncampus.html](http://www.northeastern.edu/housing/firstyear/firstdaysoncampus.html)

  **Moving and packing**
  - Information provided on the Housing Application Form plus lottery number. For graduate and law students, we used the process, or we chose a space for you based on your random lottery number.
  - For graduate and law students, we used the information provided on the Housing Application Form plus your NUID number, terms being canceled and a reason.
  - If possible, you and your roommate(s) should decide in advance whether one of you will bring amenities (like rugs, etc.) or whether you would like to buy them after you get to campus. No furniture of any kind may be brought into a residence hall. This includes but is not limited to: mattresses, futons, chairs, tables and so on. For a list of suggested items, please visit: [http://www.northeastern.edu/housing/firstyear/firstdaysoncampus.html](http://www.northeastern.edu/housing/firstyear/firstdaysoncampus.html)
  - May I bring a car?
    - Yes. However, first-year students are not eligible to purchase an overnight parking permit. Upperclass 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 hang tag.

  **How to prepare for your move**
  - When can I move in?
    - We need time to prepare your room between academic terms. Therefore, we cannot allow students (or their possessions) into the buildings before the move-in date (see page 6 for specific dates). If you plan to arrive after the designated move-in day, you must notify Housing and Residential Life via e-mail. Failure to contact us may result in the loss of your room assignment.
    - If you know you will be arriving late, immediately e-mail Housing and Residential Life by e-mailing housing@neu.edu with your NUID number, terms being canceled and a reason.
  - How will I receive housing information?
    - Most information from Housing and Residential Life about housing applications, assignments, and/or deposit/cancellation deadlines will be sent to your Husky e-mail address.

  **How are the rooms furnished?**
  - The University provides each student with a bed, desk, chair, dresser, and window shade. This is true whether you are living in a traditional residence hall, a suite-style accommodation, or an apartment. Some double and triple rooms have only one closet to share with your roommate(s).
    - If possible, you and your roommate(s) should decide in advance whether one of you will bring amenities (like rugs, etc.) or whether you would like to buy them after you get to campus. No furniture of any kind may be brought into a residence hall. This includes but is not limited to: mattresses, futons, chairs, tables and so on. For a list of suggested items, please visit: [http://www.northeastern.edu/housing/firstyear/firstdaysoncampus.html](http://www.northeastern.edu/housing/firstyear/firstdaysoncampus.html)

  **What to bring**

- **Unpacking**
  - After you unpack, what should I do?
    - Make sure you have your student identification card (Husky Card). Your Husky Card is issued to you at Orientation and provides you access to campus services, including your residence hall, meal plans, Husky Dollars, and more. You may obtain a new or replacement card at Husky Card Services at Speare Commons during opening week.
    - You will need to present a picture ID, such as a state driver’s license or passport, to obtain a Husky Card. There is a replacement fee of $25 for lost cards. For more information visit: [http://www.northeastern.edu/huskycard](http://www.northeastern.edu/huskycard)

  **First days on campus**

- **Orientation**
  - Attend the residence hall building meeting. If you are an undergraduate student, attend the mandatory floor or apartment meeting in your residence hall or apartment building at the beginning of the term. You will meet your resident assistant and resident director, who will welcome you and share information about safety and security systems, social events, programs, and residence hall councils. If you are a graduate or law student, speak with your hall staff member when you pick up your keys, the schedule and structure of residence hall meetings vary depending on where you live.

Where do I find more information about meal plan options and requirements?

- A variety of meal plans have been designed to accommodate the needs of all students. All students living in a traditional or suite-style accommodations (without a kitchen) are automatically assigned to a 15-meal plan and have the option to increase to a 19-meal plan at any time or decrease to a 10-meal plan before the scheduled deadline. Freshmen are required to have a meal plan. All freshmen will be assigned to a 15-meal plan unless they are scheduled to live in an apartment-style accommodation where they will be automatically assigned to a 19-meal plan. Upperclass students living in a residence hall other than the traditional or suite-style are not automatically enrolled in a meal plan. However, students have the option to enroll in a meal plan by visiting the self-service tab on myNEU. Meal plan changes are made through the self-service tab on the student’s myNEU portal.

Questions about meal plan changes can be directed to Husky Card Services at HuskyCard@neu.edu or by calling 617.373.8740. For more information about meal plans, visit: [http://www.nudining.com/mealplans/residential](http://www.nudining.com/mealplans/residential). For information about Husky Dollars or the Husky Card visit [http://www.northeastern.edu/huskycard](http://www.northeastern.edu/huskycard).
How do I connect to the Internet?

Information Technology Services (ITS) offers students in university-owned residence halls access to three different networks for Internet access: ResNet, NUwave, and NURes-device.

ResNet, the high-speed, secure wired network, is available in all university-owned residence halls. Students must annually register each device they wish to use. There is one port per residential student, and an Ethernet cord no longer than 25 feet should be used. For optimal performance, use ResNet for high-bandwidth needs, as the wired network is the fastest connection available in the residence halls. The network is available to current students in good standing, with devices that meet the network’s minimum software and hardware requirements. More information: northeastern.edu/its/services/networks/resnet

NUwave, Northeastern’s secure wireless network, is available in all academic, administrative and residential buildings. The network may be used by anyone with a myNEU username and password. This network supports 802.1x computers and devices. More information: northeastern.edu/its/services/networks/nuwave

NURes-device, the unsecured wireless device network in university-owned residence halls, exists to provide wireless Internet access for devices that cannot connect to NUwave (as they do not support 802.1x). Students must annually register each device they wish to use. Devices include: Apple TV, Chromebook, PS4 (Realtek 1/2/3), most Kindles, most smart TVs, and the Amazon Fire TV Stick. More information: northeastern.edu/its/services/networks/nures-device

ITS and the ResNet Resource Center provide technical support to students. Visit the ResNet Resource Center at 4 Speare Commons or online at northeastern.edu/ResNet. Visit ITS at the Help & Information Desk in Snell Library or online at northeastern.edu/its. Phone support is available 24/7 at 617.373.4557 (xEHELP). The 2015 ITS Move-In Guide can be found online at northeastern.edu/its/gethelp/guides/move-in

Is cable television available on campus?

Students living in university-owned residence halls have access to HuskyCable. The service is included in the room rate and is automatically available. To get connected students must bring a coaxial TV cable and a cable-ready television – cable boxes are not required. Many residence hall rooms have multiple cable ports, but if a room only has one port, it will be necessary to buy a splitter for multiple TVs. If you have questions about splitters, coaxial cable, or the HuskyCable service, visit the ResNet Resource Center in 4 Speare Commons or call the ITS Service Desk at 617.373.4557 (xEHELP).

How do I get Internet and cable in Leased Properties?

Students living in Leased Properties do not have access to Northeastern’s networks nor HuskyCable. Local service providers are able to offer cable TV and/or Internet services at your own expense. Students receive a $100 credit on their tuition account the sixth week into the semester to assist with this additional cost. Summer terms students receive a $50 credit the third week into the term. Law students will receive a $75 credit per quarter. If you have questions about the tuition credit, please speak with Housing and Residential Life.

May I get a job on campus?

Many places on campus offer jobs. The offices in Speare Commons offers students numerous work-study, co-op, and limited part-time employment opportunities. Positions available each term include administrative, clerical, computer systems support, mail delivery, and building security. The Residential Safety Office has an ongoing application process for prostors; the position is open to all students except first-year freshmen and other new students (see page 11 for information about these positions). ResMail also hires more than 500 work-study students throughout the year.

Also, many residence halls have student office assistant positions available for students with work-study support. Eligible students may pick up an application at their residence hall staff office or at Speare Commons.

May I smoke on campus?

Northeastern University is a smoke-free campus. View the policy here: http://www.northeastern.edu/smokefree/faq/policy.html

What if I have problems with my room assignment or roommate?

Residential Life staff members who live in your building can assist with any concerns related to room changes, move-in/move-out schedules, and building maintenance and cleaning. They are also able to help you resolve roommate conflicts and make referrals for a wide range of University programs.

Resident students direct and support the management-information systems network that is vital to efficient service delivery to resident students. In addition, Housing staff at Speare Commons are able to help you with many administrative matters, including review of student housing petitions and assistance with the application and room-deposit process. They can also provide you with information about room assignments and billing.

If I change rooms during the room-change period, how are billing adjustments handled?

Your residence director will have you complete and sign a Room Change Authorization form. This form is given to one of the housing coordinators at Speare Commons, who does the online adjustment to your account. If there is a difference in the rate between the two rooms, you are charged a pro-rated fee for the number of days you are at each location.
When do I sign the License Agreement?

Students who applied for housing online through www.myNEU.neu.edu were required to accept the terms and conditions of the license agreement in step one of the application process. If your assignment letter indicates that you have not yet signed your license agreement, you must do so immediately, online at http://www.northeastern.edu/reslife/policies/la.html.

This must be signed online by any students who will be living in University-sponsored housing. By signing the license agreement online, or by accepting keys to your room/apartment, you have officially acknowledged and accepted the terms and conditions of this contract. Students agree to live in University housing under any and all rules and regulations established by Housing and Residential Life.

However, signing the agreement does not guarantee you a space in University housing. Failure to sign the license agreement may result in loss of housing privileges. All students must conduct themselves in a manner consistent with the University’s expectations, as stated in the Guide to Residence Hall Living, the Student Handbook, the Residence Hall and Dining License Agreement, and any and all other applicable school policies, procedures, and regulations.

If I move out before the end of the term, do I pay for the full term?

Read the Residence Hall and Dining License Agreement for information about your financial obligation to the University. Students are charged the cancellation/termination fee outlined in the license agreement. If you experience a significant change in academic, co-op, or financial circumstances after you move in, you may petition the semester charges by filling out the official petition form found on the Housing and Residential Life website. The petition should explain the nature of and the reason(s) for the request for a waiver of the cancellation fee.

Moving dates

When should I make intersession plans?

The period between academic terms is known as intersession. Although residence halls officially close between terms at 7:00 pm on the last day of University examinations, all freshman and transfer students are required to leave housing 24 hours after their last exam and no later than the final day of the exam period. Students with a late exam on the final day of the exam period may leave no later than noon the following day. We encourage you to make your intersession travel plans early, as the end of the fall term coincides with one of the nation’s busiest travel times. Official move-in and move-out days for the 2013-2014 academic year are below.

Living on campus is a privilege, not a right. Failure to enter or vacate in accordance with the official move-in and move-out dates will result in formal disciplinary action, which may result in your loss of all campus housing privileges at Northeastern.

ResMail provides delivery of mail and packages to most students living in on-campus housing owned by the University. The United States Postal Service (USPS) delivers mail to locked mailboxes at all leased properties and some Northeastern-owned buildings (see page 9 for more details). The following section will answer many of your questions about how and when you will receive mail if you live in a building owned by the University.

Mail Delivery

When will I receive my mail?

Alter USPS makes its delivery to ResMail, the mail is sorted by building and typically delivered to your mailbox with the next scheduled mail delivery. Be sure to list your box number on the same line as the street address. Listing it below the street address (on a separate line) may cause delays with USPS.

What should I do if I have a mail service problem?

Our staff is committed to the efficient and secure handling of your mail. If you experience problems with any of our services, please notify ResMail immediately.

Address Requirements

I’m known by my nickname. Is that a problem?

Yes. Different spellings or nicknames may be rejected by our computerized system and the mail will be returned to sender, so be sure your family, friends, and business contacts do not use nicknames in your address. Our database searches for and recognizes the same name you gave the registrar. For example, mail addressed to “Skip Somebody” may not be accepted if the registrar has him listed as “Richard Somebody.”

Tips on addressing your mail:

• If you live on Columbus Ave., your ZIP Code is 02118 (or 02119); see page 9.
• Do not include Northeastern University in your address, as it will cause delays.
• If you are living in a building that is delivered by ResMail, address your mail by box number, not room number.
• Do not mail any packages to yourself at Northeastern until one week before the start of the term.

How should my mail be addressed?

Correctly addressing the envelope is the most important aspect of any mailing. To facilitate efficient sorting and processing, USPS recommends the addresses be in capital letters without punctuation, and requires the use of standard abbreviations. Your mail should be addressed as follows:

Your Name
Mailing Address, Mailbox
Boston MA 02115

MAY B. ANYBODY
10 FORSYTH ST, #1016
BOSTON, MA 02115
Package Delivery

How should packages sent to me be addressed? Packages should be addressed like all other mail. ResMail uses the student’s first and last names as well as their mailbox numbers to log packages. If a different name or nickname is used instead of the name on file with the registrar, the package will be returned to the sender. 

How will I know that a package has arrived? ResMail accepts packages for resident students from USPS and all major couriers. We will send a package notification to your myNEU-e-mail. The e-mail notifications are sent out 4 times a day at 10:30 AM, 2:50 PM, 6:30 PM and 8:30 PM. If you have not received a package notification and believe your package has been delivered to ResMail, you can stop by ResMail to check at any time, or call the office at 617-375-5108. Mail to students living in a leased property is delivered by USPS, however, Resmail reserves the right to expedite the return process.

What if I don’t claim my package? If a package has not been picked up the e-mail notification will be delayed. If you are expecting an emergency package delivery, call or stop by ResMail to ask if it has arrived.

Forwarding mail

What should I do if I plan to move off campus? Before you formally check out of a residence hall to move off campus or to move home, come into ResMail with your Husky Card and ResMail will update your address. At the same time ResMail can help you fill out the United State Postal Service Official Mail Forwarding Change of Address Order or you can do it on line www.usps.com. Then notify your family, friends, and business contacts of your new address as soon as possible. Next, you must verify your home address with the registrar before leaving campus. If the University lists your current on-campus address as your home address, you must change it with the registrar or your mail will be returned to the sender. 

Will my mail be forwarded after I move off campus? Yes, ResMail has a computerized forwarding address system that enables us to forward your mail for up to nine months after you withdraw from campus housing.

We will forward all first-class mail, periodicals, and nonregistered USPS packages for up to nine months. All other packages will not be accepted by Resmail and are subject to the courier’s policy for final destination. Please note that there are two kinds of bulk-rate mail: “endorsed bulk rate” and “unendorsed bulk rate.” Only endorsed bulk-rate mail will be forwarded. It usually includes a phrase such as “Forwarding postage guaranteed,” indicating that the sender will pay to have it forwarded. If the bulk-rate stamp is not followed by a phrase like this, your mail will not be forwarded.

ResMail will not forward your mail if the address you give is “in care of” some other person. Just as you are the only one having them delivered to your leased property apartment, you will receive a mailing address prior to move-in that can be used for package/parcel shipments only.

How do I claim my package? You must come to ResMail at Speare Commons and present a photo ID. A cart is available to assist you in taking large packages to your residence hall. They can be picked up at the Housing & Residential Life Customer Service desk in Speare Commons. Also, students with mobility concerns may have larger packages delivered to their residences by making arrangements with the ResMail manager. For students living in Davenport A, Davenport B, 780 Columbus Avenue, International Village, and 10 Coventry Street, package pickup is in the basement of 716 Columbus Avenue.

What if I move to another residence hall? You can stop by ResMail to pick up your new mailbox assignment or find it at www.myNEU.neu.edu. If you fail to notify people of your new address, your mail may be delayed.

Deliveries

Delivered by U.S. Postal Service

Delivered by ResMail
Facilities & Safety

Room & apartment condition forms

What are these forms?
All residents are required to fill out and sign Room and Apartment Condition Forms when they move in. The form records the initial condition of each room and apartment and is also used at the end of the term to assess the final condition of the room and apartment. While you are living on campus, we expect that you will keep your room and apartment in good working order and let us know when anything needs repair. If any damage beyond normal wear and tear occurs while you are in residence, you (and your roommates) are responsible for the cost of repairs.

At the middle of the term, departmental staff will visit your room, apartment, and building to see if there are any repairs that require attention. You will be notified four or five days in advance of this routine visit; you are not required to be present. When you prepare to move out of your room and apartment, make an appointment with hall staff to review the Room Condition Form. Once all of your belongings have been removed from the room, a staff member will complete the check-out procedure with you. Please be prepared to discuss any damages at that time. And remember, if you do not check out with staff, you lose the right to appeal any supplemental charges for damages or cleaning.

Security in university buildings

Top priorities
Residence hall safety and security are top priorities for the Department of Housing and Residential Life. The Residential Safety staff wants you and your guests to be able to gain access to the residential community easily and without compromising the safety of our residence halls. This section will answer many of your questions about how the system works. However, be aware that we reserve the right to adjust our building and security policies at any time to ensure the well-being of our residential community.

What security do residences have?
Northeastern University–owned Residence Halls: Northeastern University–owned residence halls and Hastings Hall feature building proctors and/or secured entryways 24 hours a day. Anyone who enters a residence hall must be a resident or an identifiable guest of a resident. Proctors staff the front entry of most residence facilities to ensure that others do not gain access.

Leased Properties:
There are no building proctors or card-activated entry access points in leased properties. Security is maintained via key access to the apartment building and the individual apartment. You are responsible for carrying your apartment keys at all times.

Will proctors accept deliveries or take messages?
Proctors are situated at front entries for security purposes. They cannot receive deliveries or take messages for students or staff. They are present to monitor the front entry of the residence hall and to welcome guests to our residential community.

Using your Husky Card

How do I request maintenance services, room repairs, and extermination services?
Student requests for residence hall maintenance, repairs, and services should be made online through their MyNEU portal, under the “Community” tab and under “Helpful Links - Facilities Online Work Request. However, requests of an urgent nature that require immediate attention should always be made by calling the Facilities Customer Service Center at 617.373.2754.

Upon request for repairs, Northeastern may enter a room/apartment to make repairs or inspect the premises without the occupants being present. Northeastern also has the right to enter premises if an emergency arises, if the premises appear to have been abandoned, or if directed by the Inspectional Services Department of the City of Boston.

Residents are expected to keep their rooms orderly, safe, and sanitary. The University provides professional housekeeping services in common areas such as lounges, hallways, and bathrooms. Please note that only traditional (community) residence hall bathrooms are cleaned by University personnel; bathrooms, kitchens, and common living areas in suites and apartments must be cleaned and maintained regularly throughout the term by the resident(s). Failure to maintain a minimum standard of cleanliness may result in a cleaning charge and/or student conduct action.

How do I gain entrance to my residence hall?
Your student ID card, known as a Husky Card, has a magnetic strip with encoded information indicating your clearance to enter your residence hall. You must present your Husky Card to the proctor each time you enter your hall. Your Husky Card will be wiped through a reader; if you are a member of the residence hall, a green light will signal your ability to enter. All of our on campus housing (except for Leased Properties) have keyless locks installed on room and apartment doors. You gain access to your room by using your Husky Card and a four-digit PIN number. You will receive more detailed instructions upon arrival to campus.

What if the encoded information on the magnetic strip is lost or if I lose my Husky Card?
All proctor stations have printed rosters of building residents. If your Husky Card does not work, a proctor can look up your name on the roster and permit entry based on that information. However, you must have a photo ID to prove your identity to the proctor. You may replace a lost Husky Card at Husky Card Services at Speare Commons during normal business hours. You may also get a replacement card at Facilities Customer Service, or NUPD after business hours.

HUSKY CARD REPLACEMENTS
A replacement card can be obtained at Husky Card Services at Speare Commons, Monday through Thursday (8:30 am to 7:00 pm) and Friday (8:30 am to 5:00 pm).
Safety information continued

Identification
Can I enter my residence hall without a photo ID?
A staff member will discuss the circumstances with you and verify your residence in the facility.

If I don’t have an ID, may I use another entrance?
No. All other entries into the residence halls are locked and alarmed. Many of the alarms immediately alert the Northeastern University Police Department; these alarms are located at emergency exits. Tampering with or using exits in nonemergency situations may result in student conduct action by the University.

If I forget my room key and my roommate has locked the door, how can I get into my room?
Proctors monitor the front door entry. If you have a room in which you use your Husky Card to gain entry, there are multiple ways for you to enter your room such as texting, downloading a mobile app or using your smartphone and logging into myNEU. For details please visit www.northeastern.edu/huskycard/services/huskylocks.html. Proctors will refer you to the staff office for assistance during business hours and from 7:00 pm to 11:00 pm nightly. If no one is in the office during normal business hours, you may contact the residence director for your area. A resident assistant is on duty and available by pager from 7:00 pm to 7:00 am, Monday through Friday, and 24 hours a day from 7:00 pm Friday through 7:00 am Monday.

What if I need to gain access to the staff or a residence hall other than my own?
Proctors will assist you in calling the staff office. As long as you call during the posted office hours, a staff member will greet you at the proctor station, sign you in, and then escort you to the staff office. Residential Safety Office supervisors can also assist with paging staff and can be reached at 617.373.3499.

Admitting guests
Can someone who does not live in my residence hall visit my room?
Yes. You may sign in and host no more than three guests at one time from 7:00 pm to 7:00 am nightly. If no one is in the residence hall, you must present your ID and that of your guest(s) to the proctor. If one of your guests is a minor and does not have a photo ID, you must receive your residence director’s authorization for this visitor 24 hours in advance. You are responsible for the actions of your guests, and you must escort them at all times. Overnight guests must be at least 16 years old and may not stay overnight beyond three (5) consecutive nights. Guests younger than the age of 16 may not stay overnight.

How do I sign in family members? 
In the same manner as other guests; have them show some form of photo ID. You must be present at the proctor station to properly sign them in as your guests.

Why do proctors review the sign-in book prior to admitting guests?
Northeastern’s residence community is not open to everyone. People who have caused problems for our resident students or the University are restricted from entry. The proctor checks to be sure that the guest has not been restricted. This measure is for the safety and security of everyone in the residence hall.

With the proctor system, why do I need a residence hall key?
In most residence halls, front doors, and/or wing doors are locked at certain times. This added security measure prevents nonresidents from attempting to run past the proctor and create problems for residents.

What can I do to maintain security in my residence hall?
Safety and security are everyone's responsibility. As a member of the residence community, you can help ensure its security by:
- Locking your room, suite, and/or apartment door each time you leave
- Complying with the policies and procedures of the safety system
- Carrying your Husky Card with you at all times and never give it out
- Taking responsibility for any guests you sign in

By working collaboratively, we can keep the residence community at Northeastern a safe and secure environment.

The Center for University Life

At Speare Commons
ResNet Resource Center
The ResNet Resource Center at Speare Commons is available to assist all students with their computing and HuskyCable needs.

Mail, Laundry, and Dry Cleaning
A place for students to pick up mail and packages, and drop off or pick up laundry and dry cleaning.

Housing and Residential Life
Support for all housing-related questions and concerns, including assignments, billing, and residential life.

Husky Card Services
Manages Husky Card related services, including meal plans, Husky dollars, Dining dollars, Laundry bucks, print allowance, gym access, and residence hall access.

SUMMER HOURS 2015
May 18 - August 21
8:30 am to 7:00 pm, Monday
8:30 am to 5:00 pm, Tuesday-Friday
Office closed on Friday, July 3, 2015.
All times are subject to change.