Guide to Residence Hall Living
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HOUSING AND RESIDENTIAL LIFE
MISSION STATEMENT

Housing and Residential Life strives to create a safe and inclusive residential environment which develops and supports opportunities for intellectual and social development and prepares students to become purposeful contributors to our global society.

Housing and Residential Life
4 Speare Commons
617.373.2814 (voice)
800.240.7666 (voice/outside of Boston)
617.373.8794 (fax)
617.373.4019 (TTY)
housing@northeastern.edu (email)
www.northeastern.edu/housing

HOUSING AND RESIDENTIAL LIFE COMMUNITY STANDARDS
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.

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.

HOUSING AND RESIDENTIAL LIFE POLICIES

In partnership with:
OFFICE OF STUDENT CONDUCT AND CONFLICT RESOLUTION
204 Ell Hall
617.373.4390 (voice)
617.373.8776 (fax)
osccr@northeastern.edu (email)

STUDENT CONDUCT: UNIVERSITY EXPECTATIONS FOR ON AND OFF CAMPUS
The purpose of the Code of Student Conduct is to set expectations of behavior that promote the safety and welfare of the Northeastern community. The University seeks to provide a supportive environment that is conducive to learning, the pursuit of truth, the
exchange of knowledge, the intellectual development of students, and the general good of society. In those instances where violations of the behavioral expectations occur, Northeastern University has developed policies and procedures to protect the rights of members of the University community, individually and collectively.

All students are expected to adhere to all policies listed in the Code of Student Conduct. Please read and familiarize yourself with the Code at www.northeastern.edu/osccr/code-of-student-conduct/.

ALCOHOL & OTHER DRUG PHILOSOPHY
Northeastern University fosters a community that reinforces healthy choices and encourages responsible decision-making regarding the use of alcohol and other drugs. Northeastern strives to maintain a working, living and learning environment that is free from the negative effects that alcohol and other drug use can create.

Additionally, the University is committed to enforcing policies and laws surrounding alcohol and other illegal drug use. The University fulfills this philosophy by providing educational programs, resources for treatment, and referrals for students, faculty and staff who may experience challenges related to substance use.

For more information on alcohol and other drug policies, including the medical amnesty policy, please refer to the Code of Student Conduct.

In addition to the policies concerning alcohol and other drugs outlined in the Code of Student Conduct, the following items and behavior are prohibited in the residence halls:

- Beer making kits.
- Manufacturing of alcohol, including distilling alcohol, brewing beer, making wine or any other form of manufacturing.
- Using and/or possessing shisha, hookah, or similar pipes.
- Using and/or possessing Salvia or any other drug.

BUILDING ACCESS

CBORD (Keyless Lock System)
CBORD is a keyless lock system in which a student’s Husky Card and a self-chosen 4-digit pin number gives access into a student's building and apartment/room. All residence hall entrances automatically lock between 3 AM and 6 AM. Residents needing to access the residence hall during these hours must use their Husky ID Card on the external card reader to open the door.

For more information on CBORD, please refer to the website at: www.northeastern.edu/huskycard/services/husky-locks/

Students are required to be in possession of the Husky ID Card at all times. Students are not allowed to share their Husky ID Card or CBORD Mobile ID app with guests or
other students for residence hall or room access. Violation of this policy will result in disciplinary action, and, in some cases, may result in the cancellation of the License Agreement or loss of guest privileges.

*Lost Husky ID*

If a student loses their Husky ID Card, they can get a replacement at the following places for a $25 fee:

- Husky Card Services in Speare Commons during regular business hours
- Facilities Customer Service after business hours
- Northeastern University Police Department after business hours

If a student’s Husky ID Card is malfunctioning, the student can get a replacement card for free as long as the student brings the malfunctioning card to Husky Card Services.

*Leased Properties Key Policy*

Leased Properties are not equipped with CBORD. Keys to front doors, rooms, apartments, and mailboxes (if applicable) are the responsibility of the assigned residents. Students are not permitted to 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 cancellation of the License Agreement. Lost keys are replaced at a fee of $25 per lost key. After three lockouts, a $150 charge is assessed for a core change/lock update. Lost key fob’s for those residing in Douglass Park are replaced at a fee of $50 per lost fob.

*Lockouts*

Students are responsible for carrying their key(s) and Husky ID at all times. If a student is locked out of their room, follow the instructions below.

- Find the staff member on duty to arrange for re-entry.
  - When staff members are not in the building, they may be contacted through the proctor.
- If the lock out is during a time when the office is closed and no staff member is on duty, students may not be able to gain access to their 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 contacting staff.
  - For more information, contact RSO at 617.373.3499.
- Off-duty staff members are not obligated to respond 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.
FAILURE TO COMPLY
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 may result in disciplinary action.

NOISE POLICY
Courtesy hours are in effect 24 hours a day. If a Residential Life Staff member determines a student to be in violation of courtesy hours, they are permitted to address and/or document that student.

Noise must be kept to levels that will not interfere with other residents’ ability to study or sleep.

Students who encounter a noise concern have the right and responsibility to inform those causing the noise concern if their activities are disruptive. If a disturbance persists, students should contact the RA on duty. The minimum quiet hours for all buildings on campus are shown below.

- Sunday evening through Thursday: 10:00 PM–8:30 AM
- Friday through Sunday morning: 1:00 AM–8:30 AM
- Reading Days/Final-exam period: 24 hours a day

APPROVED ANIMALS & PETS
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.

Service and Support Animals- Persons with documented disabilities who are requesting to bring a service dog or other support animal must contact and submit appropriate documentation to the Disability Resource Center prior to the animal being moved on campus. Students with approved service or support animals are required to follow the expectations and instructions pertaining to their animal as communicated by the Disability Resource Center.

PROPERTY DAMAGE
Students are responsible for the care of University and leased property in rooms, facilities, lounges, public areas, and campus in general. Students will be billed for the repair work for any damage they or their guest 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 secure Renter’s
Insurance. Students should inquire if they can add an off-site “renter’s rider” to an already existing homeowners policy. For more information on approved vendors, visit www.northeastern.edu/housing/firstyear/vendors.html or contact Housing & Residential Life.

SALES AND SOLICITATIONS
Sales of material or solicitations of any kind are also prohibited without the express written permission of designated officials. Residence hall students should request permission from the Director of Residential Life to sell within their housing unit. Recognized student organizations should request permission for sales from the Center for Student Involvement. 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.

SMOKING
Smoking of any tobacco products is prohibited at Northeastern University, consistent with applicable law.

Northeastern University strives to provide a safe and healthy environment in which to teach, learn, research, live, and work. The University recognizes that smoking is a major cause of preventable disease, and accordingly in 2012 convened a committee to explore whether and how the University might implement a smoke-free campus policy. Having received the committee’s recommendation, after extensive input from the community, the University has concluded that a smoke-free campus is consistent with the University’s mission and purpose; will promote individual and community health; and will recognize employees’ right to work in a smoke-free workplace. For more information, please visit http://www.northeastern.edu/smockfree/

This policy applies to all persons, including all students, faculty, staff, volunteers, vendors and visitors, anywhere on University property and in buildings and facilities on all campuses, including parking lots, green spaces, and pedestrian walkways.

You are not permitted to smoke within 30 feet of all residence halls and may face disciplinary action if found in violation.

The use of vaporizers and e-cigarettes is not permitted within the residence halls.

SPORTS ACTIVITIES
Sports 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.

Specifically, NERF guns and/or foam guns are prohibited in the Residence Halls.
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 if the premises appear to have been abandoned by the Licensee or if it is believed that a University policy has been 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. Submitting a Facilities Work Order Request grants permission for facilities to access a student’s room or apartment to address the concerns communicated in the work order. Finally, staff may also enter the premises for any damage assessment, maintenance concern, or if otherwise permitted by law.

ROOMMATE CONFLICT
If at any time a student is not comfortable living with someone either in their room or apartment, students should contact their Residential Life staff to assist them in addressing the situation.

VISITORS AND OVERNIGHT GUESTS
A visitor or a guest is anyone, student or non-student, who accompanies a resident into a building or room who is not currently assigned to that room. All visitors who do not reside in the building must be signed in by a resident.

Guest Policies
It is against policy to ask someone to sign you in that you do not know or who is not going to accompany you while visiting the community.

Residents are responsible for all signed-in guests and their actions.
- Guests must be escorted by the resident that signed them in at all times and hosts are expected to stay with their guests.
- Immediately report unescorted visitors to the Resident Assistant on duty or to a member of the residence hall staff or Northeastern University Police.

Residents who have guests without picture IDs must obtain a guest pass from the Residence hall staff member at least 24-hours prior to the visit, during normal business hours.

Overnight guests must be 16 years old or older and have a valid photo ID.
- Guests younger than age 16 may not stay overnight.

Students may have no more than three visitors signed in at any one time.
- The one exception is for apartment-style residences that can have up to five visitors signed in at any one time on Sunday through Wednesday from 7:00 AM - 11:00 PM.

Roommates must work out their own arrangements for having visitors. If an agreement cannot be made, students may call upon a staff member to help resolve the problem.
• Permission must be secured of all roommate(s) prior to having an overnight
guest in the living space.
• Staying overnight is defined as Sunday evening through Thursday 10:00 PM -
8:30 AM, Friday through Sunday 1:00 AM - 8:30 AM.
• 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 strictly prohibited from subleasing or renting their space, including posting
on websites such as AirBnB.

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.

Guest policy privileges may be revoked for safety, security, or student conduct reasons
by a senior administrative staff member of Housing and Residential Life or The Office of
Student Conduct and Conflict Resolution.

• Residents (Host) are responsible for seeing that their guests follow regulations,
and are liable for any infractions or building damage done by their guest(s).
• Guests may not use or be in possession of a resident’s key or Husky ID Card.
  o Violations may result in cancellation of guest privileges and/or disciplinary
  action against the resident.

Visitation and sign-in procedures may be suspended when conditions such as power
outages and severe weather threaten the operation of a building.

• Students with disabilities who require the services of a personal care attendant
(PCA), contact the Director of Residential Life.
• The Director of Residential Life or a designee will coordinate arrangements for the
PCA to have access to the student’s residence hall.

**EXTERIOR POSTING POLICY**

Students residing on campus may not display, post any messages or have signs that
are visible through a window outside of their room or apartment. Additionally, students
may not hang, drape or post anything outside of their windows, attached to a building
or display anything on a university owned or leased building. This could include but not
limited to posters, signs, flyers, flags, pictures and/or banners with any type of writing or
messaging that can be seen or observed from outside of the room or building.
RESIDENTIAL SERVICES AND FACILITIES

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, handrails, doors, trees, or other objects. Bicycles will be removed if found parked in violation of the fire code.

NEW BALANCE HUBWAY
New Balance Hubway is the Boston bike sharing system. Northeastern has a sponsored station located in the North Parking lot (surface lot near Stetson East residence hall), and there is another station outside Renaissance Park Garage, adjacent to Ruggles Station on the Tremont Street side. Visit www.thehubway.com/ to find out more about this green transit option.

CLEANLINESS
It is the expectation of the Department of Housing & Residential Life that each student living in the residence halls is responsible for the neatness and cleanliness of the environment. This includes kitchen, bathroom and common living areas, if applicable. Responsibilities include but are not limited to, the removal of trash and recyclable items, the proper disposal of food and perishable items, and weekly cleaning of all surfaces in the residential unit. It is the responsibility of all residents to communicate with roommates regarding the division of housekeeping tasks and the condition of the living environment. Failure to comply may result in excess cleaning charges and possible referral for disciplinary action.

FURNISHINGS
Provided and Bringing in Furniture
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 permitted to remove furniture from their rooms. 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).

The one exception is that students are able to bring a small desk chair.

In addition, 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.

Medical Needs
In accordance with the Americans with Disabilities Act (ADA 1990), Northeastern University seeks to provide equal access to its programs, services, and activities. If you
need housing accommodations, please contact the Disability Resource Center (www.northeastern.edu/drc/) as soon as possible to make appropriate arrangements. The University requires that you provide documentation of your disabilities to the DRC so that they may identify what accommodations may be necessary, and arrange with Housing & Residential Life to provide the accommodations.

**Lofted Beds and Furniture**

Construction or deconstruction of lofts or raising beds or other furniture onto cinder blocks is not allowed in Northeastern residence halls. Bed risers are permitted in the residence halls. Beds can also be raised on their legs through submitting a work request with facilities.

Bed rails and ladders are standard on all beds lofted over 5 feet. Requests to remove rails and ladders are not permitted, and requests to deloft beds will be accommodated only if the room permits.

**In-Room Safes**

In-room safes have been installed in some residence halls through the vendor SafeDecisions. Northeastern University will not be held liable under any circumstances for any losses resulting from a student’s use of the safe. Students will be required to create an account and register your safe upon move-in. Students agree to follow all instructions provided by SafeDecisions for the operations and use of the assigned safe. Students are prohibited from storing any perishable items, explosives, highly flammable, toxic or otherwise dangerous material or materials prohibited by law in the safe. SafeDecisions will not allow students to reassign the agreement or sublet the safe or any part thereof. Students are prohibited from operating or using the safe in any manner that violates any law, regulation or rule including but not limited to any University rules or regulations, policies or procedures.

**ROOM REPAIRS**

If room repairs are needed, complete a Facilities Work Order Request Form, available through the MyNortheastern account. Follow the instructions listed on page 10 under Facilities Work Order Requests Online.

**COMMON AREAS**

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.

**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. or download the CSC ServiceWorks Service App from the App Store or Play Store, and scan the barcode on the washer/dryer to report a problem.
Laundry Bucks
- Laundry Bucks is an allowance that is applied to Husky ID cards that students can use in the residence hall laundry rooms on campus.
- Any undergraduate, graduate or law student living in Northeastern University’s housing gets Laundry Bucks.
- Students get $45 per semester, which equals 15 washes and 15 dries, or any combination. Summer I and II students are given $22.50 for each summer term. Law students receive $36 per quarter. Students living in a Leased Property will receive $45 in Husky Dollars per semester. Summer I and II students in Leased Properties are given $22.50 in Husky Dollars for each summer term.
- Use Laundry Bucks by the end of the second summer term because they will not rollover.

PAINTING
Students may not paint or make any alterations to the walls in their rooms, suites, or apartments. If students are concerned about the condition of the walls in their room, complete an online work order through their myNortheastern account (See Facilities Work Order Request section)

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 found in the Code.
- Requests to use public space must be made to your Residence Director (RD) or Area Coordinator (AC) 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.

STORAGE
The University does not provide storage for students’ possessions. Please visit northeastern.edu/housing to view storage options under Vendor Information.

FACILITIES WORK ORDER REQUESTS ONLINE
Follow the instructions below to access the Facilities Work Order Request form.

1. Log in with your MyNortheastern account credentials.
2. Go to the Services and Links tab.
3. Select Facilities Online Work Request.
4. Fill out the form according to your need and be as specific as possible.

Submitting a facilities work order request grants permission for facilities to access a student’s residential space for repair. It is the responsibility of the student to inform the other students in their room/apartment of the submission of a facilities work order
request and the pending entry of a facilities staff member.

Students are not entitled to any refund or payments resulting from any temporary disruption of services like power, hot water, laundry, WIFI, or HuskyCable.

SAFETY AND SECURITY: RESIDENTIAL, PERSONAL, AND GENERAL SAFETY POLICIES

RESIDENCE HALL SECURITY
Residential Safety Office (RSO)
Speare Hall, Upper Lobby
617.373.3499 (voice)
www.northeastern.edu/housing/residential-security-office/

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 or apartment, 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 ID Card and keys with you at all times.
• Use only the main entrances to residence facilities. Other doors are fire exits, which must remain closed except during emergencies. These auxiliary doors are equipped with alarms that sound both at the door and at the Northeastern University Police.
• If you live in an apartment, make sure that the door inside the lobby is always locked.
• A personal-safety staff escort service is always available to escort you between on-campus locations (refer to page 19). Do not walk alone on city streets late at night. Please refer to the Personal Safety Escort section on page 19 for more information.
• Immediately report any disturbances on campus or on the city streets to the Northeastern University Police at 617.373.3333.  
  o 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 617.373.3333 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!

For more information on safety and security visit the Residential Safety Office Web site at www.northeastern.edu/housing/safety-security/ or the Northeastern University Police Department site at www.northeastern.edu/nupd/

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 University officials, including staff from Housing and Residential Life, Northeastern University Police, 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 phone 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 cards 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 contact your Residential Life building staff if you have any questions or concerns.

Evacuation Guidelines for Individuals Needing Assistance
The success of a safe evacuation is dependent upon a number of factors. Guidelines have been developed to provide persons with limited mobility with the tools necessary to minimize their exposure to the risk of fire or other threats to their safety. Here is the link: https://www.northeastern.edu/housing/wp-content/uploads/2017/04/Special-Evacuation-Guidelines.pdf
General 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, closing your room doors behind you as you leave. In an orderly fashion, please leave the building by the closest exit, either by stairwell and/or alarmed emergency exits and move away from any entrances once outside to allow others to exit and emergency personnel to enter. Never use the elevators. Outside follow the direction of your hall staff, NUPD, or the City of Boston Fire Department and wait for further instructions. If possible, wear a coat and shoes and carry a towel to use in case there is smoke on your exit out of the building. Keep these items easily accessible for emergency use, along with your keys and Husky ID Card, 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.

A number of residence halls at Northeastern utilize fire escapes as an alternative means of egress. Access to the fire escapes is through dedicated windows. Fire escape windows must be kept clear. No furniture, air conditioners or other personal effects are to be placed so as to restrict access to the fire escape window. Failure to maintain clear fire escape access may result in a formal complaint by the City of Boston Fire and/or Building department resulting in the potential closing of the facility due to this safety violation.

This affects the following Residence Halls:

153 Hemenway Street 319 Huntington Avenue
Kennedy Hall 407 Huntington Avenue
Loftman Hall Rubenstein Hall
Light Hall

Please contact Residence Hall staff for specific rooms/apartments that are affected by this regulation. 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:

Continued on page 16
Prohibited Actions:
• Falsely reporting a fire, bomb threat, serious injury, or any other emergency, or pulling a fire alarm when no fire or emergency 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, covering 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.
• Failing to leave a building at the sound of a fire alarm or when so directed by residence hall staff.
• Obstructing any door that is a way of egress from a room, hallway, and/or stairwell.
• Covering more than approximately 1/2 of room walls or 10% of an apartment door or room with any kind of decoration, wrapping or covering. This could include but not limited to flyers, decorative wrapping paper, posters, pictures or signage.
• Smoking is not permitted in the Residence Halls or on the University Campus.
• Using the elevator during an egress drill or fire alarm.
• Flying or operating a drone within a residence hall or leased property.
• Students are not permitted to alter, expand, or modify any electrical components, nor connect devices that control electrical current in their rooms (i.e. smart outlets, smart lights, etc.)
• Students may not install any lock device that prohibits University personnel from entering the building, or any part of the licensed space. Prohibited devices include, but are not limited to: dead bolts, door chains, slide bolts, and lock sets.

Prohibited Items:
• Using unauthorized appliances like halogen lamps and fog machines.
• 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 or any other drug.
• Natural Christmas trees, menorahs that utilize open flames, paper decorations, or neon signs.
• Rechargeable transit devices such as electric skateboards, hoverboards, motorized or battery operated scooters, etc. are prohibited except for assistive devices permitted through a registered accommodation with the Disability Resource Center.
• Open flames like candles and incense are strictly prohibited in all residence facilities. Candles for religious observances are permitted at other locations on campus.
• No string lights of any kind are allowed in the residence hall. This includes rope lights, holiday lights, etc.
• No tapestries or flags of any kind are allowed to be hung on the walls or ceilings, especially covering lights or fire safety equipment.
• No covering lights of any kind.
• Personal furniture are combustible and are not permitted in residences.
• Curtains of any kind except for shower curtains are not permitted.

Electrical Equipment, Other Appliances or Personal Items
Televisions, computers, radios, clocks, stereos, fans, electric razors, hair dryers, and heating pads are permitted in students’ rooms. Compact refrigerators and Microfridges are allowed in residence halls. The same electrical appliances allowed in residence halls are permitted in apartments. All electrical devices must be UL listed.

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 frying pans
• Hot plates
• Toaster ovens*
• Microwave ovens*
• Electrical cooking equipment
• Indoor/outdoor decorative lights
• Grills
• Lava lamps
• Weightlifting equipment
• Electric percolators (exposed coil heating elements)

*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 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.
Weapons
The use, possession, or manufacture of the following items is a violation of our Code of Conduct and policies and will be cause for disciplinary action.

• Firearms or explosive agents of any kind
  o Examples include but not limited to BB guns and paintball guns
  o Starter’s pistols
  o Ammunition and gun parts
  o Fireworks of all kinds are considered explosive agents by the Commonwealth of Massachusetts and their use is illegal.

• Knives or blades(other than kitchen utensils) of any kind
  o Examples include but not limited to switch blades or swords
• Nanchacku (karate sticks)
• Studded belts and bracelets
• Tasers

Weapons for Sporting Purposes
A student who possesses any article for sporting purposes (for example, bow and arrows) should check with the Northeastern University Police to determine whether the article is among those prohibited by statute or University regulation.

The Director of Residential Life or his/her designee can authorize a search of a students 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

Safe Zone
The Northeastern University Police Department (NUPD) has launched SafeZone, a cloud-based mobile application that allows users to send a real-time, geo-located alert to on-duty NUPD personnel allowing resources to quickly respond to emergency situations. Quick access to call NUPD is available through the app as well as one-touch dialing to local emergency resources when off-campus. Additionally, when a student is working or studying alone in an area on campus, the student has the ability to share their location by activating the check-in feature. Location information is only sent when the user activates an alert or checks in using the app. More information on the SafeZone mobile app can be found at https://www.northeastern.edu/nupd/safezone/

Emergency Notification
Be sure to keep your emergency contact information up to date in myNortheastern. Based on the information provided on myNortheastern you will receive email, text, and voicemail messages from NU Alert for weather and other emergencies. Students can also opt-in for Text Advisories by texting NUPDADVISORY to 226787. These are targeted messages that do not rise to the level of alerts/warnings but is important information about particular areas on or near to campus.
For snow emergency information, call 617.373.2000.

**Personal Safety Escort**
The Northeastern University Police Department 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. Arrangements for an escort can be made at any time by contacting the Northeastern University Police at 617.373.2121 (voice) or 7-1-1 to communicate with Telecommunications Relay Services if you are Deaf or Hearing Impaired.

**Medical Emergency/Healthcare**
In case of serious injury or illness, call the Northeastern University Police Department at 617.373.3333. Many Northeastern University Police officers are also emergency medical technicians (EMT) and will respond immediately. If the EMTs determine that you need to be taken to a hospital, they will contact the City of Boston Emergency Medical Services Department and arrange emergency ambulance transportation to the nearest hospital. For all other medical or behavioral health issues, call UHCS at 617.373.2772.

**GENERAL 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, roof, or fire escape. 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 break.
- Residents are not permitted on ledges, roofs, fire escapes, or through windows.
- Unauthorized duplicating, lending, or borrowing of Husky ID Cards, 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.

**PROCEDURES FOR RESIDENCE HALL LIVING**

**ELIGIBILITY**
All full-time undergraduate and Graduate/Law students, matriculated in a degree granting program, are eligible to live in university housing. Northeastern University requires that entering freshmen live in university housing for their first two years; this is not applicable to transfer students. Beginning with the entering class during fall 2014, university housing can be guaranteed for students who complete the housing selection application each year. Upper class undergraduate students (3rd, 4th, 5th, and 6th) who entered
prior to fall 2014 and all Graduate/Law students can participate in the housing selection process, but are not guaranteed. Participants in the Housing Selection process will be randomly assigned a selection number or a wait list number, which determines your status for the selection process.

ASSIGNMENTS
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 procedure described in the information provided; strict adherence to all due dates for applications and cancellations is required.

ENROLLMENT DEPOSIT/UPPER CLASS HOUSING DEPOSIT
In order to secure on campus housing admitted first year students must submit a non-refundable enrollment deposit and complete the housing application through the Admitted Student Portal.

Second year students are required to live in university housing, therefore their deposits are waived for fall and spring of their second year.

Upper-class students (3rd, 4th, 5th, and 6th) and Graduate/Law students who choose to participate in the Housing Selection process are required to follow application and deposit procedure and deadlines. Please reference the “Eligibility” section for further details on upper-class Housing Selection.

RESIDENCE LICENSE AGREEMENT
The Residence Hall and Dining License agreement must be signed online by all students who will be living in University-sponsored housing. Signing the Residence Hall and Dining License agreement indicates acknowledgement and acceptance of the terms set forth in this agreement. All students must conduct themselves in a manner consistent with the University’s expectations. However, signing the agreement does not guarantee a space in university housing.

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 canceled 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 the 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, ledges, and/or fire escapes
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.

BILLING AND ADJUSTMENTS
Students are billed at the beginning of each term and are obligated to pay the full charge for the term. 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 cancellation charge of the room rate or forfeiture of the housing deposit. If students’ plans change and they need to move out earlier than expected, the cancellation-fee policy clause of this agreement is enforced. However, keep in mind that the license agreement also permits students to request an exception to any charge by Housing and Residential Life. In order to request this exception, students must complete a petition form. Petition forms are available online at http://www.northeastern.edu/housing/cancellation-deadlines/. The petition should include all important details, as well as any supporting documentation. If the petition is granted, the student may receive a billing adjustment to their account.

AUDIT PROCESS
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. The audit will be e-mailed to the students Husky email address for them to complete electronically. If a student has not checked in on-line or with hall staff, an email will be sent to the student’s Husky email address to confirm occupancy. A Resident Assistant (RA) or another Housing and Residential Life staff member will visit the room to verify that the student has checked in, and will require the student 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.

END OF SEMESTER PROCEDURES
Before moving out
Before a student can move out of a current assignment, they must first meet with the staff in the building and complete the check-out process. If a student does not follow proper procedures for checking out of a room or if the student chooses to complete a Self Check Out, they forfeit the right to appeal any supplemental charges for damages. Even if the student is not returning to campus the following term, they are responsible for cleaning the room or apartment thoroughly and disposing of all trash properly.

To forward mail, students need to add a forwarding address on the student myNortheastern portal before leaving campus.
Contact Husky Card Services, located in Speare Commons, if there needs to be a meal plan change.

**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 Residence Director or Area Coordinator. 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 the office of Off Campus Student Services or visit the website at www.northeastern.edu/offcampus.

**If you are moving to a new room, apartment, or building next semester**
If you are moving to a new space on campus the following semester, contact your new building professional staff member to arrange your move before intersession begins to confirm availability. You are expected to move to your new assignment within 24 hours of the space becoming available. You should refrain from making any travel arrangements until you receive your moving date from your building staff. If you require an extension, you must get this approval from your building staff 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. 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.

**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/Apartment Condition Form has been completed and signed.**
- **Turn in your keys to a member of the Residential Life staff upon check-out.** Failure to do so will result in a fee to replace all keys and locks.
- **If your door is on the keyless system, you still must formally check out.**
- **If you choose not to check out with a staff member, you forfeit your right to appeal any or all damage charges.**
• If you have a private telephone, make arrangements with the telephone company to disconnect service and remove the equipment before the end of the semester.
• If you live in a Leased Property and have cable service, make arrangements with the appropriate service provider to disconnect services and return equipment.
• Return your microfridge to the vendor per vendor instructions.

SUMMER RESIDENCE
Housing enrollment is reduced dramatically during the summer, which necessitates closing some Residence Halls during those terms. Summer opened buildings are announced each year during the spring semester; details can be found on the Housing website during late January/early February. Students interested in on campus housing during the summer terms should apply and submit the required deposit. Summer housing assignments are completed after the fall Housing Selection process.

The NUterm program requires University housing. First year students participating in NUterm will be provided an application, separate from the regular summer housing process.

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. 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 add a forwarding address on the student myNortheastern portal before leaving campus. Since procedures differ depending on whether a student is withdrawing from housing only or from both housing and the University, students should consult with a hall staff member to insure that all withdrawal required paperwork is completed. Students must also complete a Withdrawal Form with hall staff.

DAMAGE/CLEANING CHARGES
The student is responsible for Northeastern University property in their 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, they waive 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 myNortheastern addresses one month before the break begins. Additional information regarding the intersession schedule is available from Housing and Residential Life staff and on their web site www.northeastern.edu/housing.

VACANCIES
If an empty space exists in a room, suite, or apartment, all students 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.

ROOM CHANGE PROCESS
Visit the Housing website, or call the Housing and Residential Life Office for more information.

E-MAIL COMMUNICATION TO STUDENTS
E-mail is the official form of communication for the University and for Housing and Residential Life. Students are expected to stay current in regard to your Husky e-mail address while on campus, abroad and away on co-op. All housing assignment information, important deadlines and reminders will be e-mailed. Students will be notified if we plan to mail any information to a campus or permanent address.

UNIVERSITY SERVICES & POLICIES

CLERY 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, Northeastern University Police law enforcement authority, crime reporting policies, crime statistics for the most recent three-year period, and disciplinary procedures, is available at Northeastern University Police Department. Printed copies of the report are also available at our police headquarters at 716 Columbus Ave, 100 CP, at the Forsyth Street Circle substation, and at Renaissance Building substation across from International Village.

DISABILITY SERVICES
Learning Disabilities Program
617.373.4526 (voice)
www.northeastern.edu/uhcs/ldp/index.html
Disability Resource Center
20 Dodge Hall
617.373.2675
617.373.2730 (TTY)
www.northeastern.edu/drc
EQUAL OPPORTUNITY POLICY
Northeastern University is an equal opportunity/affirmative action/Title IX educational institution and employer.

Office for University Equity and Compliance (OUEC)
125 Richards Hall
617.373.4644
www.northeastern.edu/ouec

Northeastern University is committed to providing a living, learning and work environment that is safe and free from discrimination and harassment. At the Office for University Equity and Compliance (OUEC), staff lead efforts to maintain the University’s compliance with all federal, state, and local laws pertaining to anti-discrimination, the Americans with Disabilities Act, and Title IX.

The OUEC is responsible for investigating and resolving all complaints of discrimination, harassment, and retaliation at Northeastern. The Assistant Vice President for University Equity and Compliance / Title IX Coordinator coordinates the University’s response to complaints involving all forms of discrimination.

Anyone who experiences or is aware of discriminatory conduct is urged to report the matter immediately to the OUEC for appropriate response. The University’s policies strictly prohibits retaliation against an individual for reporting perceived discrimination or participating in a resulting investigation.

HUSKY CARD SERVICES
4 Speare Commons
617.373.8740
www.northeastern.edu/huskycard/

Please refer to the Residence Hall and Dining License Agreement or the Meal Plan at http://www.northeastern.edu/huskycard/meal-plans/ for meal plan options and applicable restrictions.

• Visit the Dining Services Web site for hours of operation and menus at www.nudining.com
• Husky Dollars and Dining Basics
  Visit the Husky Card Services website for additional specifics about the program and to view the extensive list of vendors who accept the card.

Free Print Allowance
Northeastern University offers all students a free print allowance. The free print allowance can be used at the printers in residence halls, the Snell Library, and various other locations throughout campus. For more information, please go to www.northeastern.edu/huskycard/services/print-allowance/
TECHNOLOGY AND COMPUTER ASSISTANCE

Information Technology Services

ResNet Resource Center
4 Speare Commons
617.373.7967
resnet@northeastern.edu
www.northeastern.edu/resnet

ITS Service Desk
Snell Library – First floor
617.373.4357 (xHELP)
help@northeastern.edu
www.northeastern.edu/its

Cable
HuskyCable HDplus, a combination of two different cable TV services included in the room rate, is provided to students living on campus. HuskyCable HDplus includes:
• Broadcast cable television: HuskyCable HD – Northeastern University’s cable television service, offers more than 60 broadcast and premium channels.
• Internet Protocol television (IPTV): XFINITY On Campus™ – offers online access to live streaming TV, on demand shows, and movies. Currently this service is provided through a partnership with Comcast, providing access to 200 live TV channels as well as thousands of XFINITY On Demand™ shows and movies.

These services are only available to students living in Northeastern-owned residence halls. For access to HuskyCable HD students need a coaxial TV cable and a television with a QAM digital tuner – cable boxes are not required. Residence Hall rooms have cable port(s) available for connection. If students have questions about HuskyCable XFINITY on Campus or HDplus, please contact the ResNet Resource Center at 617.373.7967 or resnet@northeastern.edu. More information can be found at www.northeastern.edu/its/services/huskcablehdplus

Students living in Leased Properties do not have access to Northeastern’s networks or HuskyCable HDplus. Local service providers are able to offer cable TV and/or Internet services at the students own expense. Students receive a $100 credit on their tuition account the sixth week into the semester to assist with this additional cost. Summer term students receive a $50 credit the third week into the term. Law students will receive a $75 credit per quarter. If students have questions about the tuition credit, please speak with Housing and Residential Life.

Telephone
Students will need to provide their own telephones for landline service. Please call 1.800.VERIZON (1.800.837.4966) to either activate telephone service, or to reach support.

OFF CAMPUS STUDENT SERVICES
617.373.8480
www.northeastern.edu/offcampus

Off Campus Student Services is dedicated to serving the needs of all students who
reside off-campus or commute from home. They provide resources, education, and programs to keep you connected to campus, informed of campus activities and services, and promote positive connections between the student and their community neighbors. Off Campus Student Services can help with landlord issues, keep students informed on renter’s rights, and assist them in searching for off-campus housing.

Visit Northeastern’s Apartment Search Database for local property listings and to find roommates and sublets. www.northeastern.edu/offcampus/apartment

**O.P.E.N.**
307 Ell Hall
617.373.4459
www.northeastern.edu/open

The Office of Prevention and Education at Northeastern (O.P.E.N.) provides education and programming for Northeastern students on topics related to alcohol, other drugs and sexual violence prevention and response.

O.P.E.N. offers:

• Supportive, confidential, and non-judgmental ‘check in’ services for Northeastern students related to substance use
• Confidential resources for students who have been affected by sexual violence
• Programming, presentations, training and education related to the topics of alcohol and other drugs as well as sexual violence prevention
• Bystander intervention training

**PARKING ON CAMPUS**
For information on cars and parking, reach out to Student Financial Services.

Student Financial Services
354 Richards Hall
617.373.7010 (voice)
www.northeastern.edu/parking

**RESIDENTIAL MAIL SERVICES**

* Residential Mail Services (ResMail)*
7 Speare Hall, Lower Level and 716 Columbus Avenue (Basement)
617.373.5108
617.373.4019 (TTY)
www.northeastern.edu/mailservices
HOUSING AND RESIDENTIAL LIFE

MISSION STATEMENT
Housing and Residential Life strives to create a safe and inclusive residential environment which develops and supports opportunities for intellectual and social development and prepares students to become purposeful contributors to our global society.

Housing and Residential Life
4 Speare Commons
617.373.2814 (voice)
800.240.7666 (voice/outside of Boston)
617.373.8794 (fax)
617.373.4019 (TTY)
housing@northeastern.edu (email)
www.northeastern.edu/housing

HOUSING AND RESIDENTIAL LIFE COMMUNITY STANDARDS
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.

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 relations 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.

HOUSING AND RESIDENTIAL LIFE POLICIES
In partnership with:
OFFICE OF STUDENT CONDUCT AND CONFLICT RESOLUTION
204 Ell Hall
617.373.4390 (voice)
617.373.8776 (fax)
osccr@northeastern.edu (email)

STUDENT CONDUCT: UNIVERSITY EXPECTATIONS FOR ON AND OFF-CAMPUS
The purpose of the Code of Student Conduct is to set expectations of behavior that promote the safety and welfare of the Northeastern community. The University seeks to provide a supportive environment that is conducive to learning, the pursuit of truth, the 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.

ViSION Resource Center
106 St. Stephen Street
Walk in Hours: 12pm-5pm Monday-Friday or by appointment
vision@northeastern.edu
http://www.northeastern.edu/visions/

The Violence, Support, Intervention and Outreach Network (ViSION) Resource Center is an entry point for students affected by sexual assault, partner violence, stalking, sexual harassment and sexual exploitation. Students can utilize the ViSION Resource Center even if an incident(s) occurred off-campus or prior to enrolling at Northeastern. The ViSION Resource Center can confidentially help students navigate options related to rights, resources, and reporting including off-campus resources and/or on-campus resources such as:

• Counseling
• Medical care, including pregnancy and STI testing
• Reporting options
• Housing accommodations
• Academic accommodations
• Spiritual guidance services

UNIVERSITY HEALTH AND COUNSELING SERVICES
70 Forsyth Building, suite 135
617.373.2772 (voice)
617.373.2601 (fax)
uhcs@northeastern.edu
www.northeastern.edu/uhcs
University Health and Counseling Services provides medical and behavioral health care to current Northeastern students. Walk-in, same day, and scheduled visits are available. UHCS clinicians are board certified and licensed practitioners who provide confidential assessment and treatment of medical and behavioral health concerns as well as referrals to specialists in the community. All UHCS clinicians are trained in assessment and treatment of alcohol and other drug use issues, as well as sexual assault and other forms of trauma.

Other areas of UHCS include:

- Northeastern University Student Health Plan (NUSHP)
- Medical Leave of Absence (MLOA)
- Immunization compliance (student health reports)
- Student reporting requirements (clinical clearance)

UHCS Hours:

- Monday, Wednesday and Friday 8:00 am – 5:00 pm
- Tuesday and Thursday 8:00 am – 8:00 pm
- Saturday (September through June) 12:00 pm – 4:00 pm
- Most holidays 10:00 am – 3:00 pm

WE CARE:

The mission of We Care is to support students who experience unexpected challenges in maintaining their academic progress. We Care works with the student to coordinate assistance among university offices and to offer appropriate on and off campus referrals to support successfully resolving the issue.

104 Eli Hall
617.373.4384
wecare@northeastern.edu
www.northeastern.edu/wecare
## TELEPHONE RESOURCE LIST

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Comcast (Leased Properties only)</td>
<td>617.787.6616 (voice)</td>
</tr>
<tr>
<td>Dining Services</td>
<td>617.373.2530 (voice)</td>
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<tr>
<td>Disability Resource Center</td>
<td>617.373.2675 (voice)</td>
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<tr>
<td>Financial Aid</td>
<td>617.373.3190 (voice)</td>
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<tr>
<td>Fire</td>
<td>911 &amp; 617.373.3333 (voice)</td>
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<tr>
<td>Housing and Residential Life</td>
<td>617.373.2814 (voice)</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>617.373.4357 (voice)</td>
</tr>
<tr>
<td>Snell Library Hours of Operation</td>
<td>617.373.4976 (recorded)</td>
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<tr>
<td>Library Reference Desk</td>
<td>617.373.2356 (voice)</td>
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<tr>
<td>Northeastern University Police Department Non-emergency</td>
<td>617.373.2121 (voice)</td>
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<tr>
<td>Northeastern University Police Department Emergency</td>
<td>617.373.3333 (voice)</td>
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<tr>
<td>Off Campus Student Services</td>
<td>617.373.8480 (voice)</td>
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<tr>
<td>Office of Prevention &amp; Education</td>
<td>617.373.4459 (voice)</td>
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<tr>
<td>Residential Safety Office</td>
<td>617.373.3499 (voice)</td>
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<tr>
<td>Registrar’s Office</td>
<td>617.373.2300 (voice)</td>
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<tr>
<td>Resident Student Association</td>
<td>617.373.8682 (voice)</td>
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<td>ResMail</td>
<td>617.373.5108 (voice)</td>
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<tr>
<td>ResNet</td>
<td>617.373.7967 (voice)</td>
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<tr>
<td>Security Escort Service</td>
<td>617.373.2121 (voice)</td>
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<tr>
<td>Student Conduct and Conflict Resolution</td>
<td>617.373.4390 (voice)</td>
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<tr>
<td>Telephone Service Local: Verizon</td>
<td>617.956.8201 (voice)</td>
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<tr>
<td>University Health &amp; Counseling Services</td>
<td>617.373.2772 (voice)</td>
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