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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.

Each University housing facility is managed by a Residential Life staff member who supervises a trained staff which includes Student Graduate Assistants and Student Resident Assistants who have the authority to enforce the License Agreement, Guide to Residence Hall Living and Code of Student Conduct.

Housing and Residential Life
4 Speare Commons, Speare Hall, Lower Lobby
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 Mission Statement

All students are responsible for adhering to the rules and regulations published in the Residence Hall and Dining License Agreement, Undergraduate Student Handbook, the Student Organization Resource Guide, 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.
STUDENT CONDUCT: UNIVERSITY EXPECTATIONS FOR ON AND OFF CAMPUS
The purpose of the Code of Student Conduct is to set expectations for behavior that promotes 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.

Students are prohibited from engaging in any of the following behaviors: conduct in/or about any University facility that poses a threat to the health and safety of themselves, others, or property; behavior that interferes with the rights or well-being of others; or personal actions that violate any provision of this agreement, or any rule, regulation, or policy of the University, or any applicable law.

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.

A person under the age of 21 is prohibited from being in the presence of alcoholic beverages in the residence halls housing provided and/or arranged by Northeastern, with the following exception: an individual under the age of 21 who has a roommate of legal drinking age may be in the presence of an open container of alcohol in the room only if the roommate of legal drinking age is also present. Non-roommates who are under the age of 21 may not be in the room when alcohol is being consumed by the of-age roommate.

**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 their 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 Residence Hall and Dining 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 Residence Hall and Dining License Agreement. Lost keys will result in a $150 charge 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 by reporting to the building/complex's RA office, 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 building/complex's RA 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 in a semester, a student will be issued a fine.

**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 failing to comply with the reasonable directions of University officials, failure to present your Husky Card when requested, and verbal or physical abuse, threats, or harassing language toward staff, will not be tolerated and may result in disciplinary action.
GUESTS (VISITORS AND OVERNIGHT)
A visitor or a guest is anyone, student or non-student, who accompa-
nies 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 Student Resident
Assistant on duty or to a member of the Residential Life staff or to
Northeastern University Police.

Residents who have guests without picture IDs must obtain a guest
pass from a Residential Life Professional 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 the age of 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 mem-
ber 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 in University Housing 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.
  - 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), should 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.

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 in University Housing 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
PACK AND STORE PROCESS
If belongings of apparent value are left in a student’s room/suite/apartment after their Residence Hall and Dining License Agreement has expired or has been terminated, the student’s belongings will be packed and stored in an on-campus storage unit. Before the pack and store is initiated, students will be contacted via their Northeastern email account and will have 48 hours to retrieve their belongings. If the student does not retrieve their belongings within 48 hours of being contacted, their belongings will be packed and stored and their accounts will be charged $500.

APPROVED ANIMALS & PETS
Pets- For health and humanitarian reasons, no animals (other than fish) are allowed in University Housing. 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 into University Housing. 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. Students will also be required to get an ID sticker for the approved animal to be placed on the student’s Husky Card.

EXTERIOR POSTING POLICY
Students residing on campus in University Housing 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.

INTERIOR POSTING POLICY
Posters or flyers that are hung up in University Housing communities without the approval stamp will be removed (with the exception of Student Resident Assistant or Hall Council flyers). In order to have posters approved, stamped, and distributed in Residence Halls, a total of 35 posters/flyers may be delivered to the Housing & Residential Life Customer Service Desk at 4 Speare Commons. Once approved the posters will be distributed to Hall Staff to be posted.

Any advertisement must adhere to the following standards, in addition
to those outlined in the Student Organization Resource Guide, published by the Center for Student Involvement (CSI).

• Advertise a Center for Student Involvement (CSI) recognized student organization, club/intramural sport team or a Northeastern University department
• Have a Northeastern University recognized email address (@northeastern.edu or @husky.neu.edu). Gmail addresses are approved as long as they are the same as what appears on an orgsync profile.

• Cannot advertise for an event occurring off of the Northeastern University campus without the approval of CSI
• Must have a Date, Time, and Location
• Cannot have pull tabs
• If the event is paid for by the Student Activity Fee, the poster must include the logo indicating this.
• No foul or obscene language or images (Must adhere to the Code of Student Conduct – consult the Student Handbook)

PROPERTY DAMAGE
Students are responsible for the care of University and leased property in rooms, facilities, lounges, public areas, and campus in general. Students are prohibited from defacing, damaging, or otherwise altering their licensed room, suite, apartment, or any other part of the residence hall. This can include but is not limited to: use of nails, screws or other materials that defaces surfaces. 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, and more information about Renter’s Insurance, visit: https://www.northeastern.edu/housing/wp-content/uploads/2019/02/Brochure-Students-2019.pdf or contact the Department of Housing and Residential Life.

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 vi-
ually and take inventory. Students will receive notice when these checks will occur. 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 is 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. University staff may also enter any space listed as “vacant” to inspect and prepare the space for a new arrival. Finally, staff may also enter the premises for any damage assessment, maintenance concern, or if otherwise permitted by law. For Leased Properties residents, building management may need to enter spaces for a variety of reasons in order to address maintenance concerns and maintain building upkeep. Residential Life staff, when notified, will work to provide notice to students whenever that is taking place.

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 if they do not feel comfortable addressing the situation themselves.

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 dining halls, 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/smokefree/

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 tobacco, smoking-related products intended to mimic tobacco products, or the smoking or vaping of any other substance is prohibited on campus and in University Housing. This includes, but is not limited to cigarettes, cigars, cigarillos, smokeless tobacco, electronic cigarettes, pipes, pens, bidis, and hookahs. This does not include nicotine gum or patches.

SPORTS ACTIVITIES
Sports activities are not permitted inside University Housing 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 University Housing.

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. Examples include but are not limited to:
  o 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. Examples include but not limited to:
  o switch blades or swords
  o Nanchacku (karate sticks)
  o Studded belts and bracelets
  o 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 their designee can authorize a search of a student's 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.

**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.

**BLUEBIKES**
Bluebikes 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.bluebikes.com/ to find out more about this green transit option.

**CLEANLINESS**
It is the expectation of the Department of Housing and Residential Life that each student living in University Housing 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. Fail-
ure 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 University housing, 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 and 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 University Housing. 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.

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 14 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 University Housing 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 in University Housing.
• Any undergraduate, graduate or law student living in Northeastern University’s Housing receives Laundry Bucks.
• Students receive $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.
• Remaining Laundry Bucks will be lost by the end of the Summer II term.

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 Student Code of Conduct.
• Requests to use public space must be made to the 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 Northeastern 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 Department.
• 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. Do not walk alone on city streets late at night. Please refer to the Personal Safety Escort section on page 20 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 Northeastern University Police at 617.373.3333 if unauthorized persons enter your 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. Please visit the following link for more information:

General Fire Safety
Each residence hall has a fire egress drill at least once each semester. Residential Life 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. When 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, do not vacate in a timely manner, 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
Kennedy Hall
Loftman Hall
Light Hall

319 Huntington Avenue
407 Huntington Avenue
Rubenstein Hall

Please contact Residential Life 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 University Housing privileges, separation from the University, or criminal prosecution:

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.
• Improper use of kitchen equipment which includes but is not limited
to leaving the apartment with the oven/stove on, not notifying Residential Life staff or NUPD if there’s a fire or excessive smoke in the apartment as a result of cooking, etc.

- 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, or leave in a timely manner, at the sound of a fire alarm or when so directed by Residential Life 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 University Housing.
  - 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.
  o Candles for religious observances are permitted at other locations on campus.
• No string lights of any kind are allowed in the residence hall.
  o 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. Shower curtains however, are only permitted to be used in the bathrooms in the shower.

**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.

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 keys, 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 University Housing, admitted first year students must submit a nonrefundable 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 the application and deposit procedures 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.

CHECKING-IN
Failure to enter in accordance with move in dates published by Housing and Residential Life will result in formal disciplinary action and revocation of University Housing privileges.

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 Student Resident Assistant (Student 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 Residential Life staff within the first week, and/or to verify occupancy with the Residence Life 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 housing the following term, they are responsible for cleaning the room or apartment thoroughly and disposing of all trash properly.

To forward mail, students must 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 in University Housing 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 in University Housing is a privilege, not a right. Failure to vacate in accordance with move-out dates published by the department will result in formal disciplinary action up to and including revocation of University housing privileges. In addition, it will result in the initiation of removal proceedings, which may result in your loss of all University 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 Student 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 open 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 University 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.
SUMMER II TO FALL HOUSING
Since the Summer II move-out date is firm, students who are NOT remaining in University Housing for the Fall Semester will be required to move out (on the last day of finals). Please be aware that University Housing until September 1 is not available.

WITHDRAWALS
All students who leave their housing assignment unplanned, prior to the end of the semester, must fill out a Withdrawal Form with a member of the Residential Life 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 check-out, 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 University 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 University 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

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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 Department of Housing and Residential Life 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
Speare Hall, Lower Lobby
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, Speare Hall, Lower Lobby
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 in Northeastern-owned residence halls. 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.

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/huskycablehdplus

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 ex-
pense. 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
151 Speare Hall
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/off-campus/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, sexual violence prevention, and sexual health.

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 at the Sexual Violence Resource Center
- Programming, presentations, training and education related to the topics of alcohol and other drugs as well as sexual violence prevention
- Bystander intervention training
- Free and discreet delivery of safer sexual health supplies to students living on Northeastern’s Boston campus through the Frisky Husky program.

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

The Sexual Violence Resource Center is an entry point for students affected by sexual assault, sexual harassment, sexual exploitation or abuse, domestic violence and/or stalking. Students can utilize the Sexual Violence Resource Center even if an incident(s) occurred off-campus or prior to enrolling at Northeastern. The Sexual Violence 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

**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
United States Postal Service
Astor Station
207 Massachusetts Avenue
Boston, MA 02115
800.ASK.USPS (voice)
877.889.2457 (TTY)

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

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 be-
havioral health care to current Northeastern students with walk-in,
same day, and scheduled visits. UHCS clinicians are board certified
and licensed practitioners who provide confidential assessment and
treatment of medical and behavioral health concerns as well as referr-
als 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. Visit us at www.north-
eastern.edu/uhcs for more about accessing UHCS as well as other im-
portant information including:

• Northeastern University Student Health Plan (NUSHP)
• Medical Leave of Absence (MLOA)
• Immunization compliance (student health reports)
• Timely health updates

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 Ell Hall
617.373.4384
wecare@northeastern.edu
www.northeastern.edu/wecare
Telephone Resource List

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

Northeastern University