



Frequently Asked Questions



Q. *When can I apply for housing?*

The online portal will open on **January 8, 2020**.

Q. *Am I allowed to request a specific roommate?*

Yes. We make every effort to grant specific roommate requests, however, requests are granted based on the date of application, space availability, and paid application fees.

Q. *When will I receive my roommate assignment?*

The assignment process usually begins in April and will continue throughout the summer as long as space is available.

Q. *What happens if I requested a specific roommate and they were not assigned with me?*

There are several reasons this could have occurred. You and your requested roommate may not have applied for the same property and/or room type. You and your roommate have to apply in time to get the property and unit type you prefer. Roommate requests must also be mutual. You may have listed someone as a requested roommate but they inadvertently did not list your name on their application. To be placed together, both students should submit their applications as close together as possible, list each other on their applications as requested roommates, and request the same property and unit type. In the unfortunate case that requested roommates are not placed together, we will do what we can to put them together, but cannot guarantee that we can change an assignment.

Q. *What if I experience a problem with my roommate?*

In the event that you have an issue with a roommate, there are some guidelines to follow:

- Step 1:** Talk to your roommate. Be honest and let them know what's bothering you. They may not even be aware that there is a problem. Give them an opportunity to correct the issue.
- Step 2:** If talking with your roommate is uncomfortable or you need someone to assist you in speaking with your roommate, ask the RA on your floor to help facilitate a meeting. The RA can also create a roommate contract.
- Step 3:** If the contract is not successful and despite your best efforts, things are not resolved, please schedule a meeting with our Director of Residential Life who will assist you in finding a satisfactory resolution.



Q. Can I live off-campus?

All unmarried, full-time undergraduate students are required to live on campus until the age of 21 or for six semesters, as long as space is available. For additional information and a list of possible exemptions, please review the housing requirement section on our website at <https://www.nsula.edu/campushousing/>.

Q. Am I required to have a meal plan?

Yes. All residents are required to purchase a meal plan. A variety of meal plans are available and all options and pricing can be seen on Sodexo's website at <https://nsuladining.sodexomyway.com>.

Q. Is there a curfew?

No. Each resident receives a room key and has access to their Residence Hall 24-hours a day.

**Q. Can I have a visitor of the opposite gender in my room?**

Yes. Visitors of the opposite gender are allowed in all residence halls. Your guest is expected to leave your room by 11:00 p.m. however, please visit with your roommate(s) on this subject. Guests, both male and female, should not infringe on the rights of your roommate. Respect your roommate's privacy and quiet times requested for studying, etc. Residents are responsible for guests when they enter the building and must accompany their guests from the time they enter until the time they leave. Guests must be 18 years of age or older.

Q. Can I have overnight visitors?

Yes. Overnight guests must be 18 years of age or older. You must submit an Overnight Guest Form at least 48 hours in advance of their arrival. All roommates must approve the guest by signing the Overnight Guest Form granting their permission at the housing office at the respective property. The Resident Director must also approve the Overnight Guest Form.

Q. Are the rooms furnished?

Yes. For a complete list of amenities, floor plans, and cost, visit <https://www.nsula.edu/campushousing>.

Private efficiency units at University Columns are unfurnished.

**Q. Can I bring furniture from home?**

Yes, however, the furniture that is in the room, prior to your arrival that is provided by Housing cannot be removed from the room.

Q. Can I paint my room?

No. There are many ways to add color, decorate and personalize your room that do not include paint.

Q. How do I place a work order if something breaks in my room?

Our work order system is all online at <https://www.nsula.edu/campushousing>. Click on the "Work Order" link to submit a work order. If it is an emergency on the weekends or after hours – for instance water is leaking, AC, or plumbing issues, please contact the RA on call.



Q. How do I receive mail or packages?

You will have a post office box at the Post Office on NSU's campus. You will need to use the following address format to ensure that your package will be received.

[Your First and Last Name]

NSU PO Box # _____

Natchitoches, LA 71497

For additional questions about mail and receiving packages, please contact the campus Post Office at 318-357-5696.

Q. Can I smoke in my room?

No. All buildings on campus are smoke free. NSU's entire campus is tobacco free.



Q. What if I lose my room key?

For your safety, please report a lost key as soon as possible through the maintenance request portal. We will deactivate the fob and your bedroom lock will be changed. New keys will be issued to you and there will be a charge for the new keys and lock.

Q. Can I live on campus during holiday breaks?

Residents at University Columns and Varnado Hall are allowed to stay over all University breaks and holidays.

Residents at University Place are required to leave during the winter break (Christmas) only. They will not be required to remove their belongings over the holiday break.

Q. What shouldn't I bring to the residence hall or apartment?

For your health and safety and that of other residents, the following are not permitted at any time: animals or pets of any kind unless they are an approved service animal or emotional support animal and must be registered through the housing office, open-coiled cooking appliances, electric frying pans, George Foreman grills, hot plates, outdoor and hibachi grills, Halogen lamps, candles, incense, fireworks, firearms, ammunition, knives, explosives, mace, archery equipment, sun lamps, electric space heaters, kerosene heaters, and water beds.



Q. Are the residence halls co-ed?

Yes. University Columns, University Place, and Varnado Hall house both male and female students. However, only residents of the same gender may reside in the same apartment or room, or on the same wing, in the case of Varnado Hall.

Q. Are pets allowed?

No. Students are not allowed to have pets of any kind, including: fish, snakes, hamsters, or any other pets. Service animals and emotional support animals must be registered with the housing office and Office of Disability and Support prior to move in. Any resident found to have an unauthorized animal living within their apartment or residence hall room will be fined \$500.00. If a specific roommate takes responsibility for the animal, that individual will be fined, however, any other residents in the apartment/room will be sanctioned per judicial processes, as it is a roommate's responsibility to report any violation of rules.



Q. What about alcohol or drugs in the residence halls or apartments?

Under no circumstances, can a student have alcohol or drugs in the residence halls or apartments. If they are found to be present in the unit, the residents who are found to be responsible of violating the community policies will be sent to the Office of Student Conduct and Accountability.