Welcome to
University Columns

On behalf of our entire staff, we wish to extend our welcome to you. It is our sincere hope that you will find your experiences in our residence halls both rewarding and valuable in terms of personal growth, lasting friendships, and future development. We are here to assist you, so please do not hesitate to contact us with any needs that may arise or any questions you may have.

Best wishes for a successful year!
Fork Em’ Demons!

Residential Life Team

Meet the Res Life Team

Assistant Director of Residence Life: Daeshawn Lyles
Resident Assistants for University Columns: Brianna Richard, Kariah Sisk, Alexis Peterson, Chasity Thomas, Jordan Guillory

Resident Assistants (RA) are role models, programmers, teachers, mentors and friends for a diverse group of students living in a residential community. Resident Assistants are students selected on the basis of leadership, experience, scholarship and the desire to help the resident realize their potential for self-development through group living.

Stay in the Loop
@ResLifeNSU
Follow us

Need to Know

University Columns Office Hours
Monday thru Thursday: 8:00 am to 8:00 pm
Friday: 8:00 am to 5:00 pm
Saturday: 10:00 am to 1:00 pm
Sunday: 1:00 pm to 4:00 pm

UC Office: 318-214-5414
UC RA On Call: 318-663-7992 | University Police: 318-357-5431
Registrar: 318-357-6171 | Financial Aid: 318-357-5961
One Card Office: 318-357-5131
**Internet**
Internet is available for each resident to enjoy. An Ethernet port is located in each bedroom. Each resident must supply their own Ethernet cord and router. If you would like wireless internet, this will require a router with an Ethernet cable.

**Mail**
All mail that comes through the United States Post Office, UPS, or Fed-Ex will be delivered to the Campus Postal Office and each student must go and register for a NSU Box in order to receive mail. No package delivery is allowed at University Columns.

**Laundry**
Laundry Room is located in the clubhouse. It is $1.25 to wash and $1.25 to dry. Change machine is available. Machines accept quarters, credit, and debit cards.

**Bicycle**
All bicycles must be registered on campus with University Police and with University Housing. Registration is free of charge. Bikes may be parked at racks across all properties.

**Visitation**
Visitation is suspended until further notice. There may be no guests or visitors in the residential communities.

**No Smoking**
Please remember that Northwestern State University is a tobacco free campus and all tobacco items are prohibited.

**Trash**
All trash must be taken to the dumpsters, located around the property! Do not place trash on porch or balcony.

**Pool**
The pool is currently closed, until further notice.

**No Pets**
No pets are allowed on property at any time. Only residents who have applied for a service/support animal and have been approved will be allowed to have a service/support animal.

**Parking**
Please observe all posted signs regarding parking. All residents will need to have a parking sticker issued by University Police.

**Electricity**
Each apartment has a utility allowance per month. Any overage will be posted to your student account. Utility Allotment per unit:
- 4 Bed: $100/month
- 2 Bed: $60/month
- Sh. Eff: $50/month

**Lock Out**
If you are locked out of your room during normal office hours (Mon-Thurs 8 am to 8pm & Friday 8 am to 5pm), please go to the clubhouse/lobby. After hours (Mon-Friday, 8pm-8am and All-Day Saturday and Sunday), call the RA On Call and have your ID readily available.
How to Submit a Work Order

Have a maintenance issue you need to report? Follow these steps:
1. Go to the following website: https://www.mystudentvillage.com/us/university-columns-2
2. Click on Current Residents
3. Enter Email address and password
4. Click on "maintenance request" - Then, new job

*If for any reason the website is not working, please stop by the lobby/clubhouse to fill out a Manual Work Order Form.
*If it is a maintenance emergency, call the office or the RA On Call ASAP. Tell them your name, room number, and what emergency has occurred.

Toilet Overflowing/ Stopped Up?
1. Turn the water off to the toilet by turning the knob clockwise until it is tightened.
2. Do not use too much force.
3. Call the UC Clubhouse during office hours or the UC RA if after hours.

DO NOT LEAVE IT! REPORT IT!

Cable Box
- Each unit comes equipped with a Cable Box in each bedroom and living room area.
- Cable remotes can be checked out in the University Columns Clubhouse.
- Upon checkout, if any of the items are missing, you will be charged for replacing any of the items. Suddenlink recommends the use of a HDMI cable.
- For any cable issues, please go to the following website and follow the instructions: www.nsula.edu/resnet

How to Submit a Work Order for Internet

Have an internet issue you need to report? Follow these steps:
1. Call the internet service provider EpicTouch at 318-352-0006 and select "TECHNICAL SUPPORT"
2. Explain in detail to EpicTouch the issue
3. EpicTouch will provide a trouble ticket number.
4. Bring the trouble ticket number, along with your name and room number, to the University Columns Clubhouse and give it to one of our friendly staff members
5. EpicTouch will be dispatched to resolve your internet issue.