Welcome to
University Place

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: Ashley Fortenberry
Resident Assistants for UP1: Helen Kassahun, Kirsten Sonnier, Kescheler Guillory, Andrew Wesley
Resident Assistants for UP2: Jaylen St. Romain, Chasity Thomas, TyKiera Fikes, Hannah Durgin, Sha'Rron Brown

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.

Follow us
@ResLifeNSU

Give us a Like at
University Place at Northwestern State University

INFORMATION YOU NEED TO KNOW

University Place 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

UP Office: 318-214-5400
UP1 RA On Call: 318-471-0551 | UP2 RA On Call: 318-471-0179
University Police: 318-357-5431 | One Card Office: 318-357-5131
Registrar: 318-357-6171 | Financial Aid: 318-357-5961
**Wi-Fi**
Network Name: University Place
Password: livelearngrow

**Gaming Consoles:**
Network Name: Playstation Wifi
Password: 1Livelearngrow!

**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.

**Trash**
All trash must be taken to the dumpsters, located around the property! Do not place trash nearby your unit door, in stairwells, or in the halls.

**Guest**
Guests within the unit after 12am (midnight) are considered overnight guests, and must be registered with our office. You may only register guests during office hours, 24 hours in advance, and your guest must be approved by all roommates. You are responsible for your guests’ compliance with all Community Policies and Regulations that are in your lease.

*Note: Due to COVID-19, this policy is subject to change.*

**No Pets**
No pets are allowed on property at any time. Only residents with a Service Animal or Support Animal, approved by NSU ODS and University Housing are allowed.

**Pool**
The pool is open daily from 9am - 8pm. Each resident is allowed 1 guest at the pool. All residents and their guest must have a Student ID. No lifeguard on duty. Community policies and guidelines must be followed.

*Note: Due to COVID-19, this policy is subject to change.*

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

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

**Laundry**
Laundry Rooms are located on each floor in the center of the building. It is $1.50 to wash and $1.50 to dry. Machines accept quarters, credit/debit cards (via the mobile application).

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

**Lock Out**
If you are locked out of your room during office hours of the weekday, 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 for Internet

Reminder: Wi-Fi is provided throughout University Place. All ethernet ports within the unit are inactive. If you are experiencing internet connectivity please follow these steps:

1. Call the Internet Service Provider, Epic Touch, at 318-352-0006 and select "TECHNICAL SUPPORT".
2. Explain your issue in detail to Epic Touch. Be sure to report your location and room number.
3. Epic Touch will provide a trouble ticket number.
4. Bring the trouble ticket number, along with your name and room number, to the University Place Clubhouse and give it to one of our friendly staff members.
5. Epic Touch will be dispatched to resolve your internet issue between 24 to 48 hours (weekdays, business hours).

How to Submit a Work Order

Have a maintenance issue you need to report? Follow these steps:
1. Go to the following website: http://portal.campushousing.com/NSU-University-Place/
2. Enter Email address and password
3. Click on "maintenance request" - Then, new job. Be as detailed as possible.

- If for any reason the website is not working, please stop by the lobby(UP2)/clubhouse(UP1) 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/Clogged?

1. Turn the water off to the toilet by turning the knob clockwise until it is tightened (UP1) or by pulling the round handle out (UP2).
2. Do not use too much force.
3. Call the UP Clubhouse during office hours or the UP1 or UP2 RA On Call, if after hours.
   DO NOT LEAVE IT! REPORT IT!