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

Resident Director: Robert Asbell
Resident Assistants for UP1: Helen Kassahun, Demetric Preston, Kirsten Sonnier, Savannah Stevens, Abigail Vallery and Jordan Winston
Resident Assistants for UP2: Macala Broussard, Bessie Cable, Jakayla Lee, Jacob Norris, Jaylen St. Romain and Ma’Kayla Washington

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 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!

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 Place.

Laundry
Laundry Rooms are located on each floor in the center of the building. It is open 24 hours. It is $1.25 to wash and $1.25 to dry. Machines accept quarters, credit/debit cards. Quarter Machines –
UP1: Building 2, 1st Floor Laundry
UP2: 1st Floor Laundry.

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

Guest
If you have a guest after 12am (Midnight), they are considered an overnight guest and must be registered with the office. You must register guests during office hours. All guests must be approved by all roommates. You are responsible for your guests' compliance with all Community Policies and Regulations that are in your lease.

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!

Pool
Pool is open daily from 8am—11pm. Pool is for residential students only. No lifeguard is on duty.

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/emotional support animal.

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

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 in hand.

University Place
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 Place 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 CP-Tel at 318-352-0006 and select "TECHNICAL SUPPORT"
2. Explain in detail to CP-Tel the issue
3. CP-Tel 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. CP-Tel will be dispatched to resolve your internet issue.

How to Submit a Work Order
Have a maintenance issue you need to report? Follow these steps:
1. Go to the following website: www.impaksolutions.com/clv/
2. Enter NSU Email address and password
3. Click on "Create Tenant Service Request"

*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 (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!