

Frequently Asked Questions

Q. When can I apply for housing?

A. After you have been admitted to NSU, you are eligible to apply for housing. The online Housing Application is available at <https://www.nsula.edu/campushousing/>. The online portal will open on February 1, 2017.

Q. How much do I have to pay when I apply for housing?

A. To complete the online application process, entering students and returning students are required to pay a \$175.00 fee (\$75.00 application fee (non-refundable) and \$100.00 security deposit). An application submitted without payment will not be processed.

Q: Am I allowed to request a roommate?

A. Yes. We make every effort to fulfill roommate request(s), however; it is dependent upon space availability, the date of the application and paid fees.

Q. When will I receive my roommate assignment?

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

Q. May I live off campus?

A. All unmarried, full-time undergraduates 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 <https://www.nsula.edu/campushousing/>.

Q. Am I required to have a meal plans?

A. Residents are required to purchase a meal plan. A variety of plans are available. Please visit <https://www.nsula.edu/onecard/> for information on meal plan options.

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

A. First, our Residential Life staff will work with you and your roommate(s) to provide mediation opportunities to work through the roommate issues.

The following steps outline the process when roommates experience conflict:

Step 1: Talk to your roommate. Be honest and let them know what is bothering you.

Step 2: If talking to 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 will create a roommate contract.

Step 3: If the contract is not successful, please schedule a meeting with the Assistant Director of Residential Life who will assist you with finding a resolution.

Q. Is there a curfew?

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

Q. May I have a visitor of the opposite sex in my room?

A. Yes. Visitation by the opposite sex is allowed in all residence halls. Your guest is expected to leave your room by 11:00pm. Please visit with your roommate(s) on this subject, guest both male and female, may not infringe on the rights of your roommate. Residents are responsible for guests when they enter the building and must accompany their guests from the time they enter to the time they leave. Guest must be 18 years of age or older.

Q. May I have an overnight guest?

A. Yes. Guests must be 18 years of age or older. You must submit an Overnight guest Form 48 hours in advance of their arrival. All roommates must approve the guest and sign stating they have granted permission. The Assistant Director of Housing must also approve the Overnight Guest Form.

Q. Are the rooms furnished?

A. Yes. For a list of amenities, costs & floor plans, visit <https://www.nsula.edu/campushousing/>. Private efficiency units at University Columns are unfurnished.

Q. May I bring furniture from home?

A. Yes, however furniture provided by Housing cannot be removed from the room.

Q. Can I paint my room?

A. No. There are many ways for you to add color and decorate your room that do not require painting.

Q. What is the procedure for placing a work order?

A. Go to <https://www.nsula.edu/campushousing/> and click on the "Work Order" link to submit a work order. If it is an emergency, water leaking, HVAC, or plumbing on weekends or after hours please call the RA on call.

Q. How do I receive mail/packages?

A. Please use the following address format to ensure that your package will be received in a timely manner.

<Student's First and Last Name>

NSU PO Box <Student's PO Box Number>

Natchitoches, La 71497

For additional questions please contact the on campus Post Office at 318-357-5696.

Q. Can I smoke in my room?

A. No. All buildings on campus are smoke free. Our campus is tobacco free.

Q. What happens if I lose my room key?

A. For your safety, the fob will be deactivated and the bedroom lock will be changed. New keys will be issued you will be charged a fee for the new lock and keys.

Q. Can I live on campus during breaks?

A. Residents at University Columns are allowed to stay over all University breaks and holidays. Residents at University Place and Varnado Hall are required to leave during Winter Break only.

Q. WHAT'S NOT PERMITTED IN THE RESIDENCE HALLS OR APARTMENTS?

A. For the health and safety of you and other residents, the following items are not permitted at any time: animals or pets of any kind, open-coiled cooking appliances, electric frying pans, George Foreman grills, hot plates, outdoor & 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. What if I need to cancel my housing assignment?

A. If you need to cancel your housing assignment, *due to no longer attending NSU*, you must notify the Office of Housing and Residence Life in writing (letter or email). Our email address is nsuhousing@clvusa.com. Applicants must cancel their reservations in writing prior to April 15th in order to receive a refund of the \$75.00 application fee.

Q. What happens if I requested a specific roommate and he/she was not assigned with me?

A. There are several ways this could have occurred. First, you and your requested roommate may have not applied for the same property and room type. Secondly, you and your roommate have to apply in time to get your preferred property and unit type and lastly, roommate requests must be mutual so you may have listed an individual as a requested roommate but he/she may have failed to list you on his/her application. To be placed with a specific roommate, both students should submit their applications at the same time and list each other on their respective applications and request the same property and unit type. In the unfortunate case that requested roommates are not placed together, we cannot guarantee that we will be able to alter the assignment.

Q. Are the residence halls co-ed?

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

Q. Are pets allowed in my room?

A. No, this includes, fish, snakes, hamsters and any other pets. Any resident found to have an animal living within his/her apartment or residence hall room will be issued a fine of \$500. If a specific roommate takes responsibility for the animal, that individual will be charged the

fine. However, any additional residents in the apartment/room will be sanctioned per judicial processes, as it is a roommate's responsibility to report any violation of rules and regulations.

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

A. Under no circumstances can a student have alcohol or drugs in the residence halls or apartments.

Q. Can I bring a refrigerator or microwave to the residence hall?

A. Yes, you may bring your own refrigerator and microwave.

Q. What are the standard bed sizes?

A. Beds are extra-long twin.

Q. Can I have bicycle on campus?

A. Bicycles are only allowed to be stored in bike racks. Bicycle racks are available in various locations across campus. You must register your bike with the University Police Office.

Q. Do the residence halls have laundry facilities?

A. University Columns, University Place and Varnado Hall have laundry facilities on property. The machines are coin or debit/card operated. The machines are \$1.25 to wash and \$1.25 to dry.

Q. How often are rooms cleaned?

A. Students are responsible for cleaning their own rooms. Our porter staff does daily (M-F) cleaning of common bathrooms, lounges, and other public areas. Apartments are only cleaned at the end of Fall and Spring semester if a resident vacates the unit and before the Fall semester in preparation for new residents.

Q. Are there elevators in the halls?

A. Both University Place I and University Place II have elevators. University Columns and Varnado Hall do not.