



## Frequently Asked Questions

### **Q. How do I apply for housing?**

Each January, our portal will open for housing applications for the following academic year, and you apply at [nsula.edu/campushousing](http://nsula.edu/campushousing). We make students aware on social media, post notices on resident doors, and our recruiters announce this date to prospective students throughout the recruiting process. Housing assignments are made on a first come/first serve basis, so it is important to apply as early as possible. Residents must re-apply each year, and there is a \$150 non-refundable application fee.



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

Roommates are selected when completing the lease in the online leasing portal. Those wishing to be roommates must be assigned the same housing unit style and should select beds in the same apartment. The Housing Office does not assign roommates.

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### **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.



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### **Q. Can I live off-campus?**

All students are required to live on campus to the extent that housing is available. This is a University of Louisiana System and NSU Policy.

Students must obtain a housing lease or an approved exemption. This exemption form can be picked up in the One Card Office on the third floor of the Student Services Center.

Students may request to live off campus by completing the exemption form <http://onecard.nsula.edu/assets/forms/Revised-Off-Campus-Form-Rev-3-2015.pdf>

Exemption forms must be submitted each academic year. Students must be approved by the exemption committee. Students must provide documentation to be exempt. Information will be verified by committee. Exemptions include:

- Reside with family member
- Military Veteran
- 21 Years or older
- Medical, Financial, or Other Hardships
- Married, Divorced or Caring for Dependent Children
- Senior status or campus resident for 6 semesters
- Live in family-owned property
- Live within designated commuting distance

Leases for campus housing are for one academic year. The academic year runs from August to May. Please be aware that the lease you will be signing is for TWO semesters.

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### ***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>.

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### ***Q. How and when are housing fees/payments due?***

Each semester, housing fees are placed on student accounts. Please visit the Student Accounting website at <https://www.nsula.edu/student-accounting-cashiering/> to review the University policy regarding student billing statement, payment options, and installment plan information. Housing fees must be paid according to the guidelines outlined by Student Accounting in order to remain in good standing with on-campus housing.

Students using Financial Aid as their source of payment to the university must turn in all required documents in a timely manner for their aid to process quickly.

Please click <https://www.nsula.edu/financialaid/> to review all aspects of the financial aid process. If you are unsure of your financial aid status, log into your myNSU account and on the top left review your "ALERTS". If you need further clarification on how to proceed, contact the Financial Aid office at 318-357-5961 or [nsufinaid@nsula.edu](mailto:nsufinaid@nsula.edu).

If accepting loans offered to you, log into your myNSU account, click the Quick Links Menu located at the top left and choose the Financial Aid and Accept Awards tabs. Select the 21-22 aid year and submit. Scroll down and click Accept or Decline based on your preference. Watch for ALERTS about the Entrance Counseling and Master Promissory Note. Failure to complete these two requirements will cause a delay in processing your loan.

Review your university account balance to determine if it exceeds your financial aid awarded/accepted. If it does and you cannot pay out of pocket there could be other options available to assist you in meeting your required Installment Payments. Please click the Financial Aid link above and choose the Types of Financial Aid tab.

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**Q. *Is there a curfew?***

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

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**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.

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**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.

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**Q. *Are the rooms furnished? Can I bring furniture from home?***

Yes, rooms are furnished. For a complete listing of amenities, floor plans, and cost, visit <http://www.nsula.edu/campushousing>. Yes, you may bring furniture items from home, but all furniture that is in the room prior to your arrival cannot be removed.

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**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.

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### **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.

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### **Q. Can I smoke in my room?**

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

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### **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.

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### **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 registered through the housing office
- Open-coil cooking appliances, electric frying pans, George Foreman grills, hot plates, outdoor and hibachi grills
- Halogen lamps
- Candles
- Incense
- Fireworks
- Firearms, ammunition, knives, explosives, mace, or archery equipment
- Sun lamps
- Electric or kerosene space heaters
- Water beds.



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### **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.

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### **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.



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### **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.