



# University Columns!



# 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 residential community 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!**



## Residence Life

**THE PLACE TO LIVE \* LEARN \* GROW**

### RESIDENT ASSISTANTS FOR UNIVERSITY COLUMNS

**Resident Assistants (RAs)** are role models, programmers, 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.

### INFORMATION YOU NEED TO KNOW

#### University Columns Office Hours

Monday - 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

University Columns  
Northwestern State University  
NSU Box 4187  
Natchitoches, LA 71497  
318-214-5414  
nsula.edu/campushousing  
housing@nsula.edu

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@ResLifeNSU

Housing and Residence Life  
Northwestern State University

# Helpful Information



## 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/or router to access the Internet.



## 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 register for a NSU Box in order to receive mail. No package or mail delivery is allowed at University Columns.



## 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 or credit/debit cards through the SpeedQueen app



## Bicycles

All bicycles must be registered with University Police and University Housing. You will receive tags to display on your bike.



## Visitation

Overnight guests are only allowed on Fridays and Saturdays. Guests within the unit after 12am (midnight) are considered overnight guests, and must be registered with our office. Residents must submit the overnight guest form by noon on the Wednesday before the guest's arrival, 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.



## Tobacco Free

Please remember that Northwestern State University is a tobacco free campus and all tobacco items are prohibited, including vaping and e-cigarette devices.



## 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 open daily from 10am - 8pm for current on-campus housing residents only. All residents must have a Student ID. No lifeguard on duty. Community policies and guidelines must be followed



## No Pets

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



## 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: \$25/month

2 Bed: \$30/month

Sh. Eff: \$25/month



## 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.



## No Alcohol

Consumption or possession of alcohol is prohibited in the residential communities.

## Internet Connectivity Issues

### Having Internet Connectivity Issues? Try these tips:

- If you are using a new router, please note that you must go through the setup process for the router before it allows you internet access. Please follow the instructions given by the supplier of your router.
- Give your router a reset. Whether your router is new or used, sometimes resetting your router resolves the issue.
- Check the ethernet cable. Check and make sure your ethernet cable is not only plugged into the ethernet port in the wall but also the ethernet port on your router.



### Still not working?

- Submit a maintenance request. Note: Follow the instructions below.
- A staff member will confirm the issue, and if necessary, will contact our internet provider Epic Touch on your behalf.
- Should we have to report the internet issue to Epic Touch, please allow for 24-48 hours (Weekdays and 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: <https://clvusa.starrezhousing.com/StarRezPortalX/NSU>
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 clubhouse to complete 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 (see image below) until it is tightened. Do not use too much force.
2. Call the UC Clubhouse during office hours or the UC RA on cellphone if after hours ASAP.

**DO NOT LEAVE IT, REPORT IT!**

