

# Guide to Residence Hall Living

Oakland  
2025 - 2026



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## OVERVIEW OF HOUSING AND RESIDENTIAL LIFE

**HOUSING AND RESIDENTIAL LIFE**  
5000 MacArthur Blvd Oakland CA 94613  
White Hall D-Wing (Res Life)  
Sage 138 (Housing Office)  
[Oaklandhousing@northeastern.edu](mailto:Oaklandhousing@northeastern.edu)  
[Oaklandreslife@northeastern.edu](mailto:Oaklandreslife@northeastern.edu)  
<https://oakland.northeastern.edu/student-resources/housing-and-dining/residential-options/>

Each university housing facility is managed by an Area Coordinator (AC) who supervises a trained staff of Community Assistants (CA) who have the authority to enforce the Guide to Residence Hall Living, [License Agreement](#), and [Code of Student Conduct](#).

### HOUSING AND RESIDENTIAL LIFE COMMUNITY EXPECTATIONS AND GUIDING PHILOSOPHIES

All students are responsible for adhering to the rules and regulations published in the Residence Hall and Dining [License Agreement](#), [Undergraduate Student Handbook](#), [Code of Student Conduct](#), the Student Organization Resource Guide, any policies that are published through Northeastern University, and this guide. If these policies are violated, students may be subject to disciplinary action, which may include removal from university housing, referral to the Office of Student Conduct and Conflict Resolution, separation from Northeastern, and/or referral for criminal prosecution. Any communication sent by the university and/or university officials regarding updated student and/or residential community expectations may be considered an addendum to the Guide to Residence Hall Living. Failure to abide by these expectations may result in disciplinary action as highlighted above.

Mills College at Northeastern University's campus is located in a neighborhood among many working professionals and families. Students living alongside these citizens are expected to be ambassadors of the University and represent Northeastern in a mature and respectful manner. Northeastern takes its relationship with neighboring communities very seriously. Guidelines for student behavior are clearly outlined in the [Code of Student Conduct](#) to ensure that student conduct does not adversely affect the educational mission of the University or its relationships with the surrounding community.

The Residence Hall and Dining License agreement must be signed online by all students who will be living in University-sponsored housing. Signing the Residence Hall and Dining License agreement indicates acknowledgement and acceptance of the terms set forth in this agreement. All students must conduct themselves in a manner consistent with the University's expectations. However, signing the agreement does not guarantee a space in university housing.

### OFFICE OF STUDENT CONDUCT AND CONFLICT RESOLUTION (OSCCR)

204 Ell Hall  
Boston, MA  
617.373.4390 (voice)  
617.373.8776 (fax)  
[osccr@northeastern.edu](mailto:osccr@northeastern.edu)  
<https://osccr.sites.northeastern.edu/>

The purpose of the [Code of Student Conduct](#) is to set expectations for behavior that promotes the safety and welfare of the Northeastern community. The University seeks to provide a supportive environment that is conducive to learning, the pursuit of truth, the exchange of knowledge, the intellectual development of students, and the general good of society. In those instances where violations of the behavioral expectations occur, Northeastern University has developed policies and procedures to protect the rights of members of the University community, individually and collectively.

Students are prohibited from engaging in any of the following behaviors: conduct in/or about any University facility that poses a threat to the health and safety of themselves, others, or property; behavior that interferes with the rights or well-being of others; or personal actions that violate any provision of this agreement, or any rule, regulation, or policy of the University, or any applicable law.

The Code of Student Conduct applies on campus as well as off campus. The University sets guidelines for the behavior of its students. The guidelines are established to promote student conduct that does not adversely affect the educational mission of the University or its relationship with the surrounding community, sibling institutions, or members of the University community. All students are expected to adhere to all policies listed in the Code of Student Conduct. Please read and familiarize yourself with the Code of Student Conduct at <https://osccr.sites.northeastern.edu/code-of-student-conduct/>.

### ALCOHOL & OTHER DRUG PHILOSOPHY

Northeastern University fosters a community that reinforces healthy choices and encourages responsible decision-making regarding the use of alcohol and other drugs. Northeastern strives to maintain a working, living and learning environment that is free from the negative effects that alcohol and other drug use can create.

Additionally, the University is committed to enforcing policies and laws surrounding alcohol and other illegal drug use. The University fulfills this philosophy by providing educational programs, resources for treatment, and referrals for students, faculty and staff who may experience challenges related to substance use.

As outlined on OSCCR's website, the [Medical Amnesty](#) policy is for drug or alcohol emergencies where the primary concern is the health and safety of the individual(s) involved. Students/organizations are strongly encouraged to call for medical assistance for themselves or for another student who they observe to be or feel is dangerously intoxicated/under the influence of alcohol or drugs. Students should call 911 for medical assistance and then the Department of Public Safety at 510.430.3333 to receive campus assistance. If a student/organization calls on behalf of another student, that student/organization is required to remain with the student experiencing the emergency until medical assistance arrives. Neither the caller nor student requiring medical assistance for an alcohol or other drug-related emergency will be subject to University disciplinary action for the violation of possession or consumption of alcohol or drugs. This policy shall extend to the parties actively involved in proactively calling for medical assistance and is determined at the discretion of the Director of OSCCR. This policy does not apply to individuals experiencing an alcohol or drug-related medical emergency who are found by University employees (e.g., Northeastern University Police, faculty, administrative staff, or residential life staff), or where the reporting student(s)/organization did not stay with them.

## HOUSING AND RESIDENTIAL LIFE POLICIES

The Housing and Residential Life Policies were developed in partnership with the [Office of Student Conduct & Conflict Resolution](#). All students are expected to adhere to all policies listed in the [Code of Student Conduct](#). In addition to the policies, the following items and behavior listed below are prohibited in the residence halls and are considered violations of a Guide to Residence Hall Living. Violation of these policies will result in disciplinary action through the Office of Student Conduct and Conflict Resolution, and, in some cases, may result in the cancellation of the Residence Hall and Dining License Agreement or loss of guest privileges.

### GENERAL HOUSING & RESIDENTIAL LIFE POLICIES

#### Noise policy

Students who encounter a noise concern have the right and responsibility to inform those causing the noise concern if their activities are disruptive. Students are encouraged to build relationships with their neighbors and address concerns with them as they arise. Courtesy hours are in effect 24 hours a day, 7 days a week. Noise must be kept to levels that will not interfere with other residents' ability to study or sleep. If a disturbance persists, students should contact the Resident Assistant (RA) or Community Assistant (CA) on duty. If a Residential Life staff member determines a student to be in violation of courtesy hours, they are permitted to address and/or document that student. The minimum quiet hours for all buildings in university housing are below.

#### Quiet hours:

Sunday evening through Thursday:	10:00 PM–8:30AM
Friday through Sunday morning:	1:00 AM–8:30 AM
Reading Days/Final-exam period:	24 hours a day

**Due to the presence of small children, Underwood Apartment quiet hours are 7:00pm to 7:00am Sunday through Thursday and 9:00pm to 9:00am Friday and Saturday.**

#### Guest policies and information

Residents are responsible for all guests who are not assigned to their residence hall room and signed-in guests and their actions. A guest is anyone, student or non-student, who accompanies a resident into a building or room who is not currently assigned to that room or that building. All guests who do not reside in the building must be signed in by the resident of that building that is hosting them. A host is a residential student who is responsible for guests who are present in the host's assigned bedspace and/or the residential student who has signed in a guest into their building. These policies are applicable to all residents living in university housing who sign the license agreement, including Leased Properties, Hotels, and any other residential property used by Northeastern University. The following policies and guidelines apply to all students:

- Any guest who is visiting the residence halls must comply with all University rules including vaccination requirements. Residents are expected to review and abide by guest policies prior to hosting a guest. The guest policy may be updated or changed at any time through university communications for the following reasons:
  - Guest policy privileges may be revoked for safety, security, or student conduct reasons by a senior administrative staff member of Housing and Residential Life or the Office of Student Conduct and Conflict Resolution (OSCCR).
  - Visitation and sign-in procedures may be limited or suspended when conditions such as power outages, severe weather, health, safety or welfare poses a threat to the operation of a building.
  - Guest policies may change or adapt to accommodate move-in/move-out from the residence halls.
- For signed-in guests who are not residents of that building, they must be escorted by the resident that signed them in at all times and hosts are expected to stay with their guests. Immediately report unescorted visitors to the RA/CA on duty or to a member of the Residential Life staff or to the Department of Public Safety.
- Residents (hosts) are responsible for seeing that their guests follow regulations and are liable for any infractions/violations or building damage done by their guest(s).
- It is against policy to ask someone to sign you in or to sign in someone that you do not know or who is not going to accompany you while visiting the community.
- Guests may not use or be in possession of a resident's key or Husky Card. Violations may result in cancellation of guest privileges and/or disciplinary action through the conduct process against the resident.
- Residents who have guests without picture IDs must obtain a guest pass from a Residential Life staff member at least 24 business hours prior to the visit, during normal business hours.
- Overnight guests must be 16 years old or older and have a valid photo ID. Guests younger than the age of 16 may not stay overnight, except in family housing.
- Permission must be secured of all roommate(s) prior to having an overnight guest in the living space.
  - Staying overnight is defined as Sunday evening through Thursday 10:00 PM - 8:30 AM, Friday through Sunday 1:00 AM - 8:30 AM.
  - A guest may stay in the building up to three consecutive nights in a week. No one staying in university housing for a longer period is considered a guest, and the host will face disciplinary action through the conduct process if the guest is discovered to be in permanent residence. Guests may not stay longer than a total of 10 nights each calendar month.
- Individuals who have been removed from or who are restricted from entering university housing are not granted guest privileges. Residents who host these individuals are in violation of University policy and will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.
- Students are strictly prohibited from subleasing or renting their space, including posting on websites such as Airbnb and/or other rental sites/platforms.
- Students with disabilities who require the services of a [personal care assistants](#) (PCA) or caregiver, should complete the accommodations process on the DRC (Disability Resource Center) [website: https://drc.sites.northeastern.edu/incoming-and-unregistered-students/](https://drc.sites.northeastern.edu/incoming-and-unregistered-students/). Once approved, the DRC will coordinate with Housing and Residential Life for the PCA to have access to the student's residence hall, review residence hall expectations, and coordinate housing arrangements for the PCA. The student is responsible for any additional fees and charges associated with a PCA.

#### Residential Occupancy Guest Limits:

Students may have no more than three guests per person signed in at any one time. However, students must abide by these occupancy limits within residential units at any time. Any non-compliance will result in referral to the Office of Student Conduct & Conflict Resolution.

Traditional/Suite Style Housing	Total Number of People Allowed in the Residential Unit, including residents*
Single Rooms	3 People
Double Rooms	6 People
Triple/Quad Rooms	9 People
Apartment Style Housing	Total Number of People in the Residential Unit, including residents*
2 Person Apartment	6 People
3/4 Person Apartment	12 People
5+ Person Apartment	15 People

### *Failure to comply*

The Department of Housing and Residential Life staff aims to protect the rights of everyone in the residential community. Inappropriate behavior, including failing to comply with the reasonable directions of University officials (NUPD, Building staff, etc.), failure to present Husky Card when requested, and verbal or physical abuse, threats, or harassing language toward staff, will not be tolerated and may result in disciplinary action through the Office of Student Conduct and Conflict Resolution. This includes failing to provide proper identification when requested by University officials acting in the performance of duties. As well as failure to abide by conditions or failure to sign the [Housing and Residential Life Residence Hall and Dining License Agreement](#) may result in immediate cancellation or suspension of your Residence Hall and Dining License Agreement if you engage or threaten to engage in behavior that poses a danger of physical harm to themselves and/or others. License agreements will also be canceled if students engage, or threaten to engage, in behaviors that directly or indirectly impede the lawful activities of others.

### *Identification and Access:*

Students are prohibited from doing the following:

- Sharing their Husky ID Card or CBORD Mobile ID app with other people for any reason, including residence hall or room access.
- Duplicating, lending, or borrowing of Husky ID Cards, room or building keys.
- Providing access to or use of residential buildings or spaces outside of the terms of your housing agreement. Students may not access any restricted, locked, or closed residence facility space or enter a closed building without authorization during a University break or after they have checked out of a space.

### *Residential public space*

- Only Northeastern University residents, organizations, and departments may use public space in university housing (I.e. common spaces, lounges, etc.). Organizations or individuals using public space must adhere to the solicitation policies found in the [Code of Student Conduct](#). Residence hall groups have priority for use of public space during the hours as indicated by Building Staff. Spaces may be offline or locked during certain times of the year. Requests to use public space must be made to the Building Staff at least one week before the desired date(s). Failure to comply with these guidelines may jeopardize the organization's future use of public space.

### *Sales, solicitations, and promotion policies*

- Posters and/or flyers that are hung up in university housing communities with the exception of Student Resident Assistant or Hall Council flyers will be removed. All other posters and/or flyers must be approved by Housing and Residential Life Staff to be distributed electronically. In order to have posters approved for electronic distribution in the residential communities, please email [housing@northeastern.edu](mailto:housing@northeastern.edu). If approved, the posters will be distributed electronically to Residential life staff to be shared within residential communities.
- Any advertisement for a registered student organization, club/intramural sport team or a Northeastern University department must adhere to all applicable University rules. The following guidelines apply:
  - Have a Northeastern University recognized email address (@northeastern.edu). Gmail addresses are approved as long as they are the same as what appears on an [Engage](#) profile. Must have a Date, Time, and Location.
  - Must be for an on-campus event. Off-campus events must have the approval of Housing and Residential Life before publicizing.
  - Cannot have pull tabs
  - No foul or obscene language or images (Must adhere to the [Code of Student Conduct](#)– consult the Student Handbook)
- Sales of material or solicitations of any kind are also prohibited without the express written permission of designated officials. Residence hall students should request permission from the Building Staff to sell within their housing unit. Recognized student organizations should request permission for sales.
  - Such permission, when granted, is for designated areas within the University and is subject to the restrictions imposed by the approving officials. General solicitation, especially in such areas as classrooms, lounges, and dining halls, is not permitted.

## **RESIDENTIAL HEALTH AND SAFETY POLICIES**

Violation of these policies could also result in the student being billed for damage/repairs, excess cleaning, replacement of university property, etc. and may be subject to disciplinary action under the Code of Student Conduct. The Director of Housing & Residential Life or their designee can authorize a search of a student's room in certain situations involving the safety, security, and/or well-being of residents. Although not required by law, the student should be present during a search.

### *Room Inspections and Room Entry*

The Department of Housing and Residential Life conducts health and safety room inspections in the middle and at the end of each academic term. These visits enable staff to assess the condition of the room visually and take inventory. Students will receive notice when these checks will occur. Additionally, Northeastern University staff members may enter if the premises appear to have been abandoned by the resident or if it is believed that a University policy has been violated. They may also enter the premises for any health or safety reasons or if the health and safety of residents is believed to be threatened. Submitting a Facilities Work Order Request grants permission for facilities to access a student's room or apartment to address the concerns communicated in the work order. University staff may also enter any space listed as "vacant" to inspect and prepare the space for a new arrival. Finally, staff may also enter the premises for any damage assessment, maintenance concern, or if otherwise permitted by law. Please report any concerns of unauthorized access or unauthorized personnel present in your building to your RA, CA and building staff, or to Department of Public Safety. All staff who enter Residence Halls are required to have a NUID, Northeastern University vendor identification, or be with a staff member who has Northeastern University identification.

- Students may not install any lock device that prohibits University personnel from entering the building, or any part of the licensed space. Prohibited devices include, but are not limited to: dead bolts, door chains, slide bolts, lock sets, smart locks, and/or security devices or systems.

### *Damage and repairs*

Students are responsible for the care of University and leased property in rooms, facilities, lounges, public areas, and campus in general. Students are prohibited from defacing, damaging, or otherwise altering their licensed room, suite, apartment, or any other part of the residence hall. This can include but is not limited to: use of nails, screws or other materials that defaces surfaces, installing any shelving or poles or any other item that is weightbearing or could compromise structural integrity of the room or building. Students will be billed for the repair work for any damage they or their guest cause. Resident students are responsible for the common areas of their residence hall and their own rooms, apartments, or suites. All residents of a facility may be held accountable to cover the cost of repairs to their building. Disciplinary action through the Office of Student Conduct and Conflict Resolution may also result. Any charges will be placed on your University account.

- Upon check-in and check-out, students must complete a room, suite or apartment Condition Form with Residential Life staff or per instructions of Building Staff. This form confirms the condition of the licensed room, suite, or apartment. The student should note any pre-existing conditions in the licensed space at check-in. Failure to do so might result in supplementary charges for any damage that has not been noted or may occur through the length of the student's occupancy in the licensed space. Students will be billed for damages that are beyond normal wear and tear. If a student does not complete the check-out process with residential life staff, the student waives the right to appeal supplementary charges. If damage cannot be attributed to any one individual, charges will be assessed equally among all licensed room, suite or apartment occupants.
- Students may not paint or make any alterations to the walls in their rooms, suites, or apartments.
- Students may not store bags, equipment, or personal belongings in hallways or common areas or other areas outside of your assigned bedspace or apartment.

### *Cleanliness*

It is the expectation of the Department of Housing and Residential Life that each student living in university housing is responsible for the neatness and cleanliness of their living environment. This includes bedroom, kitchen, bathroom, and common living areas, and/or shared community spaces (I.e. bathrooms, common rooms, lounge spaces, study spaces, communal bathrooms, hallways, etc.) Responsibilities include but are not limited to the removal of trash and recyclable items, the proper disposal of food and perishable items, and cleaning of all surfaces in the residential unit. It is the responsibility of all residents to communicate with roommates, fellow residents, and/or residential life staff, regarding the division of housekeeping tasks and the condition of the living environment. In order to help prevent pest concerns, please utilize the following link for pest prevention suggestions and filing work orders: <https://www.northeastern.edu/housing/work-requests/>. Failure to comply may result in excess cleaning charges and may result in referral to the Office of Student Conduct and Conflict Resolution.

### *Pets*

For health reasons, no animals (other than fish) are allowed in university housing. Fish may be kept in student rooms in containers with a maximum capacity equal to or less than 25 gallons. Students are expected to maintain a clean environment for their pet and for the health and safety of their living environment. For more information regarding service dogs and emotional support animals, see resources section below.

### *Sports Activities*

Sports activities are not permitted inside university housing and other common areas due to noise and potential property damage. Residential Life staff will document students participating in these activities indoors. Sports activities are also not permitted around University property except for recreation areas designated for that purpose by [Division of Student Life](#). Examples of prohibited sports activities & equipment include but are not limited to: nerf and/or foam guns, soccer, basketball, lacrosse, field hockey, tennis, frisbee, squash, football, volleyball, hockey, skateboarding, roller skating, gym equipment that would pose a fire/safety risk or block egresses (i.e. treadmill, weights, sports equipment, etc.), any sport involving fighting or martial arts, punching bags or sparring equipment, etc.

### *Prohibited Items & Decorations*

The following items and decorations are prohibited within the residence halls.

- Non-UL listed electrical cords/power strips/ outlet splitters, lights, plug-in devices, or converters.
- Halogen lamps and bulbs, sun lamps, fog machines, neon signs, lava lamps.
- Open flames like candles and incense are strictly prohibited in all residential facilities. This includes candles, menorahs that utilize open flames. Candles for religious observances are permitted at other locations on campus.
- Microwaves or mini fridges except in apartments or through a registered accommodation with the Disability Access Services (DAS) office.
- Natural Christmas trees, natural wreaths
- Rechargeable transit devices such as electric skateboards, hover boards, motorized or battery-operated scooters, etc. are prohibited except for assistive devices permitted through a registered accommodation with the Disability Access Services (DAS) office.
- Flying or operating a drone.
- Space heaters, student owned air conditioners and laundry machines.
- Cooking equipment: electric frying pans, hot plates, electrical cooking equipment, grills, electric coffee machines/ percolators with exposed heating elements, grills, hibachi.
- No personal furniture (i.e. desk, couch, non-desk lounge furniture/chairs, any wooden furniture not provided by the university) is allowed in housing, this includes Leased Properties. The only exception includes one personal desk chair. Through the housing accommodations process, students can request a personal mattress but cannot be in possession of a non-university supplied mattress without an accommodation. Students are not permitted to remove furniture from their rooms or move furniture from the residence hall into their assigned space (i.e. common rooms, lounges, study spaces, lobbies, and other students' rooms). Common area furniture is for the enjoyment of all residents and must not be removed from the common space. Students who move common area furniture to student rooms or remove it from the building may be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.
- No curtains of any kind should be hung in the residential buildings. The only exception is shower curtains and they are only permitted to be used in the bathroom showers.
- Covering more than approximately 1/2 of room walls or 10% of an apartment door or bedroom door with any kind of decoration, wrapping or covering is prohibited. This could include but is not limited to flyers, decorative wrapping paper, posters, pictures, or signage. No tapestries or flags of any kind are permitted to be hung on the walls, ceilings, windows, or covering lights or fire safety equipment.
- Students residing in university housing may not display or post any messages and/or have signs that are visible through a window outside of their room or apartment. Students may not hang, drape, or post anything outside of their windows or attach to a building or display anything on a University owned or leased building. This could include but not limited to posters, signs, flyers, flags, pictures, paper decorations, outdoor lights, and/or banners with any type of writing or messaging that can be seen or observed from outside of the room or building.
- No wall-hangings or fabrics are permitted on the ceiling or over plugs, lights, or doorways, or heaters, for safety reasons.
- Painting of residence space is not permitted.
- Decorations deemed by building staff to be unsafe or damaging University property will not be permitted. Excessive paper and/or combustible decorations are not allowed in common area spaces.

### *Permitted Items & Decorations*

The following items and decorations are permitted or allowed within the residence halls.

- All electrical devices, power supplies/extension cords/ power strips must be UL listed. All decorative lighting must be LED and UL approved. No more than two 100-count strings of decorative lights shall be used per room. Decorative lighting shall not be wrapped around doors, above or around doorways or exits, sprinkler piping or fire alarm devices.
- Lights should be hung up using adhesives that do not damage walls. Command hooks are not allowed. Any damage caused to walls or other University property will result in damage billing charges. Products that leave adhesive damage or stains on paint, ceilings, walls, floors, doors, windows, or University furniture, glow-in-the-dark stars, adhesive liners or stickers, and adhesive putty—may not be used. Excessive use of pins is forbidden, as is use of screws and large nails. Residents will be charged for excessive damage done to walls, floors, doors, windows, or furniture.
- Battery operated candles.
- Apartments are equipped with kitchens, and all cooking appliances must be confined to the kitchen. Apartment residents may have toaster ovens, coffee makers, panini press, toasters, air fryers, and microwave ovens. Items found outside of the kitchen will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution. Use or possession of any type of outdoor grill, hibachi, or open-flame container is prohibited.
- The University reserves the right to remove, request removal, and document any decorative material(s), lighting, or appliances that they believe jeopardizes the safety of residents, or is a violation of fire codes. Students are liable for all damages resulting from the negligent placement of decorations in their room/suite/apartment.
- Multiple outlet power strips equipped with an internal circuit breaker should be used for computer and valuable electronic equipment. Extension cords should be avoided for other uses and should never be "daisy chained" together.
- Only drafting or painter's tape, push pins, or small picture hangers may be used to hang pictures, posters or other items. Bulletin boards should be hung to display small or multiple items.
- Decorative gourds and pumpkins must be displayed on a non-porous base and must be removed prior to winter break. Holiday trees must have a tag showing that they have been treated with flame retardant and must be removed prior to winter break.

### **FIRE SAFETY POLICIES**

The following fire safety policies and regulations are put in place to minimize the risk of fire, promote a safe residential environment, to keep egress routes accessible, and abide by local and federal laws. Additional fire safety policies can be found in the [Code of Student Conduct](#).

Egress: The fire code dictates that all entrances, exits, corridors, and stairwells always be free and clear. Any object or action that prevents access to egress routes is prohibited.

- Use only the main entrances to residential facilities. Other doors are fire exits, which must remain closed except during emergencies. These auxiliary doors are equipped with alarms that sound both at the door and at Department of Public Safety. All non-emergency egress routes (stairwells, hallways, etc.) should only be used for entering and exiting an area and should not be used for loitering.
- Students are prohibited from being on rooftops, ledges, balconies, and/or fire escapes
- Obstructing any egress route or using an emergency egress route (i.e., alarmed doors, fire escapes, etc.) for non-emergency purposes.
- Bicycles, scooters, or other personal items should not be chained to or hang from fences, handrails, doors, trees, ceilings, beds, or other objects. Bicycles or other prohibited items will be removed if found parked in violation of the fire code. Whenever possible, use the bicycle racks available at various locations. Please contact Department of Public Safety if you have any concerns.

- Students are prohibited from throwing, dropping, hanging, or ejecting any object or liquid from a window, roof, or fire escape. Residents will be held responsible for any objects originating from their assigned rooms.

For any Emergencies and Drills that affect the safety of the campus community, the following is prohibited:

- Failing to leave a building, or leave in a timely manner, at the sound of a fire alarm or when so directed by Residential Life staff, Department of Public Safety or other emergency personnel.
- Using the elevator during an egress drill or fire alarm.
- Falsely reporting a fire, bomb threat, serious injury, or any other emergency, or pulling a fire alarm when no fire or emergency is evident.

Creating a fire risk or setting a fire is prohibited, examples include:

- Setting a fire, including charring, burning, or lighting of papers, or any other act that could cause a fire, or possessing or using flammable or highly combustible materials (i.e. fuel, accelerants, etc.).
- Possessing, using, or manufacturing fireworks or explosives.
- Any type of outdoor grill, hibachi, or other open-flame container except in officially designated areas. Leaving grill or open flame unattended. Failing to extinguish fire or leaving smoldering ashes.

Students are prohibited from engaging in the following actions that affect the proper functioning of fire, health, and safety equipment:

- Tampering with, covering or misusing (either accidentally or intentionally) individual room or public-area fire safety equipment, including fire extinguishers, sprinklers, smoke detectors, exit signs, alarm pull stations, alarm bells, or hoses. Hanging items from fire safety equipment, putting decoration or tape over fire safety equipment.
- Interfering or tampering with residence security. Interfering or tampering with elevators or other University facilities.
- Improper use of kitchen equipment which includes, but is not limited to, leaving the apartment with the oven/stove on, putting flammable items in the oven or on the stove, defacing any kitchen equipment, or failing to notify Residential Life staff or the Department of Public Safety if there's a fire or excessive smoke in the apartment as a result of cooking, etc.
- Students are not permitted to alter, expand, or modify any electrical components, nor connect devices that control electrical current in their rooms (i.e. smart outlets, smart lights, etc.)

All electrical devices, power supplies/extension cords/ power strips must be UL listed. Students should follow the guidelines below in order to maintain a safe environment:

- Keep electrical cords away from traffic paths and do NOT run extension cords under rugs or across doorways. Never pinch an electrical cord against walls or under furniture. Maintain all electrical cords. Replace any cord that is cracked, frayed, or otherwise damaged.
- Do NOT overload extension cords or wall plugs with too many appliances. Cords should NEVER be warm to touch.

#### **ALCOHOL, TOBACCO, CANNABIS/MARIJUANA & OTHER DRUGS RESIDENTIAL POLICIES**

The University expects that all of its students, whether on or off campus, abide by the law and University regulations concerning alcohol and drug use. Please review the Alcohol, Drugs, and Medical Amnesty Policies within the [Code of Student Conduct](#). Although state laws permit recreational and medical cannabis, it is prohibited at Northeastern University. More information about federal vs. state laws for cannabis on college campuses can be found on the [Campus Drug Prevention website](#), an official website of the U.S. state government. Any questions regarding medical cannabis should be referred to the Student Health Center prior to coming to campus.

Additional policies include:

- Manufacturing of alcohol, cannabis/marijuana, or other drugs, as well as or being in possession of items or kits intended to produce alcohol or other drugs. This includes distilling alcohol, brewing beer, making wine or any other form of alcohol or drug manufacturing.
- Using and/or possessing shisha, hookah, or similar pipes.
- A person under the age of 21 is prohibited from being in possession of alcohol containers, including utilizing empty or full alcohol containers as decoration.
- You are not permitted to smoke within any university building, including any residential hall. This policy applies to all persons, including all students, faculty, staff, volunteers, vendors and visitors, anywhere on University property and in buildings and facilities on all campuses, including parking lots, green spaces, and pedestrian walkways. The use of tobacco, cannabis/marijuana, or other drugs, smoking-related products intended to mimic tobacco or cannabis/marijuana products, or the smoking or vaping of any other substance is prohibited on campus and in university housing. This includes, but is not limited to cigarettes, cigars, cigarillos, smokeless tobacco, electronic cigarettes, pipes, bongs, pens, bidis, hookahs, etc. This does not include nicotine gum or patches.

#### **WEAPONS POLICY**

Please refer to the Dangerous Weapons section outlined in the [Code of Student Conduct](#) for a list of prohibited items. Any item that could be used as a weapon, to cause harm or fear, or to threaten self or others is prohibited. Additional prohibited items include, but are not limited to:

- Firearms, gun parts or parts for explosive devices, replica weapons or parts for replica weapons, swiss army knives/utility knives, studded belts and bracelets, brass knuckles, tasers, etc.
- Weapons for Sporting Purposes are prohibited. Any sport that could cause harm to the student(s), the property, or could be seen as a threat is prohibited. Prohibited items include, but are not limited to: knives or blades (other than kitchen utensils) of any kind, throwing stars, fighting sticks, nunchucks, axes or hatchets, bow and arrows, etc. A student who possesses any article for sporting purposes (for example, bow and arrows) should check with the Oakland Department of Public Safety to determine whether the article is among those prohibited by statute or University regulation.
- Students are permitted to carry pepper spray or mace. NUPD recommends taking the [self-defense/safety classes](#) in which participants are instructed on things to consider when employing the use of pepper spray: <https://nupd.northeastern.edu/our-services/safety-training/>

#### **KITCHEN KNIFE USE AND STORAGE**

- Students living in the traditional residence halls (Ethel Moore, Mary Morse, Lynn Townsend White, Ege Hall, Orchard Meadow, and Warren Olney Halls) are permitted to possess one knife in their residential space for the purpose of food preparation/consumption; the blade length may not exceed four inches. Residents of the Courtyard Townhouses, Larsen House, Prospect Hill, Ross House, and Underwood Family Housing are permitted kitchen knives and utensils intended for the purpose of food preparation; blade length restrictions do not apply. When not in use, these utensils must be properly stored to mitigate the possibility of injury or harm. If these items are used to threaten or intimidate any individual, they will fall under our weapons policy.

### **PROCEDURES FOR RESIDENCE HALL LIVING**

#### **ELIGIBILITY**

During Fall and Spring Semesters, university housing is available only to full-time undergraduate matriculated in a degree-granting program or Global Scholars students on a space available basis. All eligible residents may apply for housing during the designated application periods. Participants in the Housing Selection process will be randomly assigned a selection number or a wait list number, which determines their status for the selection process.

## ASSIGNMENTS

Housing Application information for the next academic year is distributed during the fall semester to all eligible undergraduate and graduate students. Carefully follow the application procedure described in the information provided; strict adherence to all due dates for applications and cancellations is required.

## BILLING AND ADJUSTMENTS

Students are billed at the beginning of each term and are obligated to pay the full charge for the term. It is the responsibility of each student to know for which terms they have submitted a housing deposit. Students are obligated to follow the cancellation schedule should they need to cancel their housing in writing prior to each term's move-in date. Canceling past the published deadline for any term will result in an assessment of a cancellation charge of the room rate or forfeiture of the housing deposit. If students' plans change and they need to move out earlier than expected, the cancellation-fee policy clause of this agreement is enforced. However, keep in mind that the license agreement also permits students to request an exception to any charge by Housing and Residential Life. In order to request this exception, students must complete a petition form.

Petition forms are available online at <http://www.northeastern.edu/housing/cancellation-deadlines/>. The petition should include all important details, as well as any supporting documentation. If the petition is granted, the student may receive a billing adjustment to their account.

## KEYS

Every resident will receive keys to their assigned residence. To receive keys, the resident must have a clear student account and present their Husky Card when given their key(s). Keys can only be signed for and picked up by the student assigned to the corresponding residence.

### Temporary Key Requests

The Housing Office will issue a resident a temporary key in the event that the resident has misplaced their keys to support them while they locate/find their originally assigned key(s). Residents may be granted a temporary key(s) for up to two business days. Key(s) must be returned to the Housing Office in Sage Hall by 4:30pm Monday- Friday in order to avoid a replacement key fee and subsequent lock change fee. If key(s) are picked up on a Friday, the resident will have until noon on the following Monday to have the temporary key(s) returned to the Housing Office in order to avoid a replacement key fee and subsequent lock change fee.

To request a temporary key, the resident must visit the Housing Office in person in Sage Hall or email [oaklandhousing@northeastern.edu](mailto:oaklandhousing@northeastern.edu) with the subject "Requesting a Temporary Key."

The email must include the following information:

- 1.Name (First & Last)
- 2.Northeastern ID#
- 3.Current Building Name and/or Code
  - Orchard Meadow Hall (OMW)
  - Warren Olney Hall (WOL)
  - Aurelia Henry Reinhardt Hall (AHR)
  - Hettie Belle Ege Hall (HBE)
  - Lynn Townsend White Hall (LTW)
  - Prospect Hill Apartments (PHA)
  - Joan Danforth House (JDH)
  - Clare Springs House (CSH)
  - Vivian Stephenson House (VSH)
  - Underwood Apartments (UW)
  - Mary Morse Hall (MAM)
- 4.Room Number

With this information, the Housing Office will prepare the temporary key(s) and let the resident know via email when the key(s) are available for pick up. The resident will be required to sign for the temporary key(s).

### Keys not in Stock

If the key(s) requested are not in stock, the Housing Office will notify the resident and work with the campus locksmith to source the appropriate key. Depending on the time of year, please allow up to three (3) business days for new temporary keys to be made available. The Housing Office will email the resident when the key(s) are ready for pickup. The Housing Office is open Monday - Friday from 9am to 5pm and closed from 1pm - 2pm. Should the key(s) be returned within 2 business days, the resident will not be charged for the temporary key(s). If the temporary key is not returned by 4:30pm on the 2nd day of, the Housing Office will process a replacement key fee of \$25 to the resident's student account.

### Residential Community Security

For the safety of the residential community, the Housing Office will request a lock change on the 3rd day and the resident will be charged \$100.

### Swapping Keys Due to a Lock Change

All roommates must return original keys to the Housing Office to receive new keys due to lock change.

### What to do if you know you have lost your keys?

Please contact the Housing Office immediately using the following protocol:

To request a lock change, the resident must visit the Housing Office in Sage Hall or email [oaklandhousing@northeastern.edu](mailto:oaklandhousing@northeastern.edu) with the subject "Requesting a Lock Change"

In the email, the resident will need to include the following information in the email:

- 1.Name (First & Last)
- 2.Northeastern ID#
- 3.Current Building Name or Code
  - Orchard Meadow Hall (OMW) Warren
  - Olney Hall (WOL)
  - Aurelia Henry Reinhardt Hall (AHR)
  - Hettie Belle Ege Hall (HBE)
  - Lynn Townsend White Hall (LTW)
  - Prospect Hill Apartments (PHA)
  - Joan Danforth House (JDH)
  - Clare Springs House (CSH)
  - Vivian Stephenson House (VSH)
  - Underwood Apartments (UW)
  - Mary Morse Hall (MAM)
- 4.Room Number

All requests for lock changes must go through the Housing Office. The Housing Office will be responsible for determining that the correct keys are requested. **DO NOT SUBMIT A WORK ORDER.** If you submit a work order, it will be canceled and not forwarded to the Housing Office.

### What is the charge for a lost key?

Each key has a \$25 replacement fee if lost. Lost or stolen keys can result in fines of \$100 or more per key if a lock change is required. If a key has been stolen, and a police report with a Police Department is filed, Housing may waive the cost of the lock change. However, the \$25 replacement fee will not be waived.

**What do I do if I'm locked out of my room?**

Please call the Department of Public Safety at 510.430.5555.

**What do I do with my keys when I leave Northeastern?**

When you leave Northeastern, all keys must be returned to your Residential Life staff or directly to the Housing Office. If any keys are missing or not returned, you will be charged \$25 per key. The fine could increase to \$100 per key if a lock change is required.

**BEFORE MOVING IN**

All Northeastern resident students are strongly encouraged to secure Renter's Insurance. Students should inquire if they can add an off-site "renter's rider" to an already existing homeowners policy. For more information on approved vendors, and more information about Renter's Insurance, visit the housing vendor [website](#) under Personal Property Insurance for College Students: <https://www.northeastern.edu/housing/vendor-information/> or contact the Department of Housing and Residential Life.

**CHECKING-IN**

Failure to enter in accordance with move in dates published by Housing and Residential Life will result in formal disciplinary action and revocation of university housing privileges.

**FURNISHINGS**

The University supplies a bed, dresser, desk, and chair for each student, and window shades for the room. These items cannot be substituted with personal furniture, and students are not permitted to remove furniture from their rooms. The one exception is that students are able to bring a small desk chair, but the university supplied chair must remain in their assigned space and cannot be removed. For fire safety and other health reasons, residents are not permitted to add personal furniture to their room/apartment. Students will be billed for furniture replacement or repairs (other than those occurring because of normal wear and tear). If there is a concern with the furniture or appliances in your room, please submit a [work order](#) and document in your Room Condition or Apartment Condition Form during move-in.

- In addition, throughout Oakland and most urban areas, including areas with dense student populations, there is a potential of bedbug infestation. In order to prevent this situation from occurring in any of Northeastern's housing facilities, residents are prohibited from bringing any personal furniture to university housing, especially mattresses. If there is a concern about bedbugs or other furniture related issues, please fill out a Facilities & Residential Life Work Request through [me.northeastern.edu](http://me.northeastern.edu) and notify your residential life staff member.
- Lofted Beds and Furniture: Construction or deconstruction of lofts or raising beds or other furniture onto cinder blocks is not allowed in Northeastern university housing. Bed risers are not permitted in the residence halls. Beds can be raised on their legs through submitting a work request with facilities. Bed rails and ladders are standard on all beds lofted over five feet. Requests to remove rails and ladders are not permitted, and requests to de-loft beds will be accommodated only if the room permits.

**FACILITIES & RESIDENTIAL LIFE WORK REQUEST & ROOM REPAIRS**

If room repairs are needed, follow the instructions below to access the [Facilities & Residential Life Work Request](#):

1. Log in with your Northeastern credentials [me.northeastern.edu](http://me.northeastern.edu)
2. Under Resources tab, select Housing, Dining & Campus
3. Select Facilities & Residential Life Work Request
4. Fill out the form according to your need and be as specific as possible.

Submitting a Facilities & Residential Life Work Request grants permission for facilities to access a student's residential space for repair. It is the responsibility of the student to inform the other students in their room/apartment of the submission of a Facilities & Residential Life Work Request and the pending entry of a facilities staff member. Students are not entitled to any refund or payments resulting from any temporary disruption of services like power, hot water, laundry, facilities emergencies, WIFI, or Husky Cable. For additional information about [services and policies related to Facilities](#) please visit: <https://facilities.northeastern.edu/documents-forms/>.

**AUDIT PROCESS**

During the first week of classes each term, Housing and Residential Life produces an occupancy report verifying that students have checked in to their assigned residence halls. The audit will be e-mailed to the student's Northeastern email address for them to complete electronically. If a student has not checked in on-line or with residential life staff, an email will be sent to the student's Northeastern email address to confirm occupancy.

**END OF SEMESTER PROCEDURES***Before moving out*

Before a student can move out of a current assignment, they must first meet with the staff in the building and complete the check-out process. If a student does not follow proper procedures for checking out of a room or if the student chooses to complete a Self Check Out, they forfeit the right to appeal any supplemental charges for damages. Even if the student is not returning to housing the following term, they are responsible for cleaning the room or apartment thoroughly and disposing of all trash properly.

To forward mail, students must add a forwarding address on The Student Hub portal before leaving campus.

Contact Husky Card Services, [Huskycard@northeastern.edu](mailto:Huskycard@northeastern.edu), if there needs to be a meal plan change.

*Check-Out Procedures*

Students are required to complete move-out by the deadlines posted in the License Agreement. Additional information and move-out instructions are communicated via email prior to the move-out deadlines. Living in university housing is a privilege, not a right. Failure to vacate your assigned space or utilizing a vacant space you are not assigned to, in accordance with move-out dates published by the department will result in formal disciplinary action through the Office of Student Conduct and Conflict Resolution and could include revocation of university housing privileges. In addition, it will result in the initiation of removal proceedings, which may result in your loss of all university housing privileges at Northeastern University.

Follow these guidelines when checking out of your residence hall or apartment:

- Clean your room before leaving. Apartment residents are reminded that refrigerators, stoves, and cabinets must also be cleaned. Students who leave without cleaning their rooms or apartments will be billed a cleaning fee.
- Make sure that Building staff has inspected your room, apartment, or suite and that the Room/Apartment Condition Form has been completed and signed.
- Turn in your keys to a member of the Building staff upon check-out. Failure to do so will result in a fee to replace all keys and locks.
- If your door is on the keyless system, you still must formally check out.
- If you choose not to check out with a staff member, you forfeit your right to appeal any or all damage charges.

## **DAMAGE/CLEANING CHARGES**

The student is responsible for Northeastern University property in their room and elsewhere in the residence hall. Upon check-in and checkout, residents must complete a Room/Apartment/Suite Condition Form with Residential Life staff. This form confirms the condition of the room/suite/apartment. Residents will be billed for damages that are beyond normal wear and tear. If a resident does not complete the check-out process with residential life staff, they waive the right to appeal supplementary charges. If there is loss/damage to common areas of any university housing facility and Northeastern University cannot identify the individual(s) responsible, the University may require several or all of the hall's residents to pay a prorated group charge covering the cost of common area repair/replacement. Students will be billed for replacement of furniture and reinstallation costs in the case of vandalism. Additionally, students may also be referred to the Office of Student Conduct and Conflict Resolution for disciplinary action, which could include the loss of university housing privileges.

## **PACK AND STORE PROCESS**

If belongings of apparent value are left in a student's room, suite, or apartment after their Residence Hall and Dining License Agreement has expired or has been terminated, the student's belongings will be packed and stored in an on-campus storage unit. Before the pack and store is initiated, students will be contacted via their Northeastern email account and will have 48 hours to retrieve their belongings. If the student does not retrieve their belongings within 48 hours of being contacted, their belongings will be packed and stored and their accounts will be charged \$500.

## **STORAGE**

The University does not provide storage for students' possessions. Storage is limited to the closets located in the resident's room/apartment. The storage of any materials (boxes, furniture, etc.) in common areas or unoccupied spaces of the residential facilities is not permitted and will be removed.

## **SCREENS**

Residents who remove and/or tamper with room or common area screens are in violation of University policy, and are responsible for damage/replacement charges.

## **SHOWER/TUB/TOILET STALL USAGE**

Showers, tubs, and toilet stalls are to be used by one person at a time. It is prohibited to have more than one person in a stall at any given time.

## **SUMMER RESIDENCE**

Housing enrollment is reduced dramatically during the summer, which necessitates closing some Residence Halls during those terms. Summer open buildings are announced each year during the spring semester; details can be found on the Housing website during late January/early February. Students interested in university housing during the summer terms should apply and submit the required deposit. Summer housing assignments are completed after the fall Housing Selection process.

## **SUMMER II TO FALL HOUSING**

Since the Summer II move-out date is firm, students who are NOT remaining in university housing for the Fall Semester will be required to move out (on the last day of finals). Please be aware that university housing until September 1 is not available.

## **WITHDRAWALS**

All students who leave their housing assignment unplanned, prior to the end of the semester, must fill out a Withdrawal Form with a member of the Residential Life staff. The Withdrawal Form must be completed in addition to the paperwork required for withdrawing from the University. Students who fail to withdraw from housing correctly may incur additional housing and dining charges. In addition, students withdrawing from either housing or the University should add a forwarding address on me.northeastern.edu portal before leaving campus. Since procedures differ depending on whether a student is withdrawing from housing only or from both housing and the University, students should consult with a Residential Life staff member to ensure that all required withdrawal paperwork is completed.

## **INTERSESSION COMMUNICATION**

Intersession is the period between academic terms after exams have ended and before classes are in session. Important dates and times for intersession and spring break are updated each term and e-mailed to all students at their me.northeastern.edu addresses one month before the break begins. Additional information regarding the intersession schedule is available from Housing and Residential Life staff and on their web site [www.northeastern.edu/housing](http://www.northeastern.edu/housing).

## **VACANCIES**

If an empty space exists in a room, suite, or apartment, all students must ensure that a clear and clean living area is available for any new resident. The dresser, desk, bed, and closet space must be clean and available for use. Failure to clear this space or unauthorized use of this space will result in a substantial fee and is subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.

## **ROOM CHANGE PROCESS**

Visit the Housing website or call the Department of Housing and Residential Life for more information.

## **E-MAIL COMMUNICATION TO STUDENTS**

E-mail is the official form of communication for the University and for Housing and Residential Life. Students are expected to maintain and check their Northeastern email account while on campus, abroad, and away on co-op. All housing assignment information, important deadlines and reminders will be e-mailed. Students will be notified if we plan to mail any information to a campus or permanent address.

## **EVICION**

The following is a partial list of violations for which exclusion or eviction from campus housing is likely to result. This list is not all-inclusive, but rather is intended to give some examples of serious violations:

1. Physical abuse of others or self, including assault and sexual assault.
2. Threats of violence to others or self, including physical threats or sexual harassment.
3. Possession or use of dangerous weapons/substances including guns, knives, explosives or flammable materials.
4. Possession, use or sale of illegal drugs.
5. Failure to maintain safe and sanitary conditions in living space.
6. Repeated violation of policies or regulations.
7. Once a housing contract as expired

## RESIDENTIAL SAFETY, SECURITY, AND WELLBEING

### RESIDENTIAL SECURITY OFFICE (RSO)

107 Sage Hall  
510.430.2188

<https://www.northeastern.edu/housing/safety-security/>

The Residential Security Office is in Sage Hall and open 8:30-4:30pm. It is responsible for all residence hall access through proctor stations, include assisting residents and families, maintaining a special access list, contacting residence life staff, notifying Department of Public Safety of any security concerns or emergencies.

In order to keep your residence hall safe, please follow these safety tips:

- Close and lock your door when you leave your room or apartment, even if you plan to be gone for a short time.
- Report all suspicious activity, thefts, and other crimes to Department of Public Safety immediately.
- Keep your Husky Card and keys with you at all times.
- If you live in an apartment, make sure that your external door/apartment door is always locked.
- To secure your possessions and privacy while you are away, be sure to lock your door(s), windows, and riser restrictors when applicable.
- Riser restrictors are located on all first-floor window frames and on those windows that open onto fire escapes.

### OAKLAND CAMPUS DEPARTMENT OF PUBLIC SAFETY (DPS)

113 CPM Building  
Emergency: 510.430.3333  
Business: 510.430.5555

The Department of Public Safety are non-sworn, trained public safety professionals who are dedicated to the safety of the university community. Officers monitor campus traffic, patrol the grounds, respond to emergencies, provide safety escorts, and secure campus buildings. Public safety officers provide the following services to the campus community 24/7, 365 days a year:

- Patrol campus grounds
- Provide Safety Escorts
- Locking/unlocking facilities for classes and events
- Respond to calls for service, including alarm response
- Emergency response and first aid
- Monitor vehicle traffic and parking
- Work closely with Oakland Police Department
- Lost & found

The DPS crime log and fire log is available for view in-person during normal business hours, Monday through Friday, at the DPS office located at 113 CPM.

#### General Safety Tips

##### *Be Aware of Your Surroundings*

Remove distractions whenever possible. Getting lost in thought or in your headphones may be routine when walking to class or studying in a quiet spot, but it is crucial to keep your eyes and ears open. While this sounds easy enough, listening to music, talking on a cell phone, and text messaging are all distractions. Know what is going on around you and keep alert. If you notice anything that you feel is unsafe or suspicious, notify security staff immediately. If you find yourself in a situation where you feel unsafe or threatened, contact DPS at 510.430.5555 or activate the SafeZone app as soon as you are able.

##### *Know Your Resources*

Take note of where emergency phones are on campus and know that you can always contact DPS. DPS offers personal safety escorts 24 hours a day from one point to another on campus whenever you feel unsafe. For additional information on all of the services that DPS offers, please see contact 510.430.5555.

##### *Safe Zone*

The Northeastern University Police Department (NUPD) has launched SafeZone, a cloud-based mobile application that allows users to send a real-time, geo-located alert to on-duty NUPD DPS personnel allowing resources to quickly respond to emergency situations. Quick access to call NUPD DPS is available through the app, as well as, one-touch dialing to local emergency resources when off-campus. Additionally, when a student is working or studying alone in an area on campus, the student has the ability to share their location by activating the check-in feature. Location information is only sent when the user activates an alert or checks in using the app. More information on the SafeZone mobile app can be found at <https://nupd.northeastern.edu/safezone>

##### *Emergency Notification*

Northeastern University uses the NU Alert system to communicate emergency notifications, timely warnings, and other types of information to the Northeastern community. Messages sent on this system may go to emails and phone numbers registered in your Student Hub. Be sure to keep this information current. NU Alerts are issued when an immediate threat to health or safety of the campus has been confirmed. Timely Warning notifications are sent by email notification when a serious and/or violent crime has occurred on campus. Public Safety Advisory messages are sent to a campus community by email notification when an incident does not require an NU Alert or Timely Warning, but offers an opportunity to provide safety information. For more information about the NU Alert system, please visit [nupd.northeastern.edu/nualert/](http://nupd.northeastern.edu/nualert/).

##### *Personal Safety Escort*

The Safety Department provides a personal safety escort service to all members of the University community. The service operates 24 hours a day, every day, and provides escorts between on campus locations. Arrangements for an escort can be made at any time by contacting the Public Safety Department business line at 510.430.5555.

##### *Blue Light Phones*

Our Campus is equipped with six Blue Light Phones. These phones are equipped with emergency buttons which provide a direct line of communication to a Public Safety Officer. When reporting an emergency press and hold the emergency button when talking and release the button to receive a response. An officer will answer and ask you if the call is an emergency and will ask for certain information. Please stay by the phone and be prepared to press and hold the talk button to provide additional information. Do not hang up. Constant contact with the officer is essential. Officers will be dispatched to your location immediately. Please review the following directions.

Emergency: Simply press and hold the red button. This will open the line to the public safety officer. Talk directly into the speaker in the center of the phone. Examples of emergency use would be crimes in progress, suspicious persons, medical assistance, traffic incidents, fires, and other incidents requiring immediate response.

##### *Medical Emergency*

In case of serious injury or illness requiring emergency services, call 911 and then the Public Safety Department emergency line at 510.430.3333.

### *Emergency Relocation*

The Department of Housing and Residential Life, in conjunction with numerous other departments on campus, has developed a relocation protocol in the event that a residence hall must be closed for an extended period. Follow the directives of University officials, including staff from Housing and Residential Life, Department of Public Safety, Facilities Department, and local emergency officials. Evacuations of buildings are rare occurrences but understanding what each person needs to do provides a mechanism for a smooth transition during an emergency. Please contact your Residential Life building staff if you have any questions or concerns. Please refer to the Northeastern University Police Department NUPD website to find resources related to emergency planning (<https://nupd.northeastern.edu/safety/emergency-planning/>).

### *Evacuation Guidelines for Individuals Needing Assistance*

Guidelines have been developed to provide persons with limited mobility with the tools necessary to minimize their exposure to the risk of fire or other threats to their safety. Please visit the following website for more information (<https://nupd.northeastern.edu/safety/general-safety-tips/emergency-guidebook/evacuation-procedures/>)

### *General fire safety information and tips*

Each residence hall has a fire egress drill at least once each semester. Residential Life staff will know when a drill is scheduled, but residents are generally not informed of the drill until they have evacuated the building. Therefore, it is important to treat every alarm as a real emergency. Please familiarize yourself with the following procedures and follow them whenever the fire alarm sounds:

At the sound of the alarm, move quickly and quietly to your closest exit, closing your room doors behind you as you leave. In an orderly fashion, please leave the building by the closest exit, either by stairwell and/or alarmed emergency exits and move away from any entrances once outside to allow others to exit and emergency personnel to enter. Never use the elevators. When outside, follow the direction of your residential life staff, Department of Public Safety, the City of Oakland Fire Department, and/or other local emergency officials and wait for further instructions. If possible, wear a coat and shoes and carry a towel to use in case there is smoke on your egress route. Keep these items easily accessible for emergency use, along with your keys and Husky Card, since it may be hours before you are permitted to reenter.

If you are away from your room when the alarm sounds, proceed to the nearest exit without returning to your room. The alarm signal is the same for a drill as for an actual emergency. Students who do not vacate, do not vacate in a timely manner, or who return into the building during a drill or alarm will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.

## **EMERGENCY PREPAREDNESS**

**In the event of an emergency, to request service from fire, police, or paramedics, please contact:**

Oakland Police Department Emergency Line:

911 (from an on-campus phone)

510.777.3333 (from cell phones)

**and** Department of Public Safety:

510.430.3333

Public Safety should be contacted after any calls to other emergency personnel are placed, so they can appropriately direct emergency personnel.

## **TRESPASS & RESTRICTED ACCESS**

- Entrance to any private room or normally locked building/common area without following security procedures, or obtaining appropriate permission from a Residential staff member or other approved University staff, is prohibited. This includes failing to show proper identification at designated security booths.
- Accessing known or marked restricted areas is prohibited. This includes roof access doors, rooftops, ledges, seismic bracing, fire escapes, construction areas, and any other area or space that a residential staff member declares to be restricted.
- Entrance to or exit of a residential building through a window or emergency exit door during non-emergency situations is prohibited.

## **WINDOWS/BUILDING LEDGES/PORCHES**

Residents are not allowed to sit on window, building, or porch ledges. Storage of any materials on window ledges/porches is not permitted. Residents who permit any item to fall, drop or be thrown from any residence window or porch will be in violation of policy. Residents are not allowed to exit or enter a room via a window or porch except in the event of a life safety incident.

## **ROOFS**

No one is permitted on the roof of any University Building.

## **NEIGHBOR/PORCH MATE AGREEMENT**

Any Underwood resident is required to complete a neighbor agreement and attend a neighbor agreement meeting with the Resident Assistant (RA), Community Assistant (CA) or Area Coordinator (AC) within the first two weeks of occupancy. Failure to complete the neighbor agreement and/or attend the neighbor agreement meeting could result in an administrative sanction. The neighbor agreement is the official way that community standards are set for the Underwood community and the shared spaces within the Underwood community. Failure to live within the expectations set out in the neighbor agreement may result in judicial proceedings, an administrative move, a behavioral contract, or a cancellation of the License Agreement. Neighbors have the right to renegotiate the neighbor agreement based upon changing needs within the Underwood community. A new neighbor agreement meeting will be conducted and a new neighbor agreement signed within two weeks in the event that any new neighbor is added to the Underwood community. Any resident is required to complete a porch mate agreement and attend a porch mate agreement meeting with the RA or CA within the first two weeks of occupancy. Failure to complete the porch mate agreement and/or attend the porch mate agreement meeting could result in an administrative sanction. The porch mate agreement is the official way that community standards are set for a shared space (porch) in the residential communities. Failure to live within the expectations set out in the porch mate agreement may result in judicial proceedings, an administrative move, a behavioral contract, or a cancellation of the License Agreement. Porch mates have the right to renegotiate the porch mate agreement based upon changing needs within the shared space. A new porch mate agreement meeting will be conducted and a new porch mate agreement signed within two weeks in the event that any new porch mate moves in.

## **SUPERVISION OF CHILDREN & FAMILY MEMBERS IN FAMILY HOUSING**

- Students are responsible for the supervision and actions of their children. Parents and guardians are financially responsible for any harm or damage caused by their children to others and/or to property. Children are not permitted to play in parking lots, garbage dumpster enclosures, laundry rooms, the community garden, or in stairwells. Abusive language, teasing, and physical abuse (e.g., hitting, kicking, biting, etc.) constitute unacceptable behavior by children when that behavior is directed toward other residents of the residential community. Dangerous, disruptive or unacceptable behavior by children is not permitted on the University's premises.
- Students are responsible for the behavior of family members that reside with them in housing. Students are responsible for any conduct violation that a family member commits and must assume responsibility in regards to harm or damage caused to others and/or to property. Abusive language, teasing, and physical abuse (e.g., hitting, kicking, biting, etc.) constitute unacceptable behavior by any member of our community. Dangerous, disruptive or unacceptable behavior by family members is not permitted on the University's premises. Students must adhere through the conduct process even if they were not present during the time of the violation.

## **COMMUNITY LIVING**

Any resident who demonstrates an inability to live in a group setting will be asked to modify their behavior, and commit to a behavior contract prescribed by Building staff, or will have their License Agreement terminated. When a conflict arises between community members, residents may be required to attend a mediation session facilitated by a staff member. Northeastern reserves the right to remove from housing and/or terminate the License Agreement of any individual exhibiting behavior deemed by staff to be a threat to the community.

## COMMON AREAS

Residents are required to keep common areas clear of personal property, including but not limited to boxes, bicycles, mattresses, bed frames, and personal trash. Common areas include hallways, walkways, stairways, libraries, studies, bathrooms, living rooms, and lounges. Damage to common areas of the residence hall during occupancy periods, other than damage caused by natural forces, may be the joint financial responsibility of all occupants of a residence hall or floor.

Bulletin boards and the outside of residents' doors are considered common space. Doormats are not allowed, as they may be a tripping hazard during an emergency evacuation. If Building staff members are required to remove items left in common areas, residents will be charged for removal. Repeated violations will result in escalating charges and possible judicial action.

Any resident found using a common area without the proper authorization or violating any of the lounge policies listed below or any other University policy will be asked to leave the lounge, the Residence Halls and/or the University. Residents asked to leave may lose the right to use the residence hall lounges, may be restricted from the Residence Halls or the University in the future and/or may be assessed a fine or a more severe disciplinary action. Items found in the lounges unattended may be confiscated by Building staff. **Lounges are available for use by all current residents; all students and guests must abide by the following lounge rules:**

- Residents may consume food and drinks in the lounges. Food or any containers of any kind cannot be disposed of in the lounge trashcans. Please use the trash located in the halls or the trash bins located outside the residence halls.
- Sleeping or lying on any furniture or floor is not permitted in the lounges at any time.
- Guests (including commuters) cannot be left unattended in the lounges or other communal areas at any time.
- The lights in the lounges need to remain on at all times unless the lounge is reserved for an approved program.
- Faculty, staff, and commuters are not permitted to use the lounges in the residence halls for personal use.
- Due to sanitary purposes, do not put your feet on the tables, chairs, sofas or any other furniture in the lounge.
- Residents using the lounge must abide by all University policies including quiet hours. Therefore, the volume of the television and conversations must remain reasonable at all times.
- Video game machines or any other device may not be connected to the TV in the lounges. The only items that may be connected are audio equipment checked out by the AV department. Personal DVD/VCRs are not allowed to be connected to the lounge televisions. Any damage caused to the television due to not following this policy will be the student's responsibility.
- No one may leave personal items in lounges. Anything left behind in the lounges or any other communal area will be confiscated by University staff. Confiscated items remaining in University possession the end of the semester will be discarded at the end of each academic semester.
- If any furniture, televisions, television remote controls, batteries, cable boxes or cards are damaged or stolen from the lounges, they will not be replaced until the next academic year. Theft is a felony and anyone caught stealing or damaging any University property will face disciplinary action and a fine to replace the items.
- All other doors to the lounges must remain open unless an approved program is taking place.
- Lounges may not be used for personal use such as baby showers, birthday parties, etc., by residents, family members, friends, faculty or staff.
- Residence hall lounges may not be reserved by clubs and organizations.

## OFFICE OF PREVENTION AND EDUCATION AT NORTHEASTERN (O.P.E.N.)

307 Ell Hall  
Boston, MA  
617.373.4459  
[www.northeastern.edu/open](http://www.northeastern.edu/open)  
[OPEN@northeastern.edu](mailto:OPEN@northeastern.edu)

The Office of Prevention and Education at Northeastern (OPEN) seeks to promote a safer, healthier Northeastern community by providing evidence-based education, prevention, and resources on the topics of alcohol and other drugs, sexual violence, sexual health, and other wellness-related topics. OPEN offers:

- Supportive, confidential, and non-judgmental virtual '[check in' services](#) for Northeastern students related to alcohol, cannabis/marijuana, and other drugs
- Programming, presentations, training, and education related to the topics of alcohol and other drugs, sexual violence prevention, and bystander intervention.
- [Online modules](#) through canvas on topics like Building Resilience, Alcohol, Bystander Intervention, Responding to Disclosures of Sexual Violence, How to Make Friends that Stick and more.

### *O.P.E.N.'s Sexual Violence Resource Center (SVRC)*

407 Ell Hall  
Boston, MA  
<https://studentlife.northeastern.edu/open/meet/sexual-violence-resource-center/>

To schedule an appointment with SVRC staff, [fill out this confidential service request form](#) (log in with your Northeastern credentials.)

The Sexual Violence Resource Center is a resource for Northeastern students who have experienced sexual assault, sexual harassment, sexual exploitation or abuse, domestic violence, and/or stalking. The center serves students who have been affected personally (recently or in the past) and those who are looking for resources to support others. The Sexual Violence Resource Center staff can confidentially help students navigate options related to rights, resources, and reporting including off-campus resources and/or on-campus resources.

### *Confidential Resource Advisor (CRA)*

Email [cra@northeastern.edu](mailto:cra@northeastern.edu) to set up a meeting

The Confidential Resource Advisor (CRA) serves as a confidential resource in the Office of Prevention and Education at Northeastern (OPEN) for Northeastern students who have been accused of causing sexual or identity-based harm, are supporting a peer who has been accused or found responsible for causing harm, are currently in an investigation/adjudication process, have been found responsible for causing harm, or want to learn more around discrimination-based harm.

## COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

5000 MacArthur Blvd, Cowell Building  
510.430.2111 (voice)  
510.430.3235 (fax)  
[Oakland-counseling@northeastern.edu](mailto:Oakland-counseling@northeastern.edu)

Hours: 9-5 Monday-Friday

Urgent drop-in hours: 2-4 Monday-Friday

To schedule an appointment, call 510.430.2111 or walk into the Cowell building from 9-5.

Counseling and Psychological Services (CAPS) provides mental healthcare to current Northeastern students including Urgent Drop-In and scheduled visits. CAPS clinicians are therapists who provide confidential assessment, short-term treatment of mental health concerns, and support connecting to providers in the community for long term therapy or specialty services. Students can start by scheduling an Initial Appointment (IA) during which they will be connected to a therapist who will help them come up with a plan for their care.

In addition, immediate mental health support is available 24 hours a day, seven days a week, through Find@Northeastern (877.233.9477 US, 855.229.8797 Canada, or +1.781.457.7777 International). Through Find@Northeastern, full-time students have access to referrals to unlimited free therapy sessions with therapists in their local area- no insurance of co-pay needed, as well as free access to mental health resources Headspace and SilverCloud, a self-guided cognitive behavioral therapy tool.

#### **STUDENT HEALTH CENTER**

5000 MacArthur Blvd, CPM room 117  
888.663.6331 (voice)  
northeastern@onemedical.com  
<https://www.onemedical.com/sponsored-membership/northeastern/>  
Hours: Mon-Fri 8am-5pm (clinic), 8am-4pm (lab), closed for lunch 12pm-1pm

The Student Health Center on our Oakland campus provides same- or next-day appointments for routine health needs and free, unlimited 24/7 care for urgent issues via video chat. In addition to our campus location, students can access One Medical offices nationwide, including locations in nearby Berkeley accessible by campus shuttle. Please bring your Husky card to all visits.

Disclaimer: The health center is not an infirmary, hospital, or emergency department. Emergency medical issues requiring hospitalization are managed at local hospitals. Students may be encouraged to utilize urgent care clinics, depending on what their insurance recommends. Additional information about university resources:

- 24/7 Mental Health Support: <https://www.northeastern.edu/uhrs/find-at-northeastern/>
- Northeastern University Student Health Plan (NUSHP) <https://www.northeastern.edu/nushp/>
- Medical Leave of Absence (MLOA) <https://www.northeastern.edu/uhrs/forms/medical-leave-of-absence>

#### **WE CARE**

354 Richards Hall  
Boston, MA  
617.373.7591  
[wecare@northeastern.edu](mailto:wecare@northeastern.edu)  
<https://studentlife.northeastern.edu/we-care/>

The We Care Office assists students who are experiencing unexpected challenges to maintain their academic progress. The staff works with students to coordinate among university offices, to offer appropriate referrals and to help develop viable options to support the students' continued success at the University. We Care also provides guidance to faculty and staff in identifying Northeastern resources and policies to help students succeed.

#### **DISABILITY ACCESS SERVICES (DAS)**

**Sage Hall 142A, 143**  
510.430.3199  
[DASOakland@northeastern.edu](mailto:DASOakland@northeastern.edu)  
<https://oakland.northeastern.edu/student-services/access-services/>

In accordance with the Americans with Disabilities Act (ADA 1990), Northeastern University seeks to provide equal access to its programs, services, and activities. If you need housing accommodations, please contact [Disability Access Services \(DAS\)](#) as soon as possible to make appropriate arrangements. In order to receive housing accommodations, the University requires that you provide documentation of your disabilities to DAS so that they may identify if/what accommodations may be necessary and arrange with Housing and Residential Life to provide the accommodations. Please be aware that this process can take 2 to 3 weeks to review, so we encourage all students to start this process prior to the start of the semester. Any approvals made after the start of the term are subject to housing availability. Please see the Housing Accommodation web page for further information: <https://www.northeastern.edu/housing/accommodations/>.

#### **Service Dogs and Emotional Support Animals:**

Persons with documented disabilities who are requesting to bring a service dog or other emotional support animal must contact [Disability Access Services \(DAS\)](#) and submit appropriate documentation when needed prior to the animal being moved into university housing. Students with approved service dog or emotional support animals are required to follow the expectations and instructions pertaining to their animal as communicated by DAS. Students will also be required to get an ID sticker for the approved animal to be placed on the student's Husky Card.

#### **OFFICE FOR UNIVERSITY EQUITY AND COMPLIANCE (OUEC)**

125 Richards Hall  
Boston, MA  
617.373.4644  
[www.northeastern.edu/ouec](http://www.northeastern.edu/ouec)

Northeastern University is committed to providing a living, learning and work environment that is safe and free from discrimination and harassment. Northeastern University is an equal opportunity/affirmative action/Title IX educational institution and employer. At the Office for University Equity and Compliance (OUEC), staff lead efforts to maintain the University's compliance with all federal, state, and local laws pertaining to anti-discrimination, the Americans with Disabilities Act, and Title IX. The OUEC is responsible for investigating and resolving all complaints of discrimination, harassment, and retaliation at Northeastern. The Assistant Vice President for University Equity and Compliance / Title IX Coordinator coordinates the University's response to complaints involving all forms of discrimination.

Anyone who experiences or witnesses discriminatory conduct is strongly encouraged to report the matter immediately to the OUEC using the online [Discriminatory Complaint Form](#). All employees (excluding Confidential Employees), are considered "Mandatory University Reporters" including faculty, staff and student workers who assume roles which other students may reasonably believe obligate that student worker to report allegations of a Prohibited Offense. This includes but is not limited to Resident Assistants in Residential Life, Graduate Research Assistants or Teaching Assistants. Mandatory University Reporters are required to immediately report allegations of Title IX Offenses and other allegations of discrimination to OUEC. Only those individuals who are statutorily prohibited from reporting, such as health professionals from UHCS and spiritual advisors or clergy, as well as OPEN's Sexual Violence Resource Center (SVRC), do not have a duty to report all incidents without the release of the student. As such, any reports of sexual misconduct made to faculty or staff will be directed to the Title IX Coordinator who will respond accordingly. The University's policies strictly prohibits retaliation against an individual for reporting perceived discrimination or participating in a resulting resolution procedure, including Informal Resolution.

## RESIDENTIAL STUDENT RESOURCES

### LIVING WITH A ROOMMATE, CONFLICTS, AND ROOM CHANGES

The majority of students share a bedroom, bathroom, kitchen, and/or common space with one or more roommates. Once you receive your room assignment, you can find your roommate's name(s) and Husky email(s) in your Housing Online portal. We strongly encourage you to contact your roommate(s) through their email. Although you may be able to find your roommate on social media, not every student may have social media accounts or may not be comfortable connecting through that platform. This is a new experience for everyone and it is important to respect one another's comfort levels and not make quick judgements. Breaking the ice and starting to communicate before move-in will allow for you to begin the process of getting to know one another and ease any anxieties you may have about sharing your space. Once you have started to build a relationship, you can start to discuss expectations on how you will share your room such as cleanliness, sharing of items, and much more.

After moving in, you will complete a roommate agreement that outlines these expectations. First year students are required to complete the formal agreement, and all returning students are strongly encouraged to complete the agreement, as well. Each roommate should approach the agreement with an open mind and clearly communicate the aspects of common living that are most important to them. You should revisit these expectations on an as needed basis, as your habits, expectations, and preferences may change over time.

If you are having a roommate conflict, it is important to address it immediately with one another. Students are encouraged to collaborate with their roommates to find solutions to concerns. If you need assistance or guidance approaching your roommate, your Resident Assistant can assist by practicing talking points or joining the conversation. Residential Life staff of all levels will work with you and your roommates to resolve conflicts. All attempts to resolve conflict so that roommates can maintain a respectful living environment will be explored prior to considering requests to change your room.

### HUSKY CARD SERVICES

107 Sage Hall  
510.430.2128

[www.northeastern.edu/huskycard/](http://www.northeastern.edu/huskycard/)

Husky Card Services manages all services associated with the Husky Card at Northeastern University. The Husky Card is the official identification card at Northeastern University and is issued to students, faculty, staff, alumni, contractors, conference attendees, and more.

Along with identification, the Husky Card is also used for building/residence hall access, parking, laundry, printing, vending, dining services, library book check-out, discounts and more. The Husky Card can also be used as a debit card. When you add money to your Husky Dollar account, you will be able to pay for food and services at many locations in and around the University. Please note that no cash withdrawals are permitted with a Husky Card. For more information about [Husky Card](#) services, accepted vendors, and FAQs visit: <https://www.northeastern.edu/huskycard/>.

### MEAL PLAN

Please refer to Husky Card website for details and options for meal plans: <https://huskycard.northeastern.edu/meal-plan/>

Please refer to [NUDining.com](http://NUDining.com) for all other dining details including, hours of operation, menus, dietary restrictions and more.

### FREE PRINT ALLOWANCE

Northeastern University offers all students a free print allowance. The free print allowance can be used at the printers in the library. For more information, please go to:

[www.northeastern.edu/huskycard/services/print-allowance/](http://www.northeastern.edu/huskycard/services/print-allowance/)

### LAUNDRY

Northeastern University offers all students living in university housing complimentary laundry machines. The University is not responsible for any personal belongings left unattended. Washing machines cannot be used to dye clothing. Please see instructions in laundry rooms that detail proper laundry machine usage or consult building staff with any questions. To resolve any problems regarding laundry, please contact WASH directly at [wash.com/service](http://wash.com/service). You can also download the WASH-Connect app on your phone from the App or Play stores to report service issues as well.

### BUILDING ACCESS

- KeyScan (Keyless Lock System): KeyScan is a keyless lock system in which a student's Husky Card gives access into a student's building. General access information can be found [here](#).
- All proctored buildings must be entered at the main entrance with the proctor. All other doors within the building are not to be utilized by students other than in the event of an emergency. All guests must be signed in through the proctor.
- Lockouts: Students are responsible for carrying their key(s) and Husky Card at all times. If a student is locked out of their room, they should follow the instructions below.
- Find the staff member on duty by reporting to the building/complex's RA office, to arrange for re-entry.
  - When staff members are not in the building, they may be contacted through the duty number listed at the proctor station. If you do not have a phone, the proctor can contact staff on your behalf.
- If the lockout is during a time when the office is closed and no staff member is on duty, students may not be able to gain access to their room until the building/complex's RA office is open or the staff member on duty is available.
  - It can be up to a two-hour wait Monday through Friday. Off-duty staff members are not obligated to respond to a lockout. Students who repeatedly require staff to open doors may face disciplinary action and/or fines.
- Lost Husky Card: If a student loses their Husky Card, they can get a replacement at the following places for a \$25 fee. If a student's Husky Card is malfunctioning, the student can get a replacement card for free as long as the student brings the malfunctioning card to Husky Card Services.

*Husky Card Replacement Locations and Hours*

Department Name	Services Available	Hours of Operation	Contact Information
Husky Card Services	New cards & replacement cards	Typical business hours: Monday-Friday 8:30 a.m.-4:30p.m. Please check website and email communications for updated hours: <a href="https://www.northeastern.edu/huskycard/">https://www.northeastern.edu/huskycard/</a>	107 Sage Hall 510.430.3367

<b>Department of Public Safety</b>	Replacement cards only	Only available after hours when Husky Card is closed	Department of Public Safety Main office 510.430.5555
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**RESIDENTIAL MAIL SERVICES**

**Mail & Copy Center**

Mailing address, package pick-up details and more are available here <https://oakland.northeastern.edu/student-resources/mail-and-copy-services/>

**Hours of Operation:** Monday through Friday: 8:30 a.m.–5 p.m.

Rothwell Center (Behind the Tea Shop)

Ph: 510.430.2255

[oaklandcampusmail@northeastern.edu](mailto:oaklandcampusmail@northeastern.edu)

**TECHNOLOGY AND COMPUTING**

IT Service Desk

Rothwell Center, Prieto Building

617.373.HELP (4357)

[help@northeastern.edu](mailto:help@northeastern.edu)

<https://services.northeastern.edu/tech>

IT Services offers 24/7 technology support through the Tech Service Portal ([services.northeastern.edu/tech](https://services.northeastern.edu/tech)), including live chat assistance. Help is also available anytime via email and phone.

For more information on networks, television, and other key technology resources in the residence halls, visit Northeastern’s student technology guide, [connect-to-tech.northeastern.edu/mills/](https://connect-to-tech.northeastern.edu/mills/).

**TRANSPORTATION**

The University provides students with an AC transit bus pass valid at any time on all AC transit lines both local and transbay. The pass is loaded on the translink regional fare card and displays the student’s name and photo ID. Students who submitted their photos by the deadline will receive their pass at orientation. Otherwise, passes can be picked up at Husky Card Services.

**BICYCLES**

Bicycles must be secured to bicycle racks and not locked to any traffic poles, ramps, or other grounds or building fixtures. Bicycles found secured in unauthorized places may be seized and their owners fined. Bicycle racks are provided throughout campus. If you need additional rack locations please submit a work order to facilities. Bicycles must be stored in student rooms or designated bike rooms only. Students must take their bikes with them at the end of the academic year. Any bike found on campus post-graduation will be removed and donated. If you are a summer resident you must register your bike with DPS to keep it on campus.

TELEPHONE RESOURCE LIST

Dining Services	510.430.2042
DRC	617.373.2675
Disability Access Services	510.430.3307
Financial Aid	617.373.3190
Fire	911
Housing and Residential Life	510.430.2384
ITS	617.373.4357
Library Reference Desk	510.430.2385
Department of Public Safety (business, not emergency assistance)	510.430.5555
Department of Public Safety (emergency)	510.430.3333
OPEN	617.373.4459
RSO	510.399.5022
Registrar's Office	510.430.2002
Mail & Copy Center	510.430.2149
Security Escort Service	617.373.2121
OSCCR	617.373.4390
Student Health Center	510.431.1108
Counseling and Psychological Services	510.430.2111
WeCare	617.522.7901