

## **RESIDENTIAL LIFE**

### **What staff do you employ in the Residence Halls?**

Resident Assistants: We have 8 student leaders who are trained in crisis management/response and are responsible for programming and building community, ensuring safety and well being of the residents, conducting routine rounds of the building, checking in regularly with their assigned residents, being mentors for the students on campus, and reporting any concerns to the Director of Housing.

Graduate Assistant: We have 1 paraprofessional student leader who assists the Director of Housing in the general day to day operations of the housing complex.

Office Assistants: We have 4 student workers who are responsible for delivery quality and top notch customer service to the residents who come to the Office of Residential Life to pick up packages/check their mail, ask general questions, or need assistance.

Director of Housing: This is a full time, Masters Level professional who resides on campus with the students and is responsible for overseeing the whole operations of the Department of Residential Life. The Director is available 24/7, 365 in the event there is an on campus emergency or crisis situation that may arise.

### **What if I lose my keys?**

Not to worry. It is okay if you lose or misplace your bedroom, front door, or mailbox keys. Once you are aware that you are missing your key, you should report it immediately to a Residential Life Staff Member so that we can safely ensure a new key is issued to you and your roommate(s)/suitemate(s). The cost of replacement is listed on the key cards that students sign upon check-in to their residence hall apartment.

### **How do I receive packages/mail?**

All students may have items sent to them at the following address:

Northwood University, Florida Campus

Your Name

2600 N Military Trail, Apt. # \_\_\_\_\_

West Palm Beach, FL 33409

### **What are the hours of operation for the Residential Life Office?**

The Residential Life Office is open during the following hours:

Monday-Thursday 9am-10pm

Friday 9am-6pm

Saturday 2pm-4pm

Sunday 6pm-10pm

### **What services do you offer in the Residential Life Office?**

Students may come to the Residential Life Office to check out cleaning equipment, rent a dolly/cart, exchange dollar bills for quarters, send/receive mail/packages, get their room door unlocked if they accidentally lock themselves out, file a maintenance request, find menu guides, and more.

**Can I have a tour of a sample room before I arrive?**

Sure. We would be happy if you are in the area to give you a tour of our showroom/model residence hall room. You can either contact the Admissions Office Staff for an official campus tour during which they will showcase the model, or you can contact our Office of Residential Life directly and we would be glad to assist you.

**In advance of my move-in date, can I ship things to my residence hall?**

Sure, we understand that you can only carry so much on an airplane or in a car trip to the campus. Thus, you may send your belongings via postal mail (DHS, FedEx, UPS, or USPS). We just ask that you be courteous and not send them several weeks prior to your arrival to campus (the closer to move-in day that you can arrange your package to arrive on campus, the better). Refer to how to I receive mail/packages for more information.

**What would you recommend I do for renter's insurance?**

While it is not required, we strongly advise that students pick up renter's insurance to ensure their personal belongings are insured. The following are a few possibilities: National Student Services, Inc. Insurance Company <http://www.nssinc.com/> ; CSI Insurance Agency, Inc. Website: [www.csiprotection.com](http://www.csiprotection.com) Phone: 1-888-411-4911; Haylor, Freyer & Coon, Inc Website: [www.haylor.com/student](http://www.haylor.com/student) Phone: 1-800-289-1501; College Renter's Insurance [http:// www.collegerentersinsurance.com/](http://www.collegerentersinsurance.com/) Phone: 1-800-625-1568

It is also suggested you look to see if you are covered under your parent or legal guardian's insurance before purchasing one of your own.

**Are there ample work opportunities on campus for students who live on campus?**

While we only offer a select number within the Residential Life Office, there are always opportunities for employment but students should be proactive early on and seek out these opportunities as they become available. For more information student may speak to Kelly Blaggie, the Assistant Dean of Students/Director of Career Services, as she handles all on campus employment openings.