



Service Desk
 Hours: Monday-Friday, 7:30am-8:00pm
 Saturday, 8:00am-4:00pm Sunday, 3:00pm-11:00pm
 (Phone number is monitored outside of regular hours)

Help & Information Desk
 Location: Snell Library, 1st Floor, next to InfoCommons
 Hours: 24 Hours (based on
 (Based on Snell Library building hours)

617-373-4357 (xHELP) help@northeastern.edu its.northeastern.edu

(or Department Coordinator ★)
INFORMATION TECHNOLOGY SERVICES (ITS)

Location: 405 Ell Hall, 360 Huntington Ave
 Office Hours: Monday-Thursday, 8:30am-7:00pm
 Fridays until 5:00pm
 Walk-in Hours: Monday-Friday, 11:00am-3:00pm
 617-373-2310 ogs@northeastern.edu
 www.northeastern.edu/ogs/
OFFICE OF GLOBAL SERVICES (OGS)

Location: Stearns Center, 420 Huntington Ave
 Drop-in Critiques: Monday-Friday, 1:30-3:30pm
 Counseling: 617-373-2430 for Appointment
 www.northeastern.edu/careers/
CAREER DEVELOPMENT OFFICE

Accounts/Software/Computer Issues

Visa/F-1 Status/Travel

Career Advancement

International Students

Network/Hardware Troubleshooting & Support

All Departments/Programs in
College of Engineering

RESNET RESOURCE CENTER
 Location: Speare Commons, Basement, next to ResMail
 Regular Semester Hours: Monday-Thursday, 8:30am-7:00pm
 Fridays until 5:00pm (Hours during Move-ins will vary)
 resnet@northeastern.edu www.northeastern.edu/resnet/

IT Issues

ACADEMIC TECHNOLOGY SERVICES (ATS)
 Location: Digital Scholarship Commons, 212 Snell Library
 Walk-in Hours: Monday-Friday, 8:00am-5:00pm
 ats@northeastern.edu www.northeastern.edu/ats/

**Trainings/
 Courses**

Financial Issues

Safety/Health Issues

STUDENT FINANCIAL SERVICES
 Location: 354 Richards Hall, 360 Huntington Ave
 Hours: Monday-Thursday, 8:30am-7:00pm
 Fridays until 5:00pm
 studentfinance.northeastern.edu/
 Financial Aid: 617-373-3190 sfs@northeastern.edu
 Billing & Payments: 617-373-2270
 studentaccounts@northeastern.edu

UNIVERSITY HEALTH & COUNSELING SERVICES (UHCS)
 Location: Forsyth Building 1st Floor
 Hours: Monday-Friday, 8:00am-5:00pm
 Tuesdays & Thursdays until 8:00pm
 Saturdays 12:00-4:00pm
 617-373-2772 uhcs@northeastern.edu
 www.northeastern.edu/uhcs/

Plan of Study

Academic Issues

Advisor ★

Registration/Academic Standing

Code of Conduct

NU POLICE DEPARTMENT
 Location: 716 Columbus Ave
Immediate Assistance: 617-373-3333
 Non-Emergency: 617-373-2121
 Administrative Office: 617-373-2696
 www.northeastern.edu/nupd/

COE GRADUATE STUDENT SERVICES ★
 Location: 130 Snell Engineering Center
 Walk-in Hours: Monday, Wednesday & Thursday, 2:00-4:00pm
 Individual Appointments through myNortheastern
 www.coe.neu.edu/graduate-school/graduate-student-services

OFFICE OF STUDENT CONDUCT & CONFLICT RESOLUTION (OSCCR)
 Location: 204 Ell Hall, 360 Huntington Ave
 Monday-Friday, 8:30-5:00pm Tuesdays until 7:00pm
 Appointments after hours by Request
 617-373-4390 osccr@neu.edu
 www.northeastern.edu/osccr/