The Office of Student Experience is committed to promoting active student learning, personal growth and professional development to complement academic coursework. Students are encouraged to provide feedback on their student experience and may contact Danielle Laban, Director of Student Experience, at 888.658.8632 x3162 or email dlaban@nl.edu. Students may also leave feedback by completing a Comment Card on campus or at nl.edu/letusknow. Students seeking on campus space should contact studentexperience@nl.edu.

### STUDENT EXPERIENCE TEAM
- **Director of Student Experience** — Danielle Laban, dlaban@nl.edu
- **Associate Director of Student Development** — Daniel Amato, damato@nl.edu
- **Associate Director of Student Engagement** — Jose Marroquin, jmarroquin@nl.edu
- **Response Center (Lisle)** — Patti Essig, studentexperience@nl.edu
- **Response Center (Wheeling)** — Valerie Westin, vwestin@nl.edu

### RESOURCES, SERVICES AND STUDENT INFORMATION

#### ACADEMIC ADVISING
nl.edu/advising • advising@nl.edu • 888.658.8632 x5900

#### ACCOMMODATIONS FOR PERSONS WITH DISABILITIES
For information on how to request academic accommodations, please contact the designated Library and Learning Support Specialist at ada@nl.edu or 312.261.3329.

#### ADMISSIONS AND RECORDS
The Office of Admissions and Records maintains all students’ academic records in accordance with the 1974 Family Educational Rights and Privacy Act.

admissions@nl.edu • registrar@nl.edu • 888.658.8632 x5718

#### BEHAVIORAL INTERVENTION TEAM (BIT)
Report concerning behavior using the Incident Report at nl.edu/letusknow or by contact Danielle Laban, Director of Student Experience, BIT Chair at dlaban@nl.edu or 312.261.3162

Learn more about BIT at NLU at nl.edu/bit

#### BOOKSTORE
The University’s Virtual Bookstore is your official source for affordable textbook options. Customer Service is available M–F, 9:00am–5:00pm EST at 877.284.6744 or via email at bookstore@ecampus.com.

#### CAREER DEVELOPMENT
The NLU Office of Career Development provides career services for members of the NLU community.

nl.edu/careerdevelopment • careerdevelopment@nl.edu • 888.658.8632 or 312.261.3270

#### CIVIC ENGAGEMENT CENTER
Through volunteerism, service trips, academic service-learning and community involvement activities, the University helps students become engaged citizens both on campus and in the greater community.

nl.edu/cec • civicengagement@nl.edu • 847.947.5069

#### HEALTH AND MENTAL HEALTH
NLU has partnered with Skylight Counseling Center to provide up to three (3) free counseling sessions per year for current NLU students. Students seeking additional counseling referrals for licensed mental health professionals should contact the Counseling Center at counseling@nl.edu or nl.edu/counselingcenter. The student incurs the cost of additional counseling beyond the three (3) complimentary sessions. The University has a resources for students to access student health insurance at the student’s expense. Please visit nl.edu/healthinsurance for details.
IDENTIFICATION CARDS AND IDENTIFICATION NUMBER
Students, faculty, and staff are required to carry an NLU ID card when present on one of the campuses, academic centers or at a class function sponsored by the University.

If you wish to call before you arrive on campus you can reach us at:
- Chicago 312.261.3333
- Lisle 630.874.4444
- Skokie 224.233.2222
- Elgin 847.905.8080
- Wheeling 847.947.5555

LEARNING SUPPORT
Learning Support (LS) is committed to providing academic support, which enables learners to reach their full potential.

nl.edu/lls • Learn@nl.edu • 888.658.8632 x3374

LIBRARY
The NLU Library provides access to materials online and in print that support the academic programs and research interests of the NLU community, including locally produced scholarship, archives and special collections.

nl.edu/library • library@nl.edu • 888.658.8632: Chicago x3376; Lisle x4530; Skokie/North Shore x2288; Wheeling x5503

OMBUDSMAN
The University Student Ombudsman (USO) is part of NLU’s ongoing efforts to be a student-centered University in every possible way.

nl.edu/ombudsman • nl.edu/letusknow • 888.658.8632 x3461 • Brouzan@nl.edu

PARKING
On-site free parking is available at NLU’s Illinois campuses located in Elgin, Lisle, Skokie and Wheeling, as well as Tampa, FL. For information on parking in public or private lots in Chicago, contact the Chicago campus Facilities Management office at 800.443.5533 x3205 or x3429.

REGISTRAR
The Office of Admissions and Records supports NLU’s educational mission by maintaining all students’ academic records in accordance with the 1974 Family Educational Rights and Privacy Act (FERPA).

SAFE ZONE
Safe Zone Allies foster an atmosphere of support and celebration of Lesbian, Gay, Bisexual, Transgender and Queer/Questioning (LGBTQ) individuals at National Louis University. Safe Zone Coordinator: Dan Amato, damato@nl.edu

For more information and to locate Allies on your campus, visit nl.edu/safezone

VETERAN AND MILITARY PROGRAM
If you are currently an NLU veteran or military-connected student who needs assistance or has a question regarding our program, support services or what education benefits are available:

Please contact the Veterans Program Director: 312-261-3262, Veteran Service Coordinator: 312-261-3241 or email: veteransprogram@nl.edu