

STAYING CONNECTED

Fall 2017 Issue 1

Greetings Spartan Parents and Guardians!

Welcome to **Staying Connected**, a newsletter designed especially for you! This newsletter will be available monthly and will include upcoming events, important deadlines, student support services, opportunities for engagement, and the list goes on and on.

Your Spartan is well into the fall semester. As a partner in your student's educational journey, please be sure to join our new parent engagement program, Spartan Parent Ambassadors. An electronic form is available on this site. Stay informed and get involved!

We are looking forward to receiving your feedback. We welcome you to contact us directly at 757-823-2152.

Remember to STAY CONNECTED!



New Business and Humanities Multiplex (formerly G.W.C. Brown Hall Building)

UPCOMING EVENTS

FAFSA Submission for 2018– 2019
School Year: Began October 1

Registration for Spring 2018 Classes
Begins: October 23

Reading Day (No Classes): November
22

Thanksgiving Break: November 23 -26

Classes End: December 1

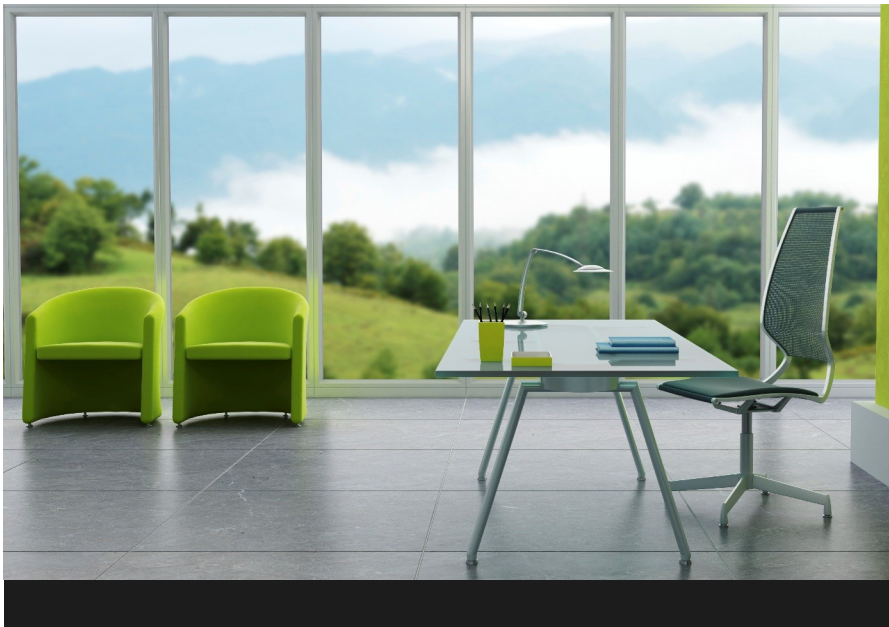
Final Exam Period: December 2–8

Spring Classes Begin: January 8

MLK Day (No Classes): January 15

Spring Break : March 5–11

**Need to see more events? Please see the academic calendars located on page 4, [Useful Links](#).*



Do You Know About SAP?

Norfolk State University is required by federal regulations to adhere to minimum standards of Satisfactory Academic Progress (SAP) that relate to a student's eligibility for federally funded financial aid programs, state and institutional grants, scholarships, employment, and loan programs.

SAP Eligibility: Students must meet minimum satisfactory academic progress standards in order to initially receive and maintain eligibility for Title IV funds. The satisfactory academic progress standards apply to all students in degree-seeking programs of study who wish to be considered for financial assistance.

SAP Measurements Quantitative: Students must complete at least 67% of all courses attempted (for example, 11 credit hours out of 15 credit hours must be passed); and courses that are not considered as completed but still count in the measurement are failed (F) courses, incomplete courses (I), dropped courses, and withdrawn courses (W). Students must not exceed 150% of attempted credit hours required to complete the program of study.

SAP Measurement Qualitative: Students must attain at least the minimum cumulative grade point average required for the number of credits earned for the academic classification level and must make satisfactory progress towards degree completion by advancing to the next academic classification level. Failure to maintain or meet the minimum cumulative grade point average will result in the cancellation or denial of financial assistance.

Students not meeting the qualitative and quantitative measurements are encouraged to utilize the Student Success Center, which offers tutorial and other services to assist in improving a student's academic standing.

Financial Aid Eligibility

Financial Aid award types include both federal, state, and school aid programs.

Grants

- Pell Grant
- Supplemental Educational Opportunity Grant (SEOG)
- Teacher Education Assistance for College and Higher Education Grant (TEACH)
- Virginia Commonwealth Award
- Virginia Guaranteed Assistance Program (VGAP)
- Graduate Fellowship

Work-Study

- Federal Work-Study
- NSU Student Employment

Loans

- Federal Perkins Loan
- William D. Ford Direct Student Loan (Subsidized)
- William D. Ford Direct Student Loan (Unsubsidized)
- PLUS Loan
- Alternative/Private Loan
- Graduate PLUS Loan

Let's Stay Connected!

NSU Mobile App

Are you looking for a convenient way to connect to campus news, events, and services? Download the myNSU Mobile App.

The application is available for Android and iOS. It can be used to get directions to campus locations, obtain important phone numbers, read NSU news, make payments, check the NSU events calendar, and the list goes on and on.

- Download “my NSU Mobile App” directly from the Google Play Store (for Android)
- Download “myNSU Mobile App” directly from the Apple App Store (for iPhone and iPad devices).
- From <https://www.nsu.edu/mobile> by scanning the mobile QR on the site.



Your Feedback is Valued and Important to Us

A Customer Service Satisfaction Team has been created to increase university-wide customer satisfaction. Please take a moment to complete our Customer Satisfaction Survey. Your feedback will help us enhance the quality of your customer service experience. We also welcome all suggestions and accolades. Thank you in advance for sharing!

Visit www.nsu.edu and click the Customer Service Survey tab located at the top of the page.

Spartan Star Award

This award is given as immediate recognition for exemplary customer service performance or an event that resulted in a positive impact or benefit to an internal or external client and a positive reflection on the institution. The Recognition Request Form is available using the following link:

<https://surveys.nsu.edu/index.php/418237/lang-en>

Student Advocacy

May we help you resolve a matter? *

Student Advocacy, in the Dean of Students Office, is available to ensure the highest satisfaction possible to constituents. We value your feedback and seek to enhance your level of satisfaction. Concerns and complaints are investigated by working with campus officials and an appropriate resolution is provided. Follow-up results are normally available within 48—72 hours, three business days. Additional time may be needed based on the complexity of the concern, and during Registration and New Student Orientation. To access the online form, please visit— <https://surveys.nsu.edu/index.php/844158/lang-en>

*For academic student concerns, please visit <https://www.nsu.edu/student-affairs/student-judicial/student-conduct-process>.

Have You Sent Your Student a Care Package Lately?????

Items for Care Packages

- Favorite Foods
- Gift Cards/Money
- Toiletries
- Movie Tickets
- Extra Clothes
- Extra School Supplies
- Family Snapshots
- Encouraging Notes and Cards

NEED FAFSA HELP??

It's that time again!! The 2018 – 2019 FAFSA was available starting October 1, 2017. Representatives from the Financial Aid Office are available to assist students. During the month of October, a Financial Aid representative will be visiting a different residence hall every **Tuesday from 10:00 a.m. to 2:00 p.m.** In addition, Financial Aid representatives are ready to assist in the Financial Aid Office (Student Services Center, Room 211) every Thursday during the month of October from 2:00 p.m. to 4:00 p.m. Students are asked to bring a copy of their and/or their parent's (for dependent students) 2016 federal tax transcript. Independent students are asked to bring a copy of their and/or their spouse's 2016 federal tax transcript. Tax transcripts may be requested by visiting www.irs.gov.

USEFUL LINKS:

[Academic Calendars](#)

[Dr. Patricia Lynch Stith Student Success Center](#)

[Financial Aid](#)

[Student Support Services](#)

2017-2018 FAFSA website: www.fafsa.ed.gov

A big thank you to student assistants in the Dean of Students Office for contributing to the design and contents of **Staying Connected!** Please check back monthly for updates.