

eCare Services online FAQs

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What is eCare Services?

eCare Services is a set of procedures and processes that assist the NSU online learning community

Where is eCare Services Office Located?

eCare Services
Lyman Beecher Brooks Library
Room 323
Norfolk State University
700 Park Avenue
Norfolk, VA 23504

What is the email address?

ecareservices@nsu.edu

What is the phone number of eCare Services?

757.823.8066 and Fax number: 757.823.2090

What are the office hours of eCare Services?

Monday through Friday, 8:00 a.m. to 5:00 p.m. (EST)

Is Blackboard and eCare Services the same?

No, Blackboard is a course management system.

Will eCare Services replace my academic advisor?

eCare services will not replace faculty advisors.

Can I register for classes at NSU through eCare services?

No. Registration at NSU is managed by the Registrar's Office.

Exit Writing Exam

Question:

I'd like to know if there is an online section for the writing exam.

Answer:

Writing Competency Coordinator is able to set up long-distance exams for students more than 60 miles outside of the area. Point of contact is:

**Remica L. Bingham
Writing Competency Coordinator
Norfolk State University
Institutional Effectiveness and Assessment
James A. Bowser Building, 121J
700 Park Avenue
Norfolk, Virginia 23504
Phone: (757)823-2930
Fax: (757)823-8246
E-mail: rlbingham@nsu.edu**

Readmission (online student)

Question

I have been readmitted back to NSU, how do I register for classes online?

Answer

You must first contact the department's academic advisor. If you have missed more than two consecutive semesters, registration can only be completed by the department head or academic advisor.

Special note: If your major is not interdisciplinary, you must get approval from your previous department and complete a change of major form

Directions, Parking Pass and Parking at NSU

Question

I need to come by the campus; what are the directions? Do I need a sticker for parking? And where can I park?

Answer

Click here for directions to NSU:

<http://www.nsu.edu/about/directions.html>

Click for parking pass instructions:

<http://www.nsu.edu/parking/transportation.html>

Click here for parking:

<http://www.nsu.edu/parking/map/>

NSU Spartan Card (online students)

Question

As an online student, how do I get a NSU Spartan Card, without having to come to the University?

Answer

1. An authorized administrator will perform the following:
 - a. verify that student is active and has a valid student account number
 - b. arrange for a photo of student to be taken
 - c. forward photo and student# to eCareServices@nsu.edu
 - d. agree to statement that photo and student# are indeed representative of said student, who consents to forwarding of this information for purposes of acquiring ID card from NSU.
2. eCare Services will perform the following:
 - a. record request and enter into database
 - b. submit photo and student # to Spartan Station for creation of ID card
 - c. mail ID card to authorized administrator for distribution to student: