Listed below are frequently asked questions from offices that receive numerous inquiries.

CUSTOMER CARE
The Customer Care Center is available to address comments, questions, and concerns related to an individual's experience with Norfolk State University. Individuals are counseled regarding University policies and procedures, and concerns and complaints are investigated by working with campus officials. Follow-up results are given via email within three business days. Additional time may be needed for resolution, based on the complexity of the concern, and during Registration and New Student Orientation. Concerns are accepted using the following methods:

Customer Care Online Form: http://www.nsu.edu/customer care
In-Person Visits – Student Services Center, Room 201
Email – customercare@nsu.edu
Phone – (757) 823-8673

ENROLLMENT MANAGEMENT & ADMISSIONS

How do I reenroll in college?
A Refer to the Admissions webpage: https://www.nsu.edu/enrollment-management/admissions/index or call 1 (800) 274-1821.

How do I sign up for New Student Orientation?
A Students accepted for admission are able to confirm attendance for New Student Orientation by visiting http://webapps.nsu.edu/admissions/rsvp/ or call (757) 823-8673.

When is New Student Orientation and where?
A New Student Orientation dates and times are listed in each student's acceptance packet. In-depth information regarding New Student Orientation also can be found at https://www.nsu.edu/enrollment-management/entrance.

Is there a degree offering questions?
A Transfer to Admissions at (757) 823-8396.

FINANCIAL AID & STUDENT ACCOUNTS

How can I pay my tuition?
A Refer to the Student Accounts Office webpage: www.nsu.edu/finance/student-accounts/index or call (757) 823-9293.

FINANCE AND ADMINISTRATION

What are the phone and fax numbers for Financial Aid, loan questions, school code, etc.?
A Look up the numbers in the Contact Directory, and transfer the customer to Financial Aid for loan questions and school code.

What is Financial Aid status?
A Refer to the Student Accounts Office webpage: www.nsu.edu/finance/student-accounts/index or call (757) 823-9293.

How do I reach the Payroll Office?
A Call (757) 823-8074.

How can I reach Accounts Payable?
A Call (757) 823-9486.

How do I get to certain areas on our webpage?
A Finance and Administration will walk you through what you are searching for on our webpage by conducting a general search.

How do I put money on my Spartan Card?
A Call the Cashier's Office at (757) 823-8545.

HUMAN RESOURCES

What is the telephone number for Human Resources?
A Call (757) 823-8160.

How do I apply for a job?
A Persons applying for employment must complete an application online and search jobs at the following webpage: https://jobs.agencies.virginia.gov/applicants/jsp/shared/search/SearchResults_css.jsp In addition, if there are other questions, they may contact Human Resources at (757) 823-8160.

How can I verify employment?
A Verification for employment must be submitted in writing to the Human Resources Office with permission from the person being verified. Human Resources fax number is (757) 823-2905 and mailing address is NSU, Human Resources, 700 Park Ave., Norfolk, VA 23504.

How can I find out about the University's student government programs?
A Refer to Student Government at (757) 823-8462.

Where can I get information about human resources?
A Human Resources is located at 700 Park Ave., Suite 306, Norfolk, VA 23504.

LIBRARY

What are the library hours?
A The hours of the Lyman Beecher Brooks Library are as follows:

- Monday-Thursday: 8 a.m. - 11 p.m.
- Friday: 8 a.m. - 5 p.m.
- Saturday: 9 a.m. - 5 p.m.
- Sunday: 2-9 p.m.

Summer and Holiday hours will be posted and are subject to change.

For other Library FAQs, refer to the webpage at http://library.nsu.edu/screens/faqs.html.

OFFICE OF INFORMATION TECHNOLOGY

How do I get help with computer log on for Blackboard?
A Transfer the customer to the helpdesk (757) 823-8678 and transfer the customer to the Blackboard helpdesk (757) 823-3238.

PARKING

Where do I buy a parking pass or pay my parking ticket?
A Parking decals are purchased at the Spartan Ticket Center and decal purchasers must register their vehicle. Parking tickets are paid at the Spartan Ticket Office after a Clearance Form is received from the Parking Services Office. The cost for parking decals varies.

How do I get car assistance for a dead battery, flat tires, etc.?
A Call Parking Services at (757) 823-2211.
**PROCUREMENT**

Q: Who is responsible for making purchasing decisions—facilities, computer related, housing, telephone, etc.?  
A: Transfer to Procurement Services at (757) 823-8053.

**PROVOST’S OFFICE**

Q: Accreditation questions  
A: Transfer them to the Provost’s Office at (757) 823-8408.

Q: Final exam schedule and location questions  
A: We instruct the customer to check online and with the various departments.

Q: How do I obtain a transcript?  
A: Refer to the Registrar’s webpage: www.nsu.edu/enrollment-management/registrar/index or call (757) 823-8229.

Q: Where can course descriptions from years ago be obtained?  
A: Transfer the customer to Registrar at (757) 823-8229.

Q: Verifications of student enrollment/work study employment.  
A: Transfer the customer to the Registrar’s Office for student enrollment and transfer to Financial Aid for work study employment.

Q: Where do I go for EWC (writing exam) sign up and test locations? Where is the Testing Center?  
A: Transfer the customer to Registrar at (757) 823-8229.

Q: What is the last day to register or drop classes?  
A: Refer to the Housing and Residence Life office located in the Student Services Center, Suite 307.

Q: Where can I find course descriptions from years ago be obtained?  
A: Transfer the customer to Registrar at (757) 823-8229.

Q: Where is the computer lab?  
A: Student Center, Rooms 311 and 345.

Q: Where is the computer lab?  
A: Student Center, Suite 323 (across from the elevator).

Q: Where can I get a bus pass?  
A: Student Center, Suite 323 (across from the elevator).

Q: Where is the Residential Life and Housing Office?  
A: Student Services Center, Suite 308.

Q: Where do I get approval for my car on campus?  
A: The Office of Student Rights and Responsibilities located in the Student Services Center, Suite 316.

Q: Where can I get a book loan? Emergency loan?  
A: Provided that funds are available, book assistance can be obtained by contacting the Office of the Vice President for Student Affairs, located in the Student Services Center, Suite 301. If a student is eligible, a request for an emergency loan can be made by visiting the Student Accounts Office, located in the Student Services Center, Suite 209.

Q: Where is the computer lab?  
A: Student Center, Suite 323 (across from the elevator).

Q: What services do you provide?  
A: Individual and group counseling, crisis intervention, grief and bereavement, sexual assault services, and adjustment to college.

Q: What is the student withdrawal process?  
A: University policy requires a student to complete an application for withdrawal when enrollment is terminated before the end of the semester or summer session. Students who are enrolled from NSU must initiate the process in their respective academic department. For details, please access the following link: http://www.nsu.edu/policy/admin-31-07

Q: What is the retroactive withdrawal process?  
A: Retroactive withdrawals from the University may be an option for students who were unable to complete a standard university withdrawal during their semester of departure from the University. A retroactive withdrawal is available only for extraordinary reasons. To apply, students must meet a Request for Retroactive Withdrawal Form/Procedures from the Office of the Dean of Students. Documentation in support of your reason(s) for the request should be submitted to the Office of the Dean of Students, along with the completed application.

Q: Who does one go to with concerns regarding ratings?  
A: Students should discuss their concerns with the instructor and follow the academic chain of command, starting with the department chair if the situation is not resolved. The Office of the Dean of Students will assist.

Q: Is my instructor required to excuse my absence?  
A: No. The Office of Student Rights and Responsibilities, through the Dean of Students Office, verifies absences in accordance with the Attendance Policy. The purpose of this communication is only to verify the absence. It is the instructor’s discretion to allow any missed coursework to be completed.

Q: Is pregnancy considered a disability?  
A: No. Pregnancy is not a disability.

Q: Are scholarships available for students with disabilities?  
A: Scholarships can be obtained through the Financial Aid Office. Also, as scholarship information is received into the Disability Services/International Student Services Office, it is immediately emailed to all registered Disability Services students and posted in the office.

Q: Where can I obtain an excuse if I am not registered with Disability Services and have an emergency?  
A: A student can obtain an excuse for emergency absences by visiting the Dean of Students Office located in the Student Services Center, Suite 307.

Q: What information is needed to register for Disability Services?  
A: The student must have documentation from their medical professional (professional letterhead not more than three years old) regarding their disability, including (if possible) the medical professional’s recommended accommodations. Also, the student must present a current class schedule.

**Housing and Residence Life**

Q: Can I find out who my roommate is before I come to campus?  
A: Yes. We will try to accommodate as many students as possible. However, your housing preference or roommate request may not be possible after March 31 for returning students and May 31 for freshmen.

Q: How much is the summer school housing deposit?  
A: Contact Housing and Residence Life at (757) 823-8407.

Q: Do I have to pay my deposit and turn my residence-life document in at the same time?  
A: Yes. Your housing application will remain in pending status until your deposit has been made via Visa or MasterCard.

Q: Is there a list of items that new students can and cannot bring to their dorm rooms?  
A: Yes. Refer to the Housing and Residence Life webpage: www.nsu.edu/student-affairs/residence-life or contact (757) 823-8407

Q: Will a housing deposit roll over for a deposit for Spartan Suites?  
A: Yes. The housing deposit is a requirement for all residential facilities, including Spartan Suites.

Q: Can students sublease their apartment in Spartan Suites?  
A: No. The option to sublease is not available in Spartan Suites.
Q Where do students go to apply for Spartan Suites? A Students can contact any member of NSU’s Student Affairs at (757) 823-2346.

Q Are housing deposits refundable? A No. Housing deposits are non-refundable except in cases where a deposit has been paid but there are no vacancies either on campus or in temporary housing.

Q Is the housing application process different for transfer students? A Transfer students utilize the same housing application process as all of our prospective/current students. You may indicate your Transfer Student status in the appropriate field provided on the application.

Leadership and Student Engagement

Q How do I register for Dance Marathon? A Contact Student Affairs at (757) 823-2346.

Q I am a first-year student. Can I be a Spartan General? A You may become a Spartan General once you are at least a sophomore.

Q I want to schedule a low-ropes session for my organization. Who should I contact? A Call the office at (757) 785-3841. One of our staff will be happy to talk to you about your goals for the session and schedule a date for your group.

Q Where can students register and vote for local/state/federal elections? A Students can contact any member of NSU’s Virginia21 chapter for assistance with voter registration or they can visit the Virginia Department of Elections website at http://elections.virginia.gov/.

Student Activities

Q How do you start a student organization? A The following steps must be taken in order to start a student organization: Prepare and submit a New Student Organization Application, two (2) copies of the group’s constitution stating its purpose and objectives, and the names, student numbers, and contact information of proposed officers to the Office of Student Activities (OSA) for approval. If approved, the OSA will then forward the information to the New Student Organization Approval Committee (NSOAC) for approval. (Organizations that do not require a constitution must include a statement of purpose and objectives with the application.) If the NSOAC approves the organization, the application, constitution, and supporting materials, and its recommendations are forwarded to the Dean of Students for approval. Written notification of the Dean of Students’ action shall be given, in writing, to the Director of Student Activities. Copies of the written approval and the organization’s approved constitution shall be distributed to the NSOAC, the organization’s advisor and the Dean of Students by the Office of Student Activities. If the Dean of Students approves the organization for official recognition, the organization must then formally register with the Office of Student Activities.

Q Can my organization receive funding? A Yes. Any registered student organization can receive funding as long as it has a hazarding contract on file in the Office of Student Activities and fills out a Student Organization Funding Request Form.

Q How can I locate events on campus? A The location of events on campus can be found on the NSU website utilizing the Event Management System.

Q Can commuters attend events? A Yes. All NSU students are welcome to attend any campus event that is open to students.

Q How will I know if I can participate in off-campus events? A The student should schedule an appointment with a financial aid counselor to discuss their financial need. If the student is eligible for a refund, the student may make a request through Student Account to have funds applied to their Spartan Card for books. The student can also continue to work with Financial Aid to make sure they have exhausted all of their options. The student should also contact their department or dean’s office to see if assistance is available. The student may also contact the Office of the Vice President for Student Affairs and the Spartan Success Center.

Q How do I make a donation or other gifts to the University? A Contact University Advancement at (757) 823-8323.
Q Where is the Retirement meeting/luncheon?
A Transfer the customer to Alumni Relations at (757) 823-8135.

Q Telephone and fax numbers inquiries.
A President, Vice Presidents, Administrators’ names and or phone numbers. (Look them up in the Contact Us or the Directory on the NSU website and transfer the customer).

Q Where is the administration building, central warehouse, bookstore, etc.?
A Give the customer directions to the locations.

Q How do I get student health insurance? Where is the health clinic and what is the phone number?
A The Spartan Health Center’s number is (757) 747-7607.

Q How can voicemail be accessed? How do I change a passcode for an employee who is no longer here?
A There are 3 different voicemail systems on campus.

Q Where to get permission to use University meeting rooms from students, non-university groups and rental of various venues.
A Transfer the customer to Auxiliary Services.

Q Why does my call keep going to voicemail recording for various offices–callers request to speak to a live person.
A Inform the customer to leave a message.

Q Where to file complaints? Irate and upset callers demanding assistance.
A It depends on the customer’s complaint.

Q When will NSU close due to a storm? Day after storm–delay and or closed questions.
A Recommend the customer sign up for the university’s e-alert system and monitor the local news for closings and delays.

Q Holiday questions—is NSU closed for voting, Columbus Day, Veterans Day and other national holidays?
A Holidays are posted on the Human Resources (HR) webpage or in the Academic Calendar.

Q Reclamation program questions.
A Transfer customer to the Virginia Beach Higher Ed Center at (757) 368-4150/4155.

Q Spelling of employees’ names, titles, and addresses, and where to send mail.
A Refer to the Finds page at http://finds.nsu.edu/Directory.aspx or VP office.

Q Where is the administration building, central warehouse, bookstore, etc.?
A Contact Campus Police at:
  - Non-emergency (757) 823-8102
  - Emergency (757) 823-9000

Q Help for 911–medical help/flighting/car thefts, etc.
A Contact Campus Police at:
  - Emergency (757) 823-9000

Q Campus alert, police emergency number and non-emergency request.
A Contact Campus Police at:
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  - Emergency (757) 823-9000

Q Do I apply for VA benefits?
A You are able to apply for VA benefits using the Veterans Online Application, better known as VONAPP. The link is as follows:

Q Do I have to complete NSU VA forms each semester?
A Completion is required each semester.

Q How do I get a Certificate of Eligibility?
A A Certificate of Eligibility is generated based on the responses you submit via the Veterans Online Application (VONAPP).

Q Have I been certified yet?
A Upon receipt of all required paperwork, an email notification will be sent to your MyNSU email account.

Q When will I receive my money?
A Please allow 30 – 60 days for your paperwork to be processed after certification is received. Funds will be sent to you by the VA.

VETERANS AFFAIRS

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