**FAQs**

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/customercare

**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?**
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?**
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?**
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/nso/.

**FINANCIAL AID & STUDENT ACCOUNTS**

**How can I pay my tuition?**
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.?**
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?**
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?**
Call (757) 823-8074.

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

**How do I get to certain areas on our webpage?**
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?**
Call the Cashier's Office at (757) 823-8545.

**HUMAN RESOURCES**

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

**How do I apply for a job?**
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.

**LIBRARY**

**What are the library hours?**
The hours of the Lynman 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?**
Transfer the customer to the helpdesk (757) 823-8678 and transfer the customer to the Blackboard helpdesk (757) 823-2328.

**PARKING**

**Where do I buy a parking pass or pay my parking ticket?**
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.?**
Call Parking Services at (757) 823-2211.
Who is responsible for making purchasing decisions—facilities, computer related, housing, telephone, etc.?  
A Transfer to Procurement Services at (757) 823-8053.

**Academics**

Transfer the customer to Registrar at (757) 823-8229.

Refer to the Registrar’s webpage: www.nsu.edu/enrollment-management/registrar/index or call (757) 823-8229.

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

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

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.

What is the last day to register or drop classes?  
A Refer to Academic Calendar at www.nsu.edu/enrollment-management/registrar/calendars.

How do I withdraw from a class?  
A Refer to the Student Accounts webpage: www.nsu.edu/finance/student-accounts/withdrawal and use the withdrawal form from the Registrar’s Office: www.nsu.edu/Assets/websites/registrar/forms/pdf/Student-Withdrawal.pdf or contact the Registrar’s Main Office at (757) 823-8229.

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

Dean of Students

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 withdraw from NSU must initiate the process in their respective academic department. For details, please access the following link: https://www.nsu.edu/Assets/websites/policies/30-39/39.001-Student-Withdrawal-Policy.pdf

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 get 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.

Who does one go to with concerns regarding instructors and classroom issues?  
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.

Is my instructor required to excuse my absence?  
A No. The Office of Student Rights and Responsibilities, located in the Student Services Center, Suite 307, is received into the Disability Services/International Student Services 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.

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.

What information is needed to register for Disability Services?  
A The student must have documentation from their medical professional (on 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**

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.

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

Do I have to pay a summer school deposit if I lived on campus during the academic school year prior to the summer session?  
A No. Your fall/spring deposit will cover the summer session housing deposit requirement.

Do I have to pay my deposit and turn my application 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.

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.

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.

Can students sublease their apartment in Spartan Suites?  
A No. The option to sublease is not available in Spartan Suites.

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**STUDENT AFFAIRS**

Office of the Vice President for Student Affairs

Where do I get an excuse?  
A A student can obtain a University excuse for emergency absences by visiting the Dean of Students Office located in the Student Services Center, Suite 307.

What information is needed to register for Disability Services?  
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.

What is pregnancy considered a disability?  
A No. Pregnancy is not a disability.

Are scholarships available for students with disabilities?  
A Scholarship Information 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 do students go to apply for Spartan Suites?
A They can go to the Office of Student Activities in the Student Center or call at (757) 823-8200.

Q What is the process for off-campus events?
A They need to email the Student Activities office at studentactivities@nsu.edu for approval.

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 How do I register for Dance Marathon?
A You may indicate your Transfer Student status in the appropriate field provided on the application.

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

Q How can I register for Dance Marathon?
A Contact the Office of Student Activities at (757) 823-8200.

Q What is Student Support Services?
A It is a federally funded program, which provides a variety of supportive services for eligible program participants enrolled at Norfolk State University.

Q Commencement questions, applications, fees, invitations pick up, rehearsal, cap and gown purchase, etc. Where will diploma be sent?
A The student should contact the Office of Student Affairs at (757) 823-8200.

Q What type of services does the program offer?
A The program provides for its participants tutoring services, skills development workshops, cultural and educational enrichment activities, and numerous other support services in order to increase student retention and graduation from Norfolk State University.

Q Where is the program located?
A The program is located at the University Center, Norfolk State University.

Q Are transfer students? How to apply?
A Student should contact the Office of Transfer Student Services at (757) 823-8200.

Q How can I get a shuttle to the bus station/airport?
A The student may remain in the program through graduation.

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Q How do I get to the University from— for example— New York City?
A The student should check the schedule on the NSU website utilizing the Event Management Organization Funding Request Form.

Q What is the process for off-campus events?
A They need to email the Student Activities office at studentactivities@nsu.edu for approval.

Q Where do I go for additional funds for school?
A The student should schedule an appointment with a financial aid counselor to discuss their financial need.

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Q How can I get involved in SGA?
A There are several different ways to get involved with SGA. You can stop by the SGA Office on the third floor of the Student Center and speak with the SGA President, get involved with your class cabinet or run for SGA President/Vice President/Class Officer/5 Miss NSU/Class King & Queen in the month of March.

Q How do I get a shuttle to the bus station/airport?
A The student may remain in the program through graduation.

Q What are the program office hours?
A The program office hours are 8 a.m.-8 p.m.– Mondays –Thursdays 9 a.m.-5 p.m.– Fridays

Q Where can I get a Light Rail (HRT GoPass 365)?

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A The student may remain in the program through graduation.

Q What are the program office hours?
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: Does NSU have a dental clinic?  
A: No.

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. NUNMS Voicemail: 1-877-564-9321. Enter your telephone number with the area code first. Enter your passcode. Contact the Telecommunications Department to have the voicemail reset. Telecommunications will contact Verizon to reset the passcode for this type mailbox. It usually only takes a few minutes. The passcode is always reset to default which is the last 4 digits of the telephone number.

BIT Voicemail: 757-625-0541. Press “#” and enter your telephone number with the area code first. Enter your passcode. Put in a telephone service request to the Telecommunications Department to submit to VITA (Virginia Information Technologies Agency). Once the order is processed, the normal turnaround time can be up to 5 business days.

ShowTel Voicemail. Dial your number and when the recording begins, interrupt the message by pressing “#”. Enter your 5 digit extension (3 and the last 4 digits of your telephone number) and your passcode. Contact the Telecommunications Department to reset your passcode. The default passcode is usually 12345.

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: How 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: http://vabenEFITS.vba.va.gov/vonapp/main.asp.

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.

NOTE: Chapter 33 – Tuition and fees are sent to the school, while funds for books and the monthly housing allowance go directly to the student.

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: Campus alert, police emergency number and non-emergency request.  
A: Contact Campus Police at: Non-emergency (757) 823-8102  
Emergency (757) 823-9000

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

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Q: Please feel free to contact us at 757-823-2586 or veteransaffairs@nsu.edu.