

Southern University and A&M College- Baton Rouge, LA  
Division of Student Success- Office of First and Second Year Experience  
Academic Affairs- Title III

## F/SYE'S Frequently Asked Questions

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- 1. What is JAG 365 New Student Orientation (JAG 365 NSO)?**

JAG 365 New Student Orientation (Jag 365 NSO) is an event that assists in connecting students to campus resources, tools and staff. It is the beginning of your journey as a Jaguar at Southern University and A&M College. Orientation will assist with gaining valuable knowledge of traditions and SU student experiences. Website: <http://www.subr.edu/page/orientation>.
- 2. Do I have to go to JAG 365 NSO?**

Yes! Orientation is mandatory. Students are required to attend New Student Orientation in order to assist with a seamless transition.
- 3. Is there a fee for JAG 365 NSO, and what does it include?**

Yes, there is a \$150 Orientation registration fee. It covers all of the costs (meals, materials, sessions, entertainment, etc.) during Orientation.
- 4. Can I bring my parents to JAG 365 NSO?**

Parents/Guardians are encouraged to attend JAG 365 NSO, but are not required. If parents/guardians do attend, there is \$25.00 fee per each guest. Ask about hotel accommodations via [fye@subr.edu](mailto:fye@subr.edu).
- 5. What do I need to do before starting at Southern University in the fall?**

A comprehensive checklist of items to complete before starting at SU can be found in the letter that you received from the Office of Admissions, F/SYE and Residence Life and Housing. You can also visit <http://www.subr.edu/assets/subr/Housing/BeforeYouArrive.pdf>.
- 6. My financial aid, residency, or transcripts are not up to date/on file, how can I take care of this?**

Visit [www.subr.edu](http://www.subr.edu) or email [fye@subr.edu](mailto:fye@subr.edu).
- 7. I have questions about my bill, where should I call?**

For any questions related to your bill, call the Bursar's Office at (225) 771-2580 or via email [bursar@subr.edu](mailto:bursar@subr.edu).
- 8. When will I receive my Student ID?**

SU Student ID Photos will be taken at NSO, but you must be completely enrolled and paid in full.
- 9. How can I check on my Admissions Application status?**

Please visit <http://www.subr.edu/form/393> and allow up to 24-36 hours for a response from your Admissions Counselor.
- 10. How can I gain a mentor?**

Mentors are available for freshman and sophomore students. Please contact the Office of First and Second Year Experience at 225.771.5401 or [fye@subr.edu](mailto:fye@subr.edu).
- 11. What are important dates and vacation times?**

View the Academic Calendar. <http://www.subr.edu/page/1>

Stay Connected!



@su\_orientation\_ || @fyesubr



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**12. What is the CUSA/CSS hold?**

The CUSA/CSS hold is placed on each student's account until 30 credit hours are earned. The hold only prohibits students from creating a class schedule. If students are over 30 credit hours, they should meet their Faculty Advisor in their respective Academic Colleges.

**13. How can I reset my Self-Service Banner Login?**

Contact [fye@subr.edu](mailto:fye@subr.edu) or [registrar@subr.edu](mailto:registrar@subr.edu)

**14. Where are Academic Coaches/Advisors located?**

Academic Coaches are located in Stewart Hall 3<sup>rd</sup> Floor. Academic Coaches/Advisors assist with students 0-30 credit hours, with career exploration, scheduling general education courses, improving skills, performance, and developing skills in time management, goal setting, and test preparation. Visit CSS's website: <http://www.subr.edu/subhome/division-of-student-success>.

**15. Whom do I talk to if I have a disability or need accommodations?**

We want to ensure the best First and Second Year Experience on the Bluff for all students. Please contact the Office of Disability Services at 225.771.3546 or visit the website <http://www.subr.edu/page/13>.

**16. What if I am a Transfer Student?**

Students who transfer to Southern University and A&M College are expected to attend New Student Orientation. Transfer students who have earned 0-30 credit hours will speak with an Academic Coach/Advisor. Transfer students with 31+ credit hours will be advised by a Faculty Advisor within their respective Academic Colleges.

**17. When should Transfer Students submit Academic Transcripts?**

All transfer students are expected to send Academic Transcripts to SUBR as soon as possible. It is important to print out a course description in case some courses are not articulated and complete the Transfer Course Evaluation Form. <http://www.subr.edu/assets/subr/RegistrarOffice/TransferCourseEvaluationForm17.pdf>.

**18. Where can I find Tutoring Services?**

Tutoring Services and Supplemental Instruction primary locations are PBS Pinchback and Stewart Hall 3<sup>rd</sup> Floor. There are Learning and Writing centers throughout the campus as well.

**19. What if I am having problems with Moodle/Live Text or Email login?**

Students who are having difficulties with campus login should visit the Department of Information Technology (DOIT). This office is located in Moore Hall on the second Floor. Website: <http://www.subr.edu/subhome/51>.

**20. How do I log into Moodle?**

Email: [firstname.lastname@sus.edu](mailto:firstname.lastname@sus.edu)

Password: first four letters of your last name and last four of your SSN (i.e. john8953)

**21. How do I log into Self-Service Banner?**

User ID: Student Identification Number (i.e. U01258496)

Password: first four letters of your last name and last four of your SSN (i.e. john8953)

\*In the event your password has to be reset, your new pin will be your six-digit birthday. (i.e. 021093)

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