

Southern University and A&M College- Baton Rouge, LA
Enrollment Management and Student Success
University College

University College Frequently Asked Questions

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: [Click Here](#)

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.

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. Website: [Click Here](#)

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 or email 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.

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 ensure I have completed all Enrollment Steps

Please visit the Quick Guide to becoming a Jaguar [here](#).

10. How can I gain a mentor?

Mentors are available for freshman and sophomore students. Please contact the Director of Emerging Jaguars and First Year Programming at 225.771.4917 or avis.chaney@sus.edu.

11. What are important dates and vacation times?

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

12. What is the CUSA/CSS hold?

The CUSA/CSS hold is placed on each students account until 31 credit hours are earned. The hold only prohibits students from creating a class schedule. If students are over 31 credit hours, they should meet their [Faculty Advisor](#) in their respective Academic Colleges.

Stay Connected!



@su_orientation_ || @fye_subr



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

Contact fye@subr.edu or registrar@subr.edu

14. Where are Academic Advisors located?

Academic Advisors are located in Stewart Hall 3rd Floor. Academic 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. [Meet Your Academic Advisor](#).

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 3rd 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

Password: first four letters of your last name and last four of your U Number.

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 U number.

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

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