

Office of Academic Affairs- University College Department
Southern University and A&M College- Baton Rouge, LA
Frequently Asked Questions

When sending a request/inquiry to professional at Southern University and A&M College, be sure to include your full name and U# in the subject line of the email.

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 to assist with a seamless transition.

3. Is there a fee for JAG 365 NSO, and what does it include?

Yes, there is a non-refundable \$150 Orientation registration fee. It covers all 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. View hotel accommodation on our website: [Click Here](#)

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, First- and Second-Year Experience 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? Email admissions@subr or email Jourdan.Hilaire@sus.edu. You can also visit www.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 can be taken in advance of NSO by using our Guidebook app but you must be completely enrolled and paid in full to register for your identification card: [Click Here](#)

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 First- & Second-Year Experience at 225.771.5401 or jourdan.hilaire@sus.edu or deonqua.isaac@sus.edu

11. What are important dates and vacation times?

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

12. What is the University College (UC) Hold?

The UC hold is placed on each students' account until 31 credit hours are earned. The hold only prohibits students from creating or adjusting a class schedule. If students are over 31 credit hours, they should meet their Faculty Advisor in their respective Academic Colleges.

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

Contact registrar@subr.edu or [Click Here](#).

14. Where are Academic Advisors located?

University College Academic Advisors are located in Stewart Hall 3rd Floor. UC Academic Advisors assist students with 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. Please visit our website at <https://www.subr.edu/page/tutoring> or email success@subr.edu for more information.

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.

*If your name is common, you may have 00, 01, 02, behind your last name.

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

Enter: **firstname.lastname@sus.edu**

Enter your Password: If logging in for the first-time, your default password will be the first 4 characters of your last name (lower case) and the last four digits of your “U” number

22. What is the Summer Enrichment Program?

The Summer Enrichment Program is designed to give students who need developmental courses, whether it’s Mathematics or English, the opportunity to take up to 10 credit hours over the summer semester to get a jumpstart on their academic careers. Also, the Summer Enrichment students will attend social, soft skills, and professional workshops to smooth the transition for the incoming student. The goal is to develop the incoming students both academically and socially while addressing their developmental needs. For more information click [here](#).

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