3:00-3:50pm Student Services Panel

Information on various student services will be shared with parents and family members. Departments include Bursar Services, Dining/Spartan Shops, Financial Aid & Scholarships, Housing, Registrar’s Office, and the University Police Department.
Registrar’s Office

Responsibilities include:

➔ Maintain the integrity of students’ record
➔ FERPA – Signed Consent
➔ Address changes, name changes, grade issues, grade option changes, etc.
➔ Issue copies of official SJSU transcript
➔ Provide enrollment verifications
➔ Manage registration (2 registration periods: Advanced and Late)
➔ Post grades on MySJSU account
  ◆ Grades are not mailed to students
➔ Award degrees (undergraduates) and print diplomas
Registrar’s Office

→ Waitlisted courses - Advanced registration ends August 20 – students should check their MySJSU no later than August 22, to see if they’ve been registered.
   ◆ If registered in any waitlisted courses, students must pay additional fees--if any--by the deadline.
   ◆ Waitlists are purged before the first day of the term.

→ Students should print their schedule before the first day of class.
Registrar’s Office

➔ **First Day of Instruction:** Wednesday, August 23
  ◆ Late registration begins at 7:00 AM
  ◆ Permission numbers required to add classes

➔ **Deadlines:**
  ◆ Last day to drop a class: Wednesday, September 6
  ◆ Last day to add a class: Wednesday, September 13
  ◆ Effective September 14, there is a $45 late add fee and a Pre-Census petition is required
  ◆ **University Census Date:** September 21, 2017. Effective September 22, there is a $200 late add fee and a Post-Census petition is required
Registrar’s Office

- Remind your students to read messages regularly
- Have your students plan their schedule using My Scheduler (www.sjsu.edu/sass/docs/spartan_planner_overview.pdf)
- Let them know they can order official transcripts from their Student Center
Registrar’s Office

Student tutorials can be found at: http://my.sjsu.edu/
Registrar’s Office

➔ Registrar’s website: www.sjsu.edu/registrar
◆ All forms are available online
➔ Email questions to registrar@sjsu.edu
➔ Live Chat now available. Check www.sjsu.edu/registrar for availability
➔ Student Service Center hours are:
◆ 8:15 AM – 4:45 PM Monday through Thursday
◆ 9:00 AM – 4:30 PM Friday
Financial Aid & Scholarships

- Apply online at [www.FAFSA.GOV](http://www.FAFSA.GOV) or [www.caldreamact.org](http://www.caldreamact.org) (AB540)
- Application open Oct 1 every year with priority deadline of March 2
- Check MySJSU frequently for messages and award notice
- Fee deferrals are placed on accounts with all To Do Items submitted prior to June 30
- Fin Aid Fee Deferrals do not defer Housing charges. Contact Housing Office directly for a housing extension.
Financial Aid & Scholarships

● Student Sub/Unsub loans offers must be “accepted” on the student portal.
● If you wish to apply for the Parent PLUS loan, you must submit the paper application for credit approval.
● Disbursement of aid begins the first week of classes.
● Submit in-person the “Student Authorization to Release Information form” if your student wishes someone to have access to their financial aid information.

Contact us for questions:

Financial Aid & Scholarship Office (408) 283-7500
Student Services Center http://www.sjsu.edu/faso
fao@sjsu.edu
Bursar Services

Making payments for tuition, fees, and housing
Bursar Services

Payment Due Dates

Registration

Fee Deferrals

Enrollment Cancellation

Payment Plans
Bursar Services

Set-up an authorized users on a student’s account

Register for e-refunds (direct deposit)

Spartan Bookstore Program

View tutorials on Bursar’s website and Facebook
## Bursar Services

<table>
<thead>
<tr>
<th>Online Payments</th>
<th>In-Person</th>
<th>By Mail</th>
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<tbody>
<tr>
<td>Credit Card</td>
<td>Cash</td>
<td>Check</td>
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<tr>
<td>e-Check</td>
<td>Check</td>
<td>Cashier’s Check</td>
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<td>Flywire</td>
<td>Cashier’s Check</td>
<td>Demand Draft</td>
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<tr>
<td></td>
<td>Demand Draft</td>
<td>Money Order</td>
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</tbody>
</table>

*Note: Debit cards are not accepted.*
Bursar Services

www.sjsu.edu/bursar
(408) 924-1601
bursar@sjsu.edu

For tips, advice, and reminders:
www.facebook.com/SanJoseStateUniversityBursarsOffice
Spartan Shops, Inc.

• Meal Plans (5 Day Plan & 7 Day Plan)
• Unlimited Entry
• Menu Variety
• Vegetarian/Vegan Options & Allergens
• Local Produce When In Season, Sustainable Seafood, Antibiotic-Free & Hormone-Free Chicken & Beef, Cage-Free Eggs, Local Breads & Pastries
• Exclusive Events
• Dining Dollars

The Commons
(408) 924-1740
www.spartanshops.com
University Housing Services

- Freshman Housing Requirement
- Cost and Options
  - CVA, CVB, CV2, Joe West, Washburn
- Roommate Assignments
- Visit [http://www.housing.sjsu.edu/](http://www.housing.sjsu.edu/) for info on what to bring, room dimensions, and more
University Police Department

POLICE AND PUBLIC SAFETY ASSISTANCE

AVAILABLE 24 HOURS A DAY / 7 DAYS A WEEK

HOW TO REACH US

➔ The UPD Building is located at the corner of S. 7th and E. San Salvador Streets
➔ For emergency and non-emergency calls:
  ◆ From your cellphone dial 408-924-2222
  ● Program this number on your cell
  ◆ From a campus phone dial 4-2222
  ◆ Pick up any Blue Light Phone
  ◆ Download the Rave Guardian personal safety app
University Police Department

SAFETY SERVICES

➔ UPD website: http://www.sjsu.edu/police/
➔ Facebook: https://www.facebook.com/SJSUPolice/
➔ Twitter: https://twitter.com/SJSUPOLICE
➔ AlertSJSU: emergency notifications in text; voicemail & email
  ◆ Make sure there is a cellphone # in your MySJSU account
➔ Rave Guardian personal safety app
➔ TipNow: anonymous reporting of suspicious activity
  ◆ Call or text at 408-337-2919 / sjsu@tipnow.org
➔ Safety Escorts / Spartan Safe Ride
➔ Rape Aggression Defense (RAD) training
➔ Active Shooter response training: Run/Hide/Fight