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The Help Table "Top 40 Questions"

Patsy Nies, Enrollment Services, 7-3791, Twamley 211D
Help Table phone: 777-6162 (August 19-20 and 22-24, 2011, only)

— REGISTRATION AND ACADEMIC CONCERNS —

■ HOW DO I REGISTER?

1) Meet with your assigned academic advisor for class selection and tentative scheduling. 2) Register at <http://und.edu/academics/registrar/campus-connection.cfm> via ConnectND Campus Connection. You may add a full-term course through August 31, 2011. You may also add/drop courses via ConnectND Campus Connection.

■ HOW DO I ADD CLASSES?

Use Campus Connection through August 31, 2011 to add classes. Confirm your course registration by viewing and printing your class schedule via Campus Connection.

■ WHAT ABOUT SPECIAL PERMISSION REGISTRATION & LATE REGISTRATION?

Check with the department to see if they use special permission numbers. If they do, then you can register on Campus Connection with the special permission number. If special permission numbers are not used, pick up a Registration Action Card at your Dean's Office, major department, from your advisor, or at the Registrar's Office Service Window. Obtain the necessary signatures and take the card to the Registrar's Office Service Window, 8:00 a.m.-4:25 p.m. Monday, Tuesday, Thursday, Friday, and 8:30 a.m.-4:25 p.m. on Wednesday. Confirm your course registration by viewing and printing your class schedule via Campus Connection.

■ HOW DO I DROP A CLASS?

Use Campus Connection through November 10, 2011 to drop a **full-term** course. Confirm the drop by viewing and printing your class schedule via Campus Connection.

■ ELECTRONIC WAITLISTS?

To find out whether an electronic waitlist is available for a course, go to the Schedule of Classes on the Registrar's Office website. If you meet the criteria, you can add yourself to an electronic waitlist via Campus Connection. Go to the following website for detailed information regarding electronic waitlists:

<http://und.edu/academics/registrar/waitlist.cfm>.

■ HOW DO I WITHDRAW FROM ALL MY CLASSES?

Go to the Registrar's Office, 201 Twamley.

■ I AM A NEW FRESHMAN STUDENT AND NEED TO REGISTER FOR CLASSES. WHERE DO I GO?

All new freshmen, regardless of their major, are initially advised through the Student Success Center, Room 201 of the Memorial Union. Students will be seen on a walk-in basis from Friday, August 19 through Wednesday, August 31, 9:00 a.m. – 3:30 p.m. On Saturday, August 20, a representative from the Student Success Center will be advising students in the Registrar's Office in Twamley Hall from 9:00 a.m. – 12:30 p.m. Beginning September 1, undecided students will need to call the Student Success Center at 777-2117 to schedule an appointment to visit with an academic advisor. Students who have declared a major should contact their department/college for advisement.

■ I AM A NEW TRANSFER STUDENT & NEED TO REGISTER FOR CLASSES, WHERE DO I GO?

All new transfer students must be advised by an advisor in their academic college before registering. Transfer students who haven't declared a major are advised by the Student Success Center, 2nd Floor, Memorial Union. Academic advisors will be seeing students on a walk-in basis from Friday, August 19-Wednesday, August 31, 9 a.m. - 3:30 p.m.

■ HOW DO I GET A COPY OF MY CLASS SCHEDULE?

Print one off the web using Campus Connection.

■ HOW DO I FIND OUT WHO MY ADVISOR IS?

The name of your academic advisor can be obtained from Campus Connection. If you have not been assigned an advisor yet, go to your Dean's Office. Students who haven't declared a major should contact

the Student Success Center, 2nd Floor, Memorial Union.

■ HOW DO I CHANGE MY MAJOR?

Students should go to the Dean's office of the college or school in which the new major is offered. Students wanting to declare "undecided" should go to the Student Success Center, 2nd Floor, Memorial Union.

■ WHAT IS MY CAMPUS CONNECTION USER ID?

Your User ID is your first name.last name, your Identity Management (IdM) account (dotted identifier), which is used to access most systems on campus. You need your User ID and Password to access Campus Connection where you can register for classes, view your class schedule, look up grades, drop/add classes, and view your financial information. To set up your IdM account or reset your password, go to <http://itss.und.edu/>.

— PAYMENT OF TUITION & FEES (CAMPUS CONNECTION CHARGES)—

■ CAN I PAY TUITION, FEES, ROOM & BOARD RIGHT NOW?

Yes. There are several payment options:

1. **Pay Online** by logging into Campus Connection: <http://und.edu/registrar/campus-connection.cfm>. Select Student Center/Pay Online Now, and follow the payment instructions. Payment will post immediately to Campus Connection. Online Payment options include:
 - a. Electronic check – this option is FREE!
 - b. Credit Card (Mastercard, Discover, American Express) – there is a 2.75% convenience fee; minimum \$3.
2. **Check** – check must be in US funds and drawn on a US financial institution.
 - a. In person – (a valid photo ID is required) Student Account Services, Twamley Hall, Room 204. Office hours are M-F 8am-4:30pm. The office will also be open on Saturday, August 20, 9am-12:30pm.
 - b. By mail - Student Account Services
Twamley Hall, Room 204
264 Centennial Dr, Stop 8373
Grand Forks, ND 58202-8373
3. **Cash** – In person only at Student Account Services, Twamley Hall, Room 204. Office hours are M-F 8am-4:30pm. The office will also be open on Saturday, August 20, 9am-12:30pm.

regarding the payment plan option.

■ WHAT IF I AM STILL WAITING FOR MY FINANCIAL AID?

If your financial aid has not been processed and is not showing in your anticipated financial aid on Campus Connection, you should first check Campus Connection to see if there are any items on your To Do List or Holds impacting your financial aid. If your financial aid is not enough to cover your expenses, contact the Student Financial Aid Office for available options—such as additional financial aid or a private educational loan.

■ MY GRADUATE FEE WAIVER DOESN'T SHOW ON MY ACCOUNT. WHAT DO I DO?

Make sure you have accepted your Graduate Waiver. Waivers are not processed until the Waiver has been accepted. If you have already accepted and the Waiver has not posted to your Campus Connection account, see the Graduate School. The Graduate Waiver does not cover any fees. You should check Campus Connection to verify all charges are paid by August 22, 2011. Payment in full is due by September 30, 2011 to avoid a late fee. Students with charges 31 days old will be subject to a monthly late fee of 1.75% on all past due charges.

■ PAYING TUITION, FEES, ROOM & BOARD

Fall tuition, fees, room & board are due on the first day of class at the beginning of the semester (August 22, 2011), with payment in full due by September 30, 2011 to avoid a late fee. You must pay the total amount due less your anticipated financial aid for the current semester.

Students with charges 31 days old will be subject to a monthly late fee of 1.75% on all past due charges.

■ I'M ADDING MORE CLASSES. CAN I WAIT UNTIL I WILL HAVE MY COMPLETED SCHEDULE BEFORE MAKING ANY PAYMENT ON MY TUITION AND FEES?

No, students should pay their balance by August 22nd but no later than September 30th for all classes in which they are registered. If students add classes after Sept. 9th that result in additional tuition & fees owed, an additional payment must be made at the time the classes are added. If the changes result in a credit, a refund will be issued.

■ MONTHLY PAYMENT PLAN?

If you do not plan to pay your remaining balance with financial aid and are **interested in a monthly payment plan**, contact Student Account Services or go to: <http://und.edu/finance-operations/student-account-services/payment-plan.cfm> for more information

■ MY FINANCIAL AID IS HELD FOR VERIFICATION. WHAT DO I DO?

View your Campus Connection charges and anticipated financial aid at the Account Summary link on Student Center on Campus Connection. Follow up on any Holds or To Do List items that may delay your

financial aid disbursement (this is where you find any outstanding verification items). Pay your bill in full on or before September 30, 2011. Go to UND.edu/finance-operations/student-account-services/payment-options.cfm for payment options.

■ **CAN I PAY MY TUITION, FEES, ROOM & BOARD WITH A CREDIT CARD?**

Credit card payments are available only online at <http://UND.edu/academic/registrar/campus-connection/cfm>. Select Student Center Pay Online Now. You may use American Express, Discover Card, or MasterCard. If you use a credit card to pay your bill, a 2.75% (min. \$3) convenience fee will be assessed. You will not be charged a fee if you pay online by electronic check. **UND does not accept credit card payments at Student Account Services or over the phone.**

■ **CAN I USE ANY TYPE OF CHECK AS AN e-CHECK?**

All checks (e-check or paper check) must be drawn on a US financial institution in US dollars. To pay by paper check, include your student ID number on the bottom of the check to ensure the amount is posted to your account.

■ **MY MINNESOTA RECIPROcity HASN'T COME THROUGH YET, WHAT DO I DO?**

You must apply for Minnesota Reciprocity in order to receive the benefits. Once you apply and are approved, you do not need to apply again unless you have a break of more than one year in your enrollment

at UND. If you do have a break of more than one year, you must re-apply. Application can be completed online at www.getreadyforcollee.org.

■ **HOW DO I PAY FLIGHT FEES?**

Aviation flight fees are paid through deposits into your flight account through Campus Connection. You may deposit online from a personal checking or savings account drawn on a U.S. financial institution in U.S. funds, UND Pride Card, or with a credit card (Discover, Mastercard, or American Express). When logged into the online payment system, select the "Deposits" tab, and then select UND Aviation Prepayment.

Deposits to the flight accounts are also accepted at Student Account Services, Room 204 Twamley Hall, open M-F, 8:00am-4:30pm. If paying by check, a valid photo ID is required. When paying in person, inform the cashier that the payment is to be applied to your flight account.

■ **I WAS BILLED AS OUT-OF-STATE AND I THINK IT SHOULD BE IN-STATE. WHAT DO I DO?**

Submit a completed residency application to Student Account Services. Forms are available at www.und.edu/dept/studentaccounts/. Fall semester application deadline is Sept. 20, 2011.

■ **WHAT HAPPENS IF I DO NOT PAY MY TUITION, FEES, ROOM & BOARD BY THE SEPTEMBER 30 DEADLINE?**

You will be assessed a monthly late fee of 1.75% of all charges that are past due.

— FINANCIAL AID/SHORT TERM LOANS—

■ **HOW DO I GET MY FINANCIAL AID AND PAY MY FEES?**

Most financial aid will directly credit against a student's tuition, fees, room & board, and other charges for the Fall 2011 Semester. Financial aid that exceeds your Campus Connection charges is considered "excess aid" and will be disbursed through your UND Pride Card. Once you receive your card, log on to UNDPrideCard.com to select your refund preference. You can choose to have your excess money directly deposited (ACH) to your current bank (checking or savings) account or open a "OneAccount" with Higher One. You need the card to select your refund preference.

■ **HOW DO I GET MY EXCESS FINANCIAL AID AND OTHER REFUNDS?**

Once you have received your UND Pride Card, go to UNDPrideCard.com to select your refund preference. Go to UNDPrideCard.com or the Student Account Services website for more information.

■ **I'VE LOST/TOSSED MY UND PRIDE CARD; NOW WHAT?**

If you have not selected your refund preference and have lost or thrown away your card, contact UND Student Account Services and they will order a new card for \$10. If you have already activated your card, there is a \$20 replacement card fee.

■ **THERE'S A HOLD ON MY FINANCIAL AID. WHAT DO I DO?**

Follow the instructions in the description of the Hold on Campus Connection.

■ **HOW CAN I TELL IF MY FINANCIAL AID IS IN?**

You can view your financial aid awards and current accounts receivable transactions on your Campus Connection student portal. Campus Connection can be accessed on the UND homepage, www.und.edu. If you have financial aid questions you were unable to answer by viewing your Campus Connection student portal, contact the Student Financial Aid Office by e-mail at

SFA@email.und.edu.

■ **SHORT TERM LOANS?**

From August 19-September 9, short term loans are made in 211 Twamley Hall (Veteran & Military Services Office) 8:00-4:30, M-F. A short term loan may be made for up to \$500 for personal living expenses and/or books. It can't be used for a first Housing payment. Short term loans will be direct deposited to your personal checking/savings account or the OneAccount that you set up through the UND Pride Card. Checks will not be issued.

■ **WILL AEROSPACE FINANCIAL AID BE OPEN ON SATURDAY, AUGUST 20?**

No. Students can go to the Financial Aid Office in Twamley Hall with any questions.

■ **WHAT'S ENTRANCE LOAN COUNSELING AND WHY DO I HAVE TO COMPLETE IT?**

All student loan borrowers are required to complete entrance loan counseling once at UND (takes approximately 20 minutes) BEFORE they are allowed to receive their funds. This is a Federal requirement and will provide some useful information, too. (This does not include short term loans.) If you have done so at UND before, ok; if you haven't, there will be a hold on your loan funds until you do. You must complete this requirement on the Internet at UND.edu/financial-aid even if your loan funds aren't in yet.

Computers will be available in 211 Twamley Hall 8:00 a.m. - 4:30 p.m.

■ **WHAT'S AN MPN AND HOW DO I SIGN ONE?**

The MPN is a master promissory note. By signing the MPN, you, the borrower, are agreeing to repay the loans that are guaranteed using the note. Generally, you only need to sign one the first time you borrow a loan.

For more information, go to UND.edu/financial-aid and click on Master Promissory Note under the Forms Quick Links menu in the left navigation.

■ **HOW DO I CHECK ON MY STUDENT'S LOAN?**

Ask your student to make you an authorized user on their Campus Connection account, allowing viewing of financial account information on their Campus Connection account at UND.edu/finance-operations/student-account-services/family.cfm.

Questions about student loans should be directed to the Student Financial Aid Office. Remember the Student Financial Aid Office can only release information to a student's family if there is a signed privacy release form on file. For more information, go to UND.edu/financial-aid and click on Privacy Release (FERPA) under the Forms Quick Links menu in the left navigation.

■ **WHERE DO I GO TO SIGN MY DIRECT LOAN?**

Direct Loans are credited to the student's account and excess aid will be disbursed using the refund preference you selected with your UND Pride Card: direct deposit to your current checking/savings account or to the OneAccount offered by Higher One. If the loan needs to be accepted or the award notice needs to be signed, do so electronically on Campus Connection.

■ **WHAT DO I DO WITH THIS SCHOLARSHIP CHECK I HAVE?**

Take it to the Student Financial Aid Office—whether it's payable to UND only, to you only, or to both.

— ONLINE & DISTANCE EDUCATION COURSES —

■ **WHAT TYPES OF ONLINE COURSES DOES UND OFFER?**

Students can choose between two different online course formats

Semester-Based, Online Courses: interact with the instructor and other students in a virtual classroom; most courses don't require a set class meeting day/time/location; eligible for financial aid; enroll during UND's standard registration dates; complete courses within the regular semester; and follow the instructor's schedule for completing lessons and exams.

Open-Enrollment, Independent Study Courses (also known as Correspondence and Online Studies): undergraduate courses offered online or through correspondence by mail; NOT eligible for financial aid; enroll any time during the calendar year;

take up to 9 months to complete each course; work independently by studying anytime, anywhere; and students set their own schedule for completing lessons and exams.

■ **DO THESE COURSES COST ME ADDITIONAL MONEY BEYOND MY REGULAR TUITION PAYMENT?**

Yes, you do pay additionally for courses offered through Online & Distance Education, although the tuition is charged at the North Dakota in state rate for all students.

■ **WHEN DO I NEED TO PAY FOR ONLINE AND**

DISTANCE EDUCATION COURSES?

For open-enrollment, independent study courses, payment is due upon enrollment. Payment for semester-based, online courses is due the same time as for on campus courses.

■ **WHAT DEGREE PROGRAMS CAN I TAKE THROUGH ONLINE AND DISTANCE EDUCATION?**

Several degree programs are offered using a variety of delivery methods: online open-enrollment; face-to-face at other ND locations at convenient times (evenings or weekends). Degrees are offered in the areas of General Studies, Social Sciences, Engineering, Psychology, Communication, and Nursing at the undergraduate level; Business Administration, Public Administration, Counseling, Education, Instructional Design & Technology, Forensic Psychology, Nursing, and Social Work at the graduate level; and Nursing, Educational Leadership and Teaching and Learning at the doctoral level. More detailed information can be found at

www.distance.und.edu.

- **HOW DO I REGISTER FOR ONLINE COURSES?**
You can find a list of courses and register online at www.onlinecourses.und.edu for any of the online courses. For faster registration, you can also register for semester-based online courses in Campus Connection, the same as for on-campus courses.

— CARDS (ID, BUS, CAB) —

■ **HOW DO I GET MY U CARD ID CARD?**

You can get your picture taken and pick up your U Card at the U Card Office, Room 3, lower level of the Union. A government issued photo ID (*i.e.*, *driver's license, state ID, or passport*) is required to verify identification. The U Card is required for students to eat at the Dining Centers.

U Card office hours (pictures taken & card pickup)

Friday, August 19	8:00 a.m.-5:00 p.m.
Saturday, August 20	10:00 a.m.-3:00 p.m.
Sunday, August 21	closed
August 22-September 2	8:00 a.m.-4:30 p.m.
September 3 & onward	9:00 a.m.-4:00 p.m.

■ **WHERE DO I GET MY ID PICTURE TAKEN?**

U Card office, Room 3, lower level of the Memorial Union.

■ **I NEED A GOVERNMENT ISSUED PHOTO ID AND I DON'T DRIVE: WHAT CAN I DO?**

The Highway Patrol can issue picture IDs for the purpose of identification only. Their office is located on North Washington St. (Highway 81) across the street and just beyond the Bronze Boot. A passport can also be used.

■ **WHERE DO I GET MY TSA BADGE FOR THE AIRPORT?**

Contact Mark Hanson at the airport at 777-7812.

■ **WHAT CAN I USE MY U CARD ID CARD FOR?**

Your U Card can be used at any campus service requiring identification. In addition, your U Card allows you to access the following services: all dining centers,

University snack & convenience stores, University bookstores, athletic events (students only), UND libraries, computer labs, and several selected laundry and vending machines. www.ucard.und.edu

■ **HOW DO I PUT MONEY INTO MY U CARD DEBIT ACCOUNT?**

Visit the U Card Office (Room 3, lower level of the Union) and deposit \$\$ via check, cash, or credit card (VISA, MasterCard, or Discover) in \$25 increments. You can also deposit cash (\$1, \$5, \$10, \$20) into the Valueport machines across from Room 15 in the lower level of the Union, or at Wilkerson, Walsh, Odegard, and Gamble Halls.

■ **CAN I PUT \$\$ IN MY U CARD ACCOUNT AT STUDENT ACCOUNT SERVICES?**

No, only at the locations listed above.

■ **DOES MY SPOUSE NEED AN ID TO ATTEND ATHLETIC EVENTS?**

No, but your spouse will need to purchase a ticket to attend athletic events. There is no "spouse ticket".

■ **RIDE-THE-CITY-BUS-FOR-FREE CARD?**

With the free C.A.T. Prowler card UND students can receive free bus rides from Cities Area Transit to or from any location. Pick up the free C.A.T. Prowler card at the Student Government office—be sure to have your student ID with you. Bus schedules and routes are available at <http://www.grandforksgov.com/bus/index.html>

■ **CHEAP-TAXI-RIDE CARD?**

Red White and Blue Taxi and UND Student

Government have partnered to create Cab Crawler which provides UND students with discounted taxi rides in the Grand Forks area. Having a Cab Crawler card and a valid UND Student ID entitles you to a \$3 taxi ride. Pick up the free Cab Crawler card at the

Student Government office (be sure to have your student ID with you).

— BOOKSTORE —

■ HOW CAN I CHARGE AT THE BOOKSTORE USING MY FINANCIAL AID?

Students receiving financial aid can charge their textbooks, school supplies, and backpacks at the UND Bookstore August 1-August 31 (transaction minimum of \$10, credit limit of \$700). You must have your U Card ID card with you.

■ DOES THE BOOKSTORE TAKE BANK CHARGE CARDS?

Yes, MasterCard, Visa, Discover (*Novus*), and American Express. In addition they accept the U Card ID card.

■ WHAT ARE BOOKSTORE HOURS?

WELCOME WEEKEND HOURS

Friday, August 19	8 a.m. – 8 p.m.
Saturday, August 20	9 a.m. – 7 p.m.
Sunday, August 21	Noon – 7 p.m.

RUSH HOURS:

Mon.-Wed. Aug. 22-24	8 a.m. -- 9 p.m.
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REGULAR HOURS

Monday-Friday	8 a.m.-- 8 p.m.
Saturday	9 a.m. – 5 p.m.
Sunday	Noon -- 5 p.m.

— HOUSING AND DINING SERVICES —

■ HOUSING HOURS FOR HALLS OPENING WEEKEND

Thursday, August 18	8:00-5:00
Friday, August 19	8:00-5:00
Saturday, August 20	9:00-4:00
Sunday, August 21	2:00-4:00
Monday, August 22	8:00-5:00
Regular hours (8/23 on)	8:00-4:30

■ I HAVE QUESTIONS ABOUT MY ROOM & BOARD CONTRACT (CANCELLATION, ETC.).

Contact Robyn Wald at the Housing Office, 777-4251.

■ I WANT TO CHANGE MY RESIDENCE HALL ROOM: WHAT DO I DO?

This year, due to high occupancy, we will not be accepting room transfers at this time and you will not be able to self-select a different room in MyHousing. If we re-open the transfer process, we will notify you.

■ HOW DO I CHANGE A BOARD CONTRACT?

Request a Board Change Form at the Central Foods Building. or any dining center August 31-September 7. Changes will be effective September 12

■ I HAVE A BOARD PLAN. HOW DO I EAT BEFORE I'VE HAD MY U CARD PICTURE TAKEN?

You can use the document you received telling you what kind of board plan you signed up for to get you in

your first meal.

■ WHEN DOES MY BOARD CONTRACT BEGIN?

Lunch on Friday, August 19, at Wilkerson Dining Center 10am-4:00pm. Brunch on Saturday, August 20 and Sunday, August 21 at Wilkerson Dining Center will be 9:30am-2:30pm. Regular hours at all dining centers (Squires, Terrace, Wilkerson) will begin Monday, August 22, 2011.

■ HOW/WHERE CAN I EAT BEFORE THEN?

Cash options on campus: convenience stores in Wilkerson, Walsh, and U-Snack in the Memorial Union; Snack Bars in Twamley and the Medical School atrium. The Memorial Union offers Stomping Grounds Coffee Shop and Old Main Marketplace which includes A&W Express, Sbarro, Dakota Deli, and World Market. University Place offers Stomping Grounds Coffee Shop and a convenience store.

■ WHERE CAN MY FAMILY EAT?

Family members and guests are welcome to eat at Wilkerson Dining Center. They may pay by cash or credit card at the door or use Dining Dollars from their student's meal plan. Special Welcome Weekend prices are \$7.00 for brunch and \$6.50 for lunch. Regular academic year prices are \$5.80 for breakfast, \$8.15 for lunch and \$10.70 for dinner.

■ FOOD ALLERGY& INTOLERANCE INFORMATION

Students with special dietary needs or food allergies

need to make those needs known to Dustin Frize, Dining Service's dietitian, at 777-2702 or dustin.frize@email.und.edu.

- **ARE REFRIGERATORS AVAILABLE FOR RENT?**
3.3 cubic foot refrigerators are available for rent on a first-come, first-served basis for UND residence hall students at \$50 for the academic year or \$25/semester. Fridges can be picked up at Squires Hall Room 12 from noon-4:00 p.m. or Wilkerson Hall Mailroom 10:00 a.m. -8:00 p.m. on Friday, August 19 and Saturday, August 20. If you wish to rent after August 20, go to Wilkerson Service Center.
- **CAN I RENT A LOFT FOR MY ROOM?**
If you did not reserve a loft before mid-August, you may be able to rent one. Stop by the loft pickup area by Selke or Burtness Theatre loading dock; a few extra lofts may be available at these locations on Friday, August 19. Distribution hours are 9:00-5:00 Friday, August 19 and 9:00-3:00 on Saturday August 20. On Sunday and Monday, August 21 & 22, hours are 10:00-12:00 behind Selke Hall and 1:00-3:00 at Burtness Theatre Loading Dock. Students must be present to sign the rental contract.
- **PHONE SERVICE IN THE RESIDENCE HALLS**
Residence hall rooms do not include phone service. You may purchase local and long distance service from UND Telecommunications, which offers a variety

services to students living in the residence halls. Students must bring their own phone. Due to possible interference with the wireless campus network access, cordless phones should be Dect 6.0. Contact UND Telecommunications at (701)777-3217 or <http://www.und.edu/dept/telecom/>.

- **HOW DO I PAY ROOM AND BOARD?**
Room and board charges are due on the first day of class each semester. Payments can be made by check or cash at Student Account Services in Twamley Hall. If paying by credit card, pay online through Campus Connection.
- **MEAL PLANS FOR OFF-CAMPUS STUDENTS?**
A variety of options (from unlimited access plan to 3 meals/week) are available to students living off-campus. Sign up at any dining center and eat immediately.
- **WHAT IF I'M ASSIGNED TO TEMPORARY HOUSING?**
Due to high occupancy this year, some residence hall students have been assigned to temporary housing. This is a temporary solution; as cancellations are received, students will be transferred to a permanent assignment in the halls. Contact Robyn Wald at the Housing Office, 777-4251.

— TECHNOLOGY/ E-MAIL —

■ HOW DO I GET MY COMPUTER HOOKED UP IN THE RESIDENCE HALLS?

All residence hall rooms and University Place apartment-style units have access to the campus network including both wired and wireless connections. ResNet provides network cables free for use while living on campus. These cables are available in the hall office and at the ResNet office in Wilkerson Hall.

To gain access to the network, you will have to "authenticate" (or tell the network who you are). This process begins by opening an Internet browser window and being redirected to an authentication page. Enter your UND email login username and password. If you do not know your password, call ITSS at (701) 777-2222; you will then be prompted to follow installation instructions.

If you have problems connecting, stop by the ResNet office located in Wilkerson Hall with your computer. See www.resnet.und.edu or call (701) 777-3424 for assistance.

Friday, August 19	10:00 a.m. - 6:00 p.m.
Saturday, August 20	10:00 a.m. - 6:00 p.m.
Sunday, August 21	10:00 a.m. - 6:00 p.m.

Regular ResNet office hours will resume Monday, August 22 and are listed online at www.resnet.und.edu/.

■ HOW DO I GET AN E-MAIL ACCOUNT?

All students have an e-mail account reserved for them. Students received their address during Getting Started. Students not attending Getting Started go through the same claiming process to get their address on the last screen.

To activate an account, go to the ITSS webpage at <http://itss.und.edu>, choose "Claim Your Account" and follow the instructions on the screen.

■ WHERE CAN I USE A COMPUTER?

General purpose computer clusters are located in the basement of the Memorial Union, on the 3rd floor of the Chester Fritz Library, and in Streibel Hall.

■ WHERE CAN I GET WIRELESS ACCESS?

Wireless network access exists throughout residence

ResNet hours for opening weekend:

halls, dining centers, and academic and administrative buildings on campus, including the Memorial Union and Chester Fritz Library.

■ HOW DO I ACCESS TECHNOLOGY ON CAMPUS?

You will use your Identity Management (IdM) account (dotted identifier) to access most systems on campus including Campus Connection, Blackboard, Email, Wireless, and others. To activate an account, go to the ITSS webpage at <http://itss.und.edu>, choose "Claim your Account", and follow the instructions on the screen.

■ HOW DO I RESET MY IdM PASSWORD??

Use the Forgot Your Password/Passphrase link at the ITSS webpage at <http://itss.und.edu> or contact the NDUS Help Desk at <http://helpdesk.ndus.edu> or call (866) 457-6387. The NDUS Help Desk offers 24/7 password reset support.

■ WHERE DO I GO FOR TECHNOLOGY SUPPORT?

For technology questions, contact local campus support at <http://und.edu/cio/cilt/support/tech-support.cfm> or call (701) 777-6305. Extended evening and weekend support is available. See hours of support at <http://und.edu/cio/cilt/support-hours.cfm>.

■ CAN I PURCHASE SOFTWARE AT LOW ACADEMIC PRICES?

Wireless network access exists throughout residence halls, dining centers, and academic and administrative buildings on campus, including the Memorial Union and Chester Fritz Library.

■ BLACKBOARD SUPPORT?

<https://online.und.edu/webapps/portal/frameset.jsp> or call 777-6305.

— WITHDRAWAL FROM SCHOOL —

■ HOW DO I DROP OUT OF SCHOOL?

Before classes begin at 4:00 on Monday, August 22, you can drop all your classes by using the Cancellation Card available at the Registrar's Office. After that, go to the Registrar's Office, 201 Twamley, to begin the withdrawal process. You are not able to withdraw completely from UND online via Campus Connection.

■ WON'T I BE AUTOMATICALLY DROPPED IF I DON'T GO TO CLASSES?

NO! You won't necessarily be automatically dropped if you don't show up at your classes. You do need to formally withdraw from school. Go to the Registrar's Office, 201 Twamley, to begin the withdrawal process. If the formal withdrawal process is not completed, you may be responsible for all or part of your tuition and fees for the semester.

— SHUTTLE & PARKING —

■ HOW DO I GET A PARKING PERMIT?

Student parking permits may be purchased online through Campus Connection. Instructions are at <http://und.edu/student-life/parking/purchase-permit.cfm>. ResidenceHall/University Place tenants must purchase an "H" permit type based on campus location. Your permit will be available at check-in to your assigned Housing unit if you have completed your purchase prior to that time. Off-campus or University Apartments tenants are eligible to purchase an "S" permit. Permits purchased online will be mailed to the address indicated or placed in your residence hall mailbox. Surface lot permits are \$155, Park & Ride permits (valid only in "P" lots) are \$125, and ramp permits are \$300. The Parking Office is located in the Student Account Services office, 204 Twamley, and is open 8-4:30 Monday-Friday, (701) 777-3551. On Saturday, August 20, the Parking Office will be open from 9:00-12:30 to assist with parking issues.

permits are available for purchase at \$65. These permits allow parking in blue "S"; red "A", and "A/S/H" lots between the hours of 5 p.m. and 10 p.m. Parking regulations are enforced at all times in handicapped spaces, meters, and time zones—unless posted otherwise.

■ DO I HAVE TO PURCHASE A PERMIT FOR THE WHOLE YEAR IF I AM ONLY GOING TO BE HERE ONE SEMESTER?

Yes. When you leave campus, return the permit to the Parking Office and you may be eligible for a partial refund. Permits can never be sold, gifted, or traded. Permits are only valid if used by the original purchaser.

■ CAN I BUY A PERMIT WITH FINANCIAL AID?

Yes, when you purchase your permit online, select the student account charge payment method and your excess aid can pay for your parking permit.

■ I'M JUST TAKING EVENING CLASSES; DO I STILL NEED A PARKING PERMIT?

Yes. Parking permits are required 24/7. Evening

- **WHERE CAN MY VISITORS PARK?**
Visitors staying in apartment housing may park in designated visitor spaces. Vehicles parking for extended periods of time, more than 24 hours, need to make arrangements with the Parking Office. Temporary daily passes for A, S, H, and "A/S/H" lots are available for \$5/day and \$20/week at the Parking Office. Weekend passes, valid Friday through Sunday, are available for \$2. Campus visitors may also utilize "pay as you go" options such as the Ramp, Visitor Lot, timed zones, and metered spaces.
- **WHEN DOES THE CAMPUS SHUTTLE BUS SERVICE BEGIN?**
Tuesday, Aug. 23, the first full day of classes. Maps are available on the UND webpage A-Z section under "B" for bus. It only runs on days there are classes.
- **DOES THE CAMPUS SHUTTLE BUS RUN AT NIGHT?**

Only on days school is in session. A night shuttle bus runs Monday through Thursday only, 4:08-10:08 p.m.

- **WHAT ABOUT THE AIRPORT SHUTTLE?**
There currently are two Aviation Shuttle vans. Both vans stop ONLY at Odegard, Ryan, and the airport. Van #1 runs Monday-Saturday 5:45 a.m.-midnight and Sunday 7:45 a.m.-midnight. Van #2 runs Monday-Sunday 7:30 a.m.-7:00 p.m. Printed schedules can be obtained on the Transportation web site.

— WHERE DO I GET/FIND WHATEVER?—

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- **WHEN IS THE MATH PLACEMENT EXAM?**
The Math Placement Exam is now administered online. To access the exam, contact the Math Department at 777-2881.
 - **WHEN IS THE FOREIGN LANGUAGE PLACEMENT EXAM?**
The Foreign Language Exam is now administered online. Specific dates and times are at <http://www.und.edu/dept/language/lab/tests.html>. Follow the directions on the website for testing registration. To access the exam, contact the Languages Department at 777-3813.
 - **WHERE CAN I GET A RECIPROCITY FORM?**
Reciprocity Forms are available online at www.getreadyforcollege.org. For questions about reciprocity, call 1-800-657-3866.
 - **WHERE CAN I GET A UND CATALOG?**
The UND Catalog is on the UND website at <http://und.edu/academics/registrar/catalog-2011-2013.cfm>
 - **WHERE DO I FIND A FALL TIME SCHEDULE OF CLASSES OFFERED AT UND?**
View Schedule of Classes via ConnectND Campus Connection.
 - **WHAT DO I DO WITH MY IMMUNIZATION/HEALTH HISTORY/ FORM?**
You may take it to Student Health Services, 100 McCannel Hall. Student Health is open 8:00-4:30 M-F with extended hours on Tuesday evenings until 6 p.m. On Saturday, August 20 only, it is open 9:00-12:30 p.m.
 - **WHERE IS THE VETERAN AND MILITARY SERVICES OFFICE?**
211 Twamley. You can initiate/update your Veterans, Guard, or Dependents Education Benefits there. Students must stop by or email carol.anson@email.und.edu every semester they wish to collect benefits and turn in their class schedule. Saturday, 8/20, they are open 9:00-12:30 p.m.
 - **I'VE JUST BEEN ACTIVATED FOR MILITARY DUTY; WHAT DO I DO NOW?**
Contact Carol Anson, Veteran & Military Advisor at carol.anson@email.und.edu. FAX a copy of your orders to her at (701)777-2040.
 - **WHERE DO I FIND OUT ABOUT STUDENT JOBS?**
Federal Work-Study and other on-campus student employment jobs are posted online at UND.edu/student-employment beginning Wednesday, August 17.
 - **HOW DO I APPLY FOR WORK-STUDY/INSTITUTIONAL STUDENT JOBS?**
The process is online. Check UND.edu/student-employment and follow the directions given there.
 - **WHERE DO I GET HELP WITH IMMIGRATION OR VISA ISSUES?**
Immigration services are provided through the Office of International Programs in the International Centre, 2908 University Ave., 777-4231. The staff at the International Centre works with students/faculty/staff.
 - **WHERE DO I GET A REGISTRATION ACTION**

CARD?

Help Table, your advisor, dean's office, department of your major, Registrar's Office Service Window, or online at <http://und.edu/academics/registrar-files/docs/forms/registration-action-card.pdf>.

- **WHERE DO I GET A RESIDENCY APPLICATION?**

Help Table, Student Account Services, or at <http://und.edu/finance-operations/student-account-services/files/docs/nd-residency-application-080310.pdf>.

- **WHERE DO I HAND IN THIS SCHOLARSHIP CHECK?**

Take scholarship checks to the Student Financial Aid Office, no matter if the check is made out to UND only, to the student only, or to both.

- **WHERE DO I GO TO FIND A TUTOR OR ARRANGE ACADEMIC SKILLS HELP?**

The Student Success Center, second floor Memorial Union, Room 201.

- **WHERE DO I FIND THE CODE OF STUDENT LIFE?**

General university policies and notices for students are published in the Code of Student Life online at <http://sa.und.edu/csl/> or a paper copy is available.

Contact 777-2724 or 777-2664.

- **WHERE DO I GET MY WELCOME WEEKEND BINDER IF I MISSED WELCOME WEEKEND?**

Enrollment Services, Carnegie Building.

- **WHERE DO I GET VOLUNTEER OPPORTUNITIES INFO?**

Visit the Student Involvement Office on the first floor of the Memorial Union, call 777-4200, or check <http://und.edu/student-life/union/student-involvement/volunteer-bridge/>

- **I HAVE LOTS OF QUESTIONS—WHO SHOULD I CALL?**

Call TheLink, UND's one-stop shop for questions on everything from admissions to financial aid to course information. You can call 777-3000 or 1-800-CALL-UND, ext. 3000; search our knowledgebase; or chat live online at www.thelink.und.edu, or visit us at the Memorial Union. We have extended hours and are available evenings and weekends to serve you.

— STUDENT ORGANIZATIONS —

- **HOW DO I FIND OUT ABOUT STUDENT ACTIVITIES?**

In addition to various governing and programming groups, UND has over 275 student organizations. To find out more about student organizations and various activities visit the Student Involvement Office, first floor of the Memorial Union, or call 777-4200. A list of registered UND student organizations is available online at involvement.und.edu. The office also has mailboxes for all registered student groups. Interested persons may send notes or letters to a particular student organization by mailing it to: [name of student organization], Memorial Union Room 113, 2901 University Avenue Stop 8385, Grand Forks ND 58202.

- **IS THERE A SUCH-AND-SUCH CLUB AT UND?**

The Student Organizations Directory lists all registered UND student organizations at involvement.und.edu Information about all the student organizations and clubs can also be obtained by calling the Student

Involvement Office at 777-4200 or visit the office on the first floor of the Memorial Union.

- **WHAT IS INVOLVEMENT EXPO?**

Involvement Expo provides a unique outdoor setting to promote student organizations, campus departments, and local businesses. This year's Involvement Expo will be held on Wednesday, August 24, 10:00-3:00, in front of the Memorial Union (rain location is Hyslop). It will have free samples, free refreshments, and information about various student organizations, campus departments, and local businesses.

— RECRUITMENT /RUSH /GREEKS —

■ **HOW CAN I FIND OUT ABOUT GREEK LIFE?**

Information is available in the Memorial Union at the Student Involvement Office or on the web at <http://und.edu/union/student-involvement/fraternity-and-sorority-life> or call the Student Involvement Office at 777-4200.

■ **WHEN IS RECRUITMENT (“RUSH”) AND HOW DO I PARTICIPATE?**

FRATERNITIES (August 26-September 2)

The fraternities sponsor two major recruitment periods at the beginning of each semester, during which individual fraternities will host a number of events that give men the opportunity to learn more about each chapter. All fraternity recruitment functions are alcohol free and interested men are encouraged to attend. A list of events for each chapter will be available in the Student involvement Office in the Memorial Union.

SORORITIES (September 16-18)

Sororities' major recruitment period is held in the fall and requires interested women to complete a

registration form. Registration tables will be set up in several residence halls and the Memorial Union prior to the start of Recruitment. Registration forms are also available at the Student Involvement Office in the Memorial Union or online at involvement.und.edu. Recruitment allows women to visit each chapter and then narrow their choices as the process proceeds. Some limited opportunities for membership may be available later in the academic year.

All women wishing to participate in the Sorority Recruitment process must register by September 16.

Friday, Sept. 16: Registration deadline

Fri.-Sunday, Sept. 16-18: Visit Chapter Houses

Sunday, Sept 18 Sorority Recruitment Bid Day

— TELECOMMUNICATIONS —

■ **HOW DO I GET MY LONG DISTANCE AUTHORIZATION CODE NUMBER?**

Long distance authorization codes can be obtained by coming to the Telecommunications office. A picture ID is required. Charges for long distance calls will be included on the student's Campus Connection Account.

■ **HOW DO I GET MY PHONE ACTIVATED?**

UND telephone service is available in all of the residence halls and most of the UND apartments upon request. Charges for telephone service will be included on the student's Campus Connection Account. Either call 777-4111 or come to the Telecommunications office in the lower level of Carnegie to have your telephone service activated.

■ **CAN I HAVE MY BILLS SENT HOME?**

Yes; a signature card authorizing sending bills to a home address can be obtained at the Telecommunications office. A new card is required each year. Payments are sent to Student Account Services.

■ **DO YOU PROVIDE SOME TYPE OF ANSWERING SERVICE?**

Yes; voice mail services are available if you have telephone service through UND. Voice mail services are free.

■ **WHEN IS TELECOMMUNICATIONS OPEN?**

Friday, August 19	8:00-4:30
Saturday, August 20	Closed
Sunday, August 21	Closed
Monday, August 22 & thereafter	8:00-4:30

■ **WHERE IS TELECOMMUNICATIONS LOCATED?**

Telecommunications is located in the lower level of Carnegie Hall. Please use either the door facing the Quad or the elevator which is located on the west side of the building.

— LOGISTICS (HOW DO I . . .?) —

■ **HOW DO I GET INTO ATHLETIC EVENTS?**

UND students receive a limited number of free tickets to regular season home games for football, volleyball, basketball, and women's hockey. Directions for getting these tickets may be found at www.fightingsioux.com/studenttickets. Men's hockey tickets are available for UND students as season or single game tickets. For procedures visit www.fightingsioux.com/studenttickets.

■ **DOES UND HAVE HEALTH INSURANCE?**

If your family has health insurance, check with your provider regarding coverage at UND Student Health Services Clinic and Pharmacy. It may be necessary to request an out of area network waiver form from the insurance company. Request a copy of your insurance card to carry with you and present it at the time of service. The ND University System has sickness & accident insurance for purchase for students and their families. Policies are also available for purchase from private insurance providers. Information and applications may be obtained from Student Health Services, 100 McCannel Hall, and the Health & Wellness Resource Office in the Memorial Union.

■ **DOES STUDENT HEALTH CHARGE ME?**

Office call fees are waived for students who have paid the University Health fees. Be prepared to present your UND ID when you check in to confirm your student status. Patients are responsible for charges associated with lab, radiology, pharmacy, specialized treatments, injections, and supplies. Student Health offers specialized exams such as FAA medicals, athletic physicals, and gynecological exams for a fee. Fees are generally significantly less than in the community. Student Health Services works with insurance providers. The phone number for appointments is 777-2605.

■ **CAN MY SPOUSE AND/OR CHILDREN BE SEEN AT STUDENT HEALTH?**

Spouses of UND students may use Student Health Services for a per-semester fee. Obstetric care is not provided. Pediatric care and care for dependent children of enrolled students is available at Altru Clinic FaMILY Medicine Residency Program, located at 725 Hamline Street, (next to the UND Bookstore). Any and all charges incurred will be the sole responsibility of the student or guarantor of record on account. Prescriptions for students, spouses, and children may be filled at the Student Health Pharmacy, 100 McCannel Hall, 777-3965.

■ **WHAT DO I DO IF I HAVE TO MISS CLASSES?**

Students need to contact each of their faculty members regarding their absence from class. If a faculty member cannot be reached, call the main department

number where the instructor is located.

■ **IS THERE SOME SORT OF SPECIAL TICKET I CAN BUY FOR MY SPOUSE TO GET INTO ATHLETIC EVENTS (I'M A STUDENT)?**

No; your spouse will need to purchase a ticket to attend athletic events. There is no "spouse ticket".

■ **HOW DO I GET A STUDENT LOAN I AM CURRENTLY PAYING ON DEFERRED?**

UND will verify your enrollment after classes begin and tuition and fees are paid. Your lender may also contact the National Student Clearinghouse.

■ **THERE'S A DELINQUENT ACCOUNT HOLD ON MY REGISTRATION FORMS. WHAT DO I DO?**

Contact Student Account Services or sign on to Campus Connection to see what charges are owed.

■ **WHERE DO I FIND A FERPA/PRIVACY RELEASE FORM SO MY PARENTS CAN SEE MY FINANCIAL INFORMATION?**

This form is found online at <http://und.edu/finance-operations/student-account-services/ferpa-041210.pdf>

■ **WHERE CAN I CASH A CHECK, USE A NOTARY, OR GET CAMPUS/COMMUNITY INFORMATION?**

Memorial Union Service Counter, first floor, offers limited check cashing. University Federal Credit Union, also in the Memorial Union, will cash checks for its members. The Union INFO Center provides campus/community phone numbers and other information. A Notary is available at the Union Service Counter and the administrative offices.

■ **WHAT DO I DO IF I OR SOMEONE I KNOW IS HAVING A CRISIS?**

The Dean of Students Office assists police and other agencies in responding to emergency situations involving UND students 24 hours a day, seven days a week. Crises include major accidents, medical emergencies, death, suicides, psychological traumas, and sexual assaults. The Dean of Students Office serves as a liaison with Campus Police, local law enforcement agencies, Altru Hospital and other community intervention centers. Call 777-2664, 8:00 a.m.-4:30 p.m., Monday through Friday or 777-3491 any time of day.

In addition, the University Counseling Center (200 McCannel Hall, 777-2127) has walk in hours weekdays from 10:00 a.m. - 12:00 noon and 1:00 - 3:00 p.m. Staff are also immediately available between 8:00 a.m. and 4:30 p.m. for emergencies.