



Preparing for Fall 2021

1. **Will there be in-person classes in Fall 2021?** There will be both in-person and remote classes. You can stay up to date with the campus' planning and details here: <https://news.sfsu.edu/campus-plan/campus-planning>.
2. **How do I send official transcripts?** You can submit your transcript electronically or via mail through these instructions: <https://future.sfsu.edu/submitting-transcripts-and-geadt-certification>.
3. **When are transcripts due?** Final transcripts, AP, IB, and CLEP exams scores are due by July 15, 2021. Your Student Center will show you when your transcript has been received.
4. **What if my final grades or exams scores are posted after July 15, 2021?** You can notify the admissions office by email at ugadmit@sfsu.edu. If you are an international student, please email ugintl@sfsu.edu and include your institution.
5. **What AP, CLEP, and IB scores cover college credit?** You can find this information in our bulletin: <http://bulletin.sfsu.edu/undergraduate-education/standardized-external-examinations/>
6. **When is the first day of fall semester?** Monday, August 23, 2021. The academic calendar can be found here: <https://webapps.sfsu.edu/public/webcal/acadcalendar>.
7. **Can I take a campus tour?** Virtual tours are available at: <https://www.youvisit.com/tour/sfsu> and in-person tours will be announced later this summer.
8. **How can I set up my SFSU outlook email?** To set up and troubleshoot your SFSU email, please visit https://sfsu.service-now.com/kb_view.do?sysparm_article=KBO010070.
9. **What are the COVID health protocols for students to return to campus?** The CSU has announced a plan to implement vaccination requirements upon FDA approval: <https://www2.calstate.edu/csu-system/news/Pages/CSU-COVID-Vax-Requirement-FDA-Approval.aspx>. SFSU COVID-19 resources can be found here: <https://news.sfsu.edu/campus-plan/covid-resources>. More direction will be announced as we near the start of the semester.
10. **How do I drop off forms if DocuSign isn't working?** There is a drop box in the Student Service Lobby.

Orientation

1. **When is orientation?** Summer Orientation sessions for Fall 2021 start in June (for first-year students) and July (for transfer students). Orientation typically ends during the first week of August. You must secure your spot for orientation at: <https://newstudentprograms.sfsu.edu/node/4>.
2. **Is orientation free to attend?** YES!
3. **Is student orientation online or in-person?** Orientation will be online and free for Summer 2021.
4. **What should new students do if orientation is later in the summer?** Before your orientation session you can participate in new student modules via the orientation profile and engage with the University's new student campaigns starting mid-June.
5. **Can I register for classes without attending orientation?** You will be able to register for courses in early August if you are unable to attend orientation.
6. **Can I change my orientation date?** You can simply go back to your Orientation Profile and return to the session date selection, choose a new date, and save/confirm or email nsp@sfsu.edu.

7. **I am having trouble completing my New Student Orientation Profile.** Please contact New Student Programs at nsp@sfsu.edu or visit our Help Desk at <https://newstudentprograms.sfsu.edu/new-student-help-desk>.
8. **I keep getting notifications about my orientation modules, but I've completed those.** Modules may have been updated with additional content, check back to review any additional information. If you need support, please contact New Student Programs at nsp@sfsu.edu

Advising, Course, and Major Information

1. **What is the Early Start program?** Find out more about Early Start and if you need early start here: <https://gatorsmartstart.sfsu.edu/earlystart>.
2. **When will I register for classes?** You will register for courses on your orientation day and up until the beginning of the semester. Your pre-orientation work goes over how to pick classes and how to register online.
3. **Where do I view courses?** You can use the class schedule function within your Student Center or view the public schedule at <https://webapps.sfsu.edu/public/classservices/classsearch>.
4. **How can I contact an academic advisor?** If you are a first-time freshman, you will be meeting your advisor at orientation. If you are a transfer student, you can utilize the AdvisingHub at <https://advisinghub.sfsu.edu/> to find your Academic Advising Center. You can also contact your major advisor on your department's website to get connected with a faculty advisor.
5. **How do I know what classes to take in my major?** You can use the Bulletin website and view your major's required courses: <http://bulletin.sfsu.edu/programs/>.
6. **How can I switch my major before the semester starts?** You may email ugadmit@sfsu.edu with your SFSU student ID # to change your major before your orientation date. You can also change your major online: https://registrar.sfsu.edu/change_major_minor.
7. **What does a bichronous course mean?** Bichronous courses are online courses that have a portion that meets at a specific time (synchronous) and a portion that does not meet at a specific time (asynchronous).
8. **As a transfer student, how do I know what general education courses have been completed?** Once you have matriculated, you will be able to view your Degree Progress Report and Degree Planner on your Student Center that shows your completed requirements and course options for completing any outstanding GE's. If you are still transferring in courses that may fulfill GE areas, they won't all be accounted for until you send in your final transcripts.
9. **What are the pathways and how do I know which pathway to take?** You can find your math and English pathways on your Student Center: <https://gatorsmartstart.sfsu.edu/howtofindyourpathways>.
10. **What does "TBA" for a course's room assignment mean?** If it says TBA, there will be some in-person content. It may be hybrid, but there will be an in-person component. The specific location will be added before classes begin.
11. **Can I take classes this summer?** You can register as a community member through Open University, but know that it will cost differently than your courses once you start in Fall and financial aid may not cover these courses. More information can be found here: <https://cel.sfsu.edu/openuniversity>.

University Housing

1. **Can I still apply to on-campus housing?** Housing applications for Fall 2021 are open until Friday, May 28, 2021 on the housing website: <https://housing.sfsu.edu/>. Spring 2022 housing applications normally open in November.
2. **Is on-campus housing mandatory for Freshmen?** Housing is not mandatory for students.
3. **How do I know if I got an on-campus housing spot?** Housing has begun to send out reservations as of now. However, the reservation process has been placed on hold as we address new COVID-19 mandates recently released from the San Francisco Department of Public Health. We hope to send out the remaining reservations via email as soon as possible.
4. **When will I find out who my roommates are?** Room and roommate assignments will be sent out on June 15, 2021.
5. **Can I request a roommate?** Yes, you can email housing@sfsu.edu with the request. Not all requests can be accommodated for, and both students must have Fall 2021 reservations.
6. **When is move in day for on-campus housing?** Move in days are scheduled for August 13,14, and 15. Each student who has received a reservation for Fall 2021 will be assigned a designated move in date and time via email.
7. **When is the last day to cancel my housing application?** If you received a Fall 2021 reservation, your last day to cancel is July 15, 2021. If you have not yet received a reservation, you can cancel at any point.
8. **What can I do if I do not receive a housing reservation?** There are off-campus housing options and resources: <https://housing.sfsu.edu/off-campus-housing-resources>.

Tuition and Aid

1. **What is the tuition schedule?** <https://bursar.sfsu.edu/content/Fall-2021>
2. **How do I pay for tuition?** <https://bursar.sfsu.edu/Student-Services/payment-methods>
3. **I need help understanding my financial aid.** Please contact Financial Aid: <https://financialaid.sfsu.edu/>
4. **I don't see any financial aid on my Student Center.** Please make sure your FAFSA or CADAA has been sent to SFSU with our school code: 001154, and email finaid@sfsu.edu.
5. **Why do I still have to-do items?** Please reach out to Financial Aid if you have completed all the requested items on your to-do list at finaid@sfsu.edu.
6. **I received a private scholarship/other aid outside of SFSU, what do I do?.** Please report this online through the Student Center, under the 'Finances' section, "Report Other Financial Aid". Or send a copy of the congratulatory letter from the organization to finaid@sfsu.edu.

Student Life

1. **Does SFSU offer health insurance for students?** SFSU offers 4 health insurance options for domestic students: <https://health.sfsu.edu/content/health-insurance>. International students (F-1 and J-1 visas) and all students living in University housing are required to have health insurance: <https://oip.sfsu.edu/fi/current/insurance>. J-1 students will receive this information in the Acceptance packets. DACA students also need to complete a PRUCOL form as part of their purchase of an insurance plan.
2. **What activities will be available during the first weeks of the semester?** Please look out for GatorFest activities that will be advertised before the semester begins!

3. **What clubs are at SFSU?** Learn more about clubs and organizations at: <https://sfsu.campuslabs.com/engage/>.
4. **How can I find campus jobs (part time and work study options)?** You can sign up for a Handshake account and use Career Services and Leadership Development's website for more resources: <https://careerservices.sfsu.edu/>.
5. **Who would I contact for veterans' affairs?** veterans@sfsu.edu and <https://veterans.sfsu.edu/>.
6. **Where can I submit documents needed for accommodations?** Please create your Disability Programs and Resource Center profile and request for accommodations here: <https://access.sfsu.edu/>.
7. **Where can I find information about Study Abroad?** <https://oip.sfsu.edu/sfstateabroad>

International Students

1. **I am an international student and received an email stating that I need to take at least 1 hybrid class to maintain F-1 status. I am not able to find any in person courses suited for my major. What do I do?** Please let OIP know at oip@sfsu.edu. We will register you for at least 1 unit. There are classes not publishing online that we've reserved for international students.
2. **How many units or courses are required to be taken in person to maintain an F-1 status for international students?** You must have at least 1 unit of an in-person component.
3. **My final grades have been delayed.** Please email ugintl@sfsu.edu and include your institution and situation.
4. **Is it mandatory to be vaccinated in order to enter the U.S.?** Please consult the Office of International Programs at oip@sfsu.edu and stay up to date online: <https://news.sfsu.edu/campus-plan/whats-new>.
5. **Where can I get advising as an international student?** The Office of International Programs (OIP) provides advising on F-1 visa regulations, employment workshops, and new students welcome events: <https://oip.sfsu.edu/oiphome>.

