Accessing ASU Student Resources & Services

At ASU, we understand that a critical part of college life occurs outside of the classroom, and we want to protect the health and safety of students, faculty and staff during these interactions as well. Students visit many offices on a daily basis to participate in activities and receive services. The following protocols will be in place for offices such as Financial Aid, Student Accounts, Registrar’s Office, Admissions, Academic Labs, Academic Advising, ACES, Career Services, Diversity and International Affairs, etc.

>>> Whenever possible, meetings between students and staff and meetings among staff members should occur virtually.
- Please contact the offices by phone or email and schedule a virtual meeting. A list of office phone numbers is located on page 22.
- ASU offices are working to transition from paper to digital forms and processes that can be completed virtually.

>>> If a virtual meeting is not possible, ASU faculty, staff and students must follow the institutional protocols:
- Make an appointment to meet with someone in person to minimize the number of people waiting in line.
- For the following offices, appointments should be made using the Hornet Q app (www.alasu.edu/cost-aid/hornetq): Financial Aid, Student Accounts and Records and Registration.
- Students served through ACES or the Advisement Center must make an advising appointment by using the Navigate Appointment link found in their ASU emails sent from their assigned advisor.

>>> Please note the following office specific information:

FINANCIAL AID
- Information sessions will be held virtually including Entrance Counseling Groups, Master Promissory Note Sessions, Parent Information Sessions about PLUS loans, and Meet & Greet with Financial Aid Counselors, etc.
- In-person meetings are by appointment only using the Hornet Q app.

DIVERSITY AND INTERNATIONAL AFFAIRS
- Schedule an appointment with Diversity and International Affairs by scanning or clicking this QR Code:
ADMISSIONS AND RECRUITMENT
- Campus Tours will continue virtually until further notice. Schedule an appointment by contacting the Office of Admissions and Recruitment at 334-604-5267.
- Recruitment events will occur virtually until further notice. In the event of in-person recruitment efforts, health and safety protocols must be followed.
- ASU will continue to accept applications for admission through its website: tinyurl.com/ALASUAPP

ACADEMIC LABS
- Students may make appointments for virtual academic support by calling 334-229-8420.
- In-person academic support will be provided by maintaining appropriate social distancing guidelines.

COUNSELING CENTER
- Students who desire counseling services relative to COVID-19 should contact the ASU Counseling Center at 334-229-4894.

BOOKSTORE
- The ASU bookstore encourages all students to order textbooks through our online store. Please place your order via the online bookstore at this link: https://www.bkstr.com/alabamastatestore. Your books will be shipped directly to you. Note that the online bookstore can be used for both digital and hard copy textbooks. The bookstore will be open in the fall with modified operating procedures; however, we ask that students try to order their books online to help follow health and safety guidelines.

OFFICE OF TECHNOLOGY SERVICES (OTS)
- Use the OTS ticket system to submit any requests for support with ASU computers, internet, Blackboard, email address, ASU I.D. card, etc. alabamastateuniversity.freshservice.com/support/home
- In-person meetings will be by appointment only.
- ASU Identification Card All students and employees will need to have an ASU Identification Card. The photo used in the I.D. Card can now be selected by the students/employees by following the instructions at this link: tinyurl.com/ALASUID. Direct any questions to the Office of Technology Services at 334-229-4560.
On-Campus Housing

Move-in
Move-in will start on August 8 and will continue through August 19 for all students residing in on-campus housing with staggered move-in times. This will allow students to check in and go through the move-in process without a large number of people on campus.
- Two parents/guardians/guests may assist with move-in.
- Students will sign up online at www.alasu.edu/housing for one of the daily time slots available for moving in.
- Students and two guests will be screened at designated entrance checkpoints (including temperature checks) and will receive an information packet.
- Students and guests must wear masks at all times while on the ASU campus.
- To protect students and employees, ASU staff and volunteers will not be able to assist with move-in.

Move-Out
All students will vacate the residence halls no later than Saturday, November 28, 2020.

Resident Assistants (RA) Training
Resident Assistants shall participate in extensive training focusing on safety within the residence halls relative to COVID-19, programming and professional development.

Resident Assistants Should
- Ensure that hand sanitizer dispensers are filled in the Residence Halls.
- Ensure that signage is posted regarding the new normal related to COVID-19.
- Clean and sanitize office space.

Students Should
- Ensure that rooms are cleaned and sanitized weekly.
- Wear masks (or face coverings).
- Wash their hands.

Students Will
- Clean moving carts in between each use.

Cleaning Staff Will
- Enhance sanitizing of common areas daily.
Staggered Move-in Plan
August 8 - August 19

A  KING HALL + BESSIE BENSON HALL
Enter at the Tullibody Street gate from Carter Hill Road and follow the red flags!

B  BESSIE ESTELLE HALL + PEYTON FINLEY APTS.
Enter at the West University Drive gate from Carter Hill Road and follow the orange flags!

C  CARD HALL, FACILITY II AND MCINTY APTS.
Enter at either of the Harris Way gates and follow the blue flags!

D  C.J. DUNN TOWER + FACILITY I
Enter at the Harris Way gate from Carter Hill Road and follow the green flags!

E  BIBB GRAVES HALL, SIMPSON HALL + ABERCROMBIE HALL
Enter at the South Jackson Street gate from Carter Hill Road and follow the gold flags!