

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/alabamastore>. 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**.