



## Orientation

Congratulations!

We are delighted that you have decided to attend Florida National University. The staff of the Student Services Office looks forward to meeting you and assisting you throughout your transition to the college life. We are your on-campus resource for all services available on campus. On our web page, you will find useful information detailing all the necessary things you will need to know about how to excel at Florida National University. During Orientation, you will have the opportunity to meet with all of our departments. You can take advantage of this moment to ask questions to any doubts or concerns you may have. We have many departments here at Florida National University that strive to help and educate our students.

As a student of Florida National University, you will have a Microsoft Outlook Email and a FNU Student Portal. Your first assignment as our student is activating this account!

As a new student, you should also read the information within the University Catalog found under the Publications section on our webpage. These can be found at the following link:

<https://www.fnu.edu/current-students/publications>

**LINKS WILL BE SENT TO YOUR FNU STUDENT EMAIL WITH THE INFORMATION OF EVERYTHING THAT WAS REVISED**

If you have any questions, you can contact our office:

The Department of Student Services	
Hialeah Campus	South Campus
4425 W. Jose Regueiro (20th) Ave. Hialeah, Florida 33012 Phone:(305) 821-3333 Ext. 1113	11865 S.W. 26 St. Suite H3 Miami, Florida 33175 Phone:(305) 226-9999 Ext. 1372
Email us at: <a href="mailto:studentservices@fnu.edu">studentservices@fnu.edu</a>	

# STUDENT SERVICES

The Office of Student Services is the division of the institution that serves as a mediator between the Student Body and the University. This entity also coordinates the various activities offered to the students that contribute to their cultural, social, moral, intellectual, and physical development.

Student Services offers a large variety of services for the student, ranging from campus engagement, clubs and organizations, campus security, to campus activities and events. This innovative office and its staff exist to serve the student by creating and maintaining a sustainable environment for student learning and success.

## What are some of the things we do:

- Introduce the student to Florida National University through the coordination of the Freshman Orientation
- Coordinate the Graduation Commencement Ceremonies
- Assist with troubleshooting the Student Email and Student Portal Account
- Provide Students with the FNU Student ID and Parking Decal
- Assist student with providing Academic Resources such as the FNU Tutoring
- Assist Students with any complaints and concerns
- Campus Safety
  - Title IX
  - Annual Security Report
- Campus Life
  - Student Government Association
  - FNU Alumni Association
  - Campus Activities
  - Discounted Bus Passes
  - Special Accommodations through the American with Disabilities Act (ADA)

## Contact Info:

<b>Student Services Department – <a href="mailto:studentservices@fnu.edu">studentservices@fnu.edu</a></b>	
<b>Interim Student Services Director</b> Seilyn Santos (305) 821-3333 ext. 1004 <a href="mailto:santoss@fnu.edu">santoss@fnu.edu</a>	
<b>Hialeah Campus</b>	<b>South Campus</b>
Yadira Rodriguez - Assistant (305) 821-3333 ext. 1040 <a href="mailto:yrodriguez@fnu.edu">yrodriguez@fnu.edu</a>	Janell Carmona - Officer (305) 226-9999 ext. 1372 <a href="mailto:jcarmona@fnu.edu">jcarmona@fnu.edu</a>

# REGISTRAR

The purpose of the office of the Registrar is to guide the students in registering in the different programs or courses. The Registrar’s Office conducts registration of each student entering the institution and processes any student academic activities, in conjunction with the Vice Presidency of Academics, the Divisions Head, and the Deans, such as class schedules, review of transcripts, etc. This office also

implements university regulations relating to the removal of students with academic deficiencies in compliance with probation and readmission requirements.

**IMPORTANT: ALL STUDENTS MUST BE AWARE OF THE ADD/DROP PERIOD!**

The Add/Drop period is always the 1<sup>st</sup> week of the semester (1<sup>st</sup> week of Term A). Any changes to be made after this period to a student’s class schedule will incur a fee of \$50.00.

**What are some of the things we do:**

- Assistance with class schedules
  - Adding or Dropping Courses within the add/drop period
- Leave of Absences
  - Must be in the form of a written request
  - Not to exceed 180 days in 1 Academic Year
  - Can only be requested during the Add/Drop Period
  - Must be approved by the Campus Registrar, Bursars Office and a Financial Aid Officer
- Order of Diploma or Certificate
  - Can only be done 15 days after a student’s last day of attendance
  - \$15.00 Standard (6-8 Weeks processing time)
  - \$30.00 Rushed (1 week processing time)
- Order of Official Transcripts
  - Can only be done 15 days after a student’s last day of attendance
  - Your first order is free
  - \$6.00 Standard (15 days processing time)
  - \$12.00 Rushed (3 days processing time)
  - Unofficial Transcripts are always available directly through the Student Portal

**Contact Info:**

<b>Registrar Department – <a href="mailto:registrars@fnu.edu">registrars@fnu.edu</a></b>	
<b>University Registrar</b> Jose L. Valdes (305) 821-3333 ext. 1028 <a href="mailto:jvaldes@fnu.edu">jvaldes@fnu.edu</a>	
<b>Assistant University Registrar</b> Bradley Arnette Erz (305) 821-3333 ext. 1213 <a href="mailto:berz@fnu.edu">berz@fnu.edu</a>	
<b>Hialeah Campus</b>	<b>South Campus</b>
Daybe Sanz – Campus Registrar (305) 821-3333 ext. 1010 <a href="mailto:dsanz@fnu.edu">dsanz@fnu.edu</a>	Barbara Mursuli – Campus Registrar (305) 226-9999 ext. 1308 <a href="mailto:bmursuli@fnu.edu">bmursuli@fnu.edu</a>
Ana Vega Acosta – Associate Registrar (305) 821-3333 ext. 1011 <a href="mailto:vacosta@fnu.edu">vacosta@fnu.edu</a>	Lisseth Mejia – Associate Registrar (305) 226-9999 ext. 1307 <a href="mailto:lmejia@fnu.edu">lmejia@fnu.edu</a>

# ACADEMIC ADVISING

The primary purpose of the Academic Advising Center is to advise new and current students in the development of meaningful educational plans that are compatible with their life goals.

No matter if, you are a new student, a transfer student, or a returning student, you have already made one of the biggest decisions of your life by deciding to attend Florida National University. Whether planning your semester schedule, reviewing your academic program requirements, or wondering how to approach a professor, here you will get the help you need to have a fulfilling college experience.

We welcome and encourage you to come visit any of our offices with questions or concerns, or just to talk about your future and how we can help you achieve your goals.

## What are some of the things we do:

- Introduce the student to Florida National University
- Explore, evaluate, identify what your academic and career goals are according to your abilities and interests
- Offer you information on academic requirements
- Graduation Requirement Evaluations
- Assist you with Online Class Registration
- Monitor you throughout your Academic Progress
- Career/Program change Evaluation
- Assist you with other FNU departments or offices

### Satisfactory Academic Progress

In order to achieve Satisfactory Academic Progress, a student must satisfy an important criteria, each of which is evaluated, on a cumulative basis, at the end of each semester. The three criteria are as follows:

- Cumulative Grade Point Average (G.P.A) of 2.0 and above for each term
- Pace of Progression (must successfully complete at least 66.7% of credits attempted)
- Maximum Time Frame (must complete the program in no more than 150 percent of the normal time frame for completion)

## Contact Info:

Academic Advising	
Hialeah Campus	South Campus
Dr. Rosa Hernandez (Humanities) (305) 821-3333 ext. 1013 <a href="mailto:rhernandez@fnu.edu">rhernandez@fnu.edu</a>	Yesenia Llera (305) 226-9999 ext. 1346 <a href="mailto:yllera@fnu.edu">yllera@fnu.edu</a>
Cary Noa (Allied Health) (305) 821-3333 ext. 1055 <a href="mailto:cnoa@fnu.edu">cnoa@fnu.edu</a>	Mariana Mercado (305) 226-9999 ext. 1363 <a href="mailto:mmercado@fnu.edu">mmercado@fnu.edu</a>
Magaly Gonzalez (Nursing) (305) 821-3333 ext. 1156 <a href="mailto:magalyg@fnu.edu">magalyg@fnu.edu</a>	International Students
	Julia Sanchez (305) 821-3333 ext. 1039 <a href="mailto:jsanchez@fnu.edu">jsanchez@fnu.edu</a>
Cimi Ongay (Nursing)	

(305) 821-3333 ext. 1211 <a href="mailto:congay@fnu.edu">congay@fnu.edu</a>
Leo Lozano (Business) (305) 821-3333 ext. 1195 <a href="mailto:llozano@fnu.edu">llozano@fnu.edu</a>

## ONLINE LEARNING & BLACKBOARD

Blackboard is the system that you will use at Florida National University. It's modern design makes it simple and user-friendly. Due to its responsive design, the interface adjusts to fit on any computer, tablet or smartphone.

With over 30, fully Online Programs available, FNU Online will provide you with the education and the flexibility you need.

- Flexibility; work, be with your family and attend classes online
- State of the art technology that makes you feel like you're on campus while taking online classes
- Virtual and interactive classes
- Professors respond in less than 8 hours
- Career Services Assistance is available
- Online Orientations through web sessions to ensure familiarity with courses prior to the start of the classes
- Blackboard/Online Support Specialists available through web, phone or in person to ensure student success. (Main Campus and South Campus)

### Contact info:

<b>Online Learning Department – <a href="mailto:bbsupport@fnu.edu">bbsupport@fnu.edu</a></b>	
<b>Director of Distance Learning</b> Dr. Emry Somnarain (305) 821-3333 ext. 1066 <a href="mailto:esomnarain@fnu.edu">esomnarain@fnu.edu</a>	
<b>Blackboard Administrator</b> Carlos Rivero (305) 821-3333 ext. 1067 <a href="mailto:cromero@fnu.edu">cromero@fnu.edu</a>	
<b>Hialeah Campus</b>	<b>South Campus</b>
Kelly Bravo – Blackboard Support Specialist (305) 821-3333 ext. 1049 <a href="mailto:kbravo@fnu.edu">kbravo@fnu.edu</a>	Alex Cabrera – Blackboard Support Specialist (305) 226-9999 ext. 1310 <a href="mailto:acabrera@fnu.edu">acabrera@fnu.edu</a>

## CAREER SERVICES

Career Services offers employability skills training and placement assistance to active and graduate students in good standing.

**This is a free and a lifetime service**

## What are some of the things we do:

- Employability Skills Workshops
  - Resume Writing assistance
  - Cover Letters & Thank you Letters/Emails
  - Job Search Assistance & Social Networking Training
  - Interview Skills Techniques
- Mock Interviews
- Job Fairs
- Federal Work Study Program
  - Active Student
  - Must be receiving Financial Aid, a U.S Citizen, U.S Permanent Resident or authorized to work in the U.S
  - 20 – 29 hours a week
  - \$10.00 an hour
- FNU Job Club

## Contact info:

Career Services – <a href="mailto:careerservices@fnu.edu">careerservices@fnu.edu</a>	
Hialeah Campus	South Campus
Angel Urquiola - Career Services Specialist (305) 821-3333 ext. 1057 <a href="mailto:aurquiola@fnu.edu">aurquiola@fnu.edu</a>	Olivia Nazco - Career Services Assistant (305) 226-9999 ext. 1311 <a href="mailto:onazco@fnu.edu">onazco@fnu.edu</a>
Ariadne Lopez Sardinias - Career Services Specialist (305) 821-3333 ext. 1019 <a href="mailto:alopez@fnu.edu">alopez@fnu.edu</a>	

## LIBRARY

The mission of the Florida National University Library is to support the curricular needs of the University. This includes the acquisition, organization, maintenance, and provision of timely access to library materials, in a variety of formats, which reflect current advances in academic and professional knowledge, as well as, information technology.

## What are some of the things we do:

- You can check out books for a maximum of 21 days
- Textbooks can be used for studying (only inside of the Library)
- Printing and photocopying services:
  - Black & white = €0.10 per sheet
  - Color = €0.25 per sheet
- Literacy workshops
- Assistance in MLA and APA
- Individual & Group Study Rooms
- Computer Center Services
- Electronic Databases

- My FNU Library 24/7 Online library available directly through the student portal
- LIRN (Articles, Newspapers, Magazines, Journals, Encyclopedias, maps and etc.)

## Contact info:

Library and Resource Room Department	
<b>Library Director</b> Ida Tomshinsky (305) 821-3333 ext. 1161 <a href="mailto:itomshinsky@fnu.edu">itomshinsky@fnu.edu</a>	
<b>Hialeah Campus - <a href="mailto:hllibrary@fnu.edu">hllibrary@fnu.edu</a></b> (305) 821-3333 ext. 1020	<b>South Campus - <a href="mailto:sclibrary@fnu.edu">sclibrary@fnu.edu</a></b> (305) 226-9999 ext. 1320
Maria Elena De La Cruz - Librarian <a href="mailto:mcruz@fnu.edu">mcruz@fnu.edu</a>	Lourdes Portuondo Palomino - Librarian <a href="mailto:lportuondo@fnu.edu">lportuondo@fnu.edu</a>
Justin Pereira – Library Assistant <a href="mailto:jpereira@fnu.edu">jpereira@fnu.edu</a>	Martha Rodriguez - Librarian <a href="mailto:mrodriguez@fnu.edu">mrodriguez@fnu.edu</a>

## BURSARS

The Office of the Bursar is responsible for billing, collecting and posting the students payments.

## Student Payments

- ALL students have from the 1<sup>st</sup> of the month to the 5<sup>th</sup> of the month to make their payment.
- If a payment is received after the 5<sup>th</sup>, a 5% late charge will be added.
- Extension will be given until the 20<sup>th</sup> of the month.
- \$50 collection fee will be added if payment is made after the 20<sup>th</sup>.

## Tuition Options

- The Department of Financial Aid makes a payment plan for you through Tuition Options
- You have a set date that you must make your payment by

## Tuition Reimbursements

- When your job pays for your tuition
- Only for previous terms or semesters
- Must send an email to the Bursars Department including your name, student ID number and the specific semester that you're requesting reimbursement for
- Must be up to date with your payments

### IMPORTANT INFORMATION:

Failure to pay can result in:

- Late fees
- Being blocked from attending classes (On-Campus or Online)
- Being withdrawn due to lack of payment
- Being sent to a collections agency

- Not having access to request a Leave of Absence, Medical Seminars (Allied Health and Nursing students), transcript or diploma.

Should you be experience any hardship, we urge you to contact your Bursars Department at once.

## Contact info:

Bursars & Bookstore Department	
Hialeah Campus	South Campus
Angel Coronel Rueda (305) 821-3333 ext. 1203 <a href="mailto:acoronel@fnu.edu">acoronel@fnu.edu</a>	Priscilla Chirole (305) 821-3333 ext. 1304 <a href="mailto:pchirole@fnu.edu">pchirole@fnu.edu</a>
Ingrid Enriquez (305) 821-3333 ext. 1014 <a href="mailto:ienriquez@fnu.edu">ienriquez@fnu.edu</a>	
Ashley Armendariz (305) 821-3333 ext. 1091 <a href="mailto:aarmendariz@fnu.edu">aarmendariz@fnu.edu</a>	Grether Landin (305) 821-3333 ext. 1338 <a href="mailto:glandin@fnu.edu">glandin@fnu.edu</a>
Camila Nuñez Ramirez (305) 821-3333 ext. 1052 <a href="mailto:cnunez@fnu.edu">cnunez@fnu.edu</a>	

## FINANCIAL AID

The mission of the Financial Aid Office is to provide a financial package to cover the difference between the student's budget and the amount revealed by his or her official need analysis. Current students and prospective students are urged to file an application for financial aid early and follow-up on any additional information needed to make an award. The University's Financial Aid Office, which is located on each Campus, is available to assist with the application process.

The Office of Financial Aid at Florida National University attempts to meet your financial need with a combination of all aid funds for which you are eligible, providing you with a financial aid package.

## Different types of Financial Aid

### Free Money

- Gift Aid : Money that is given by Financial Aid that does not have to be repaid
  - Scholarships
  - Grants
- Community Hours are **MANDATORY** with all scholarships offered by FNU. **(25 Hours per semester)**
- Speak to Academic Advising for a copy of the hours login sheet and by the end of every semester, you will return the sheet to them.

### *Steps to Access Available Scholarships at FNU"*

- Visit [www.fnu.edu](http://www.fnu.edu)



- Select “Admissions and Financial Aid”
- Locate “Financial Aid”
  - Click on “Scholarship Opportunities”

### Loans

- Self-Help Aid: Money that is borrowed from Financial Aid **MUST** be repaid after graduating or withdrawing from school
  - Student Loans
  - PLUS Loans
- If you have previous student loans, you will be differed with your loan servicer within four weeks of being active in the school
- By visiting NSLDS Student Access at [https://nsldsfap.ed.gov/nslds\\_FAP/](https://nsldsfap.ed.gov/nslds_FAP/), you will find helpful tools to monitor your student loans

### *Work-Study Program*

The Work-Study Program allows students to earn money to help pay educational costs; such as books and materials.

To apply:

- Visit the Career Services Department
  - Qualifications are based on your Financial Aid: 75% of your salary will be paid by the Department of Education, and the other 25% by the school.

### Free Application for Federal Student Aid ( FAFSA)

A standard form that collects demographic and financial information about the student and family.

- May be completed electronically or using paper form (Annually)
- May be filed at any time during an academic year, but no earlier than the October 1st  
<https://fafsa.ed.gov/>
- FNU deadline is May 30 of each year.

### *Federal Student Access*

Used for all Education Department student and borrower-based websites:

- FAFSA on the Web
- NSLDS Student Access
- Studentloans.gov
- StudentAid.com
- <https://fsaid.ed.gov/npas/index.htm>

### Default Management Office

Our purpose at the Default Management Office is to provide guidance to all the students with Direct Stafford Subsidized or Unsubsidized loans. We know how important it is to familiarize students with the loan terms, with their rights and responsibilities, and also to guide them as they try to find a repayment plan that best fits their financial needs at the time of repayment. As well as explain to them what Default consist of and the consequences that it brings, that’s what we are here for. We are here to guide them from A-Z.

Supporting our purpose, is Pantheon Student Solutions. A premier third party company, assisting/ counseling graduates entering repayment as well.

If you happen to find yourself having difficulty paying back your student loan; if you are needing help understanding deferment, forbearance, or repayment options, we can assist you.

**IMPORTANT INFORMATION:**

- For those who requested to include **Book Loans**; you will have your book voucher available to use the following Monday of the start week.
- Keep in mind! If you have any pending documents with Financial Aid, you will not be given a voucher until pending details are completed.
- For those who were placed on a **Tuition Options Payment Plan**, your payments will start immediately and **MUST** be paid monthly to avoid blocked access to your classes or being dropped from the school.

**Contact info:**

<b>Bursars &amp; Bookstore Department</b>	
<p><b>Vice President of Financial Aid</b>                  Omar Sanchez                  (305) 821-3333 ext. 1203  <a href="mailto:omarsnc@fnu.edu">omarsnc@fnu.edu</a></p> <p><b>Director of Financial Aid</b>                  Kesia Garlobo                  (305) 821-3333 ext. 1042  <a href="mailto:kgarlobo@fnu.edu">kgarlobo@fnu.edu</a></p>	
<b>Hialeah Campus &amp; Training Center</b>	<b>South Campus</b>
Alaina Baro (305) 821-3333 ext. 1061 <a href="mailto:amachado@fnu.edu">amachado@fnu.edu</a>	Mayelin Martinez (305) 226-9999 ext. 1336 <a href="mailto:mmartinez@fnu.edu">mmartinez@fnu.edu</a>
	<b>Online Learning</b>
Estefania Ekelson (305) 821-3333 ext. 1046 <a href="mailto:eekelson@fnu.edu">eekelson@fnu.edu</a>	Laura Ginarte (305) 821-3333 ext. 1095 <a href="mailto:ginartel@fnu.edu">ginartel@fnu.edu</a>