



Northeastern University
College *of* Professional Studies



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Office of Academic & Student Support Services (OASSS)

New Student Orientation



Our Mission

- The mission of the Office of Academic and Student Support Services is to provide comprehensive services to enable students to take ownership of their education, making sound decisions and judgments that further their individual academic and professional success.



Who?

- Assistant Dean, Academic and Student Affairs
- Associate Director, Academic and Student Affairs
- 6 full-time Academic and Student Support Specialists
- 1 full-time Administrative Coordinator
- 1 full-time Customer Service Representative

Caseload management of undergraduate and graduate students by program

<http://www.cps.neu.edu/adv-caseload>



When? Where?

Hours of operation

- Boston main campus at 50 Nightingale Hall
 - *Office suite: Monday through Friday 8:30AM to 8:30PM; Saturday 8:30AM to 1:30PM*
 - *Academic & Student Support: Monday through Thursday 9:00AM to 7:00PM; Friday 9:00AM to 5:00PM*
- Walk-in, appointment, phone, and email
- Extended Academic & Student Support hours for walk-in services during first week of classes



What?

- Academic requests and petitions
- Academic planning and monitoring
- Programs and events
- Services and resources



What?

Top 10 Frequently Asked Questions

1. How do I register for classes?
2. What courses should I take?
3. Can you tell me when a course will be offered?
4. How can I apply for co-op or an internship?
5. Can I get a degree audit?



What?

Top 10 Frequently Asked Questions

6. Can I substitute one class for another?
7. What happens if I withdraw?
8. Can I get transfer credit?
9. What courses do I have left to complete my degree?
10. What do I need to do to graduate?



What is SMARTHINKING?

SMARTHINKING (www.smarthinking.com)

- Free, online, 24/7
- Subjects covered: Writing, Math, Science, Economics, Accounting, Statistics
- Live sessions and asynchronous assistance
- Accessible through your Blackboard portal



What is the Husky Card?

- University Identification
- Access Services and Resources on Campus
 - Computer labs
 - Library
 - Recreation facilities
 - Billed Recreation Fee on billing statement
 - Opt in by completing Recreation Fee request form
- Husky Account - Add funds through your myNEU self-service
- To Obtain Your Husky ID - 120 Hayden Hall,
 - Monday through Thursday: 8am -7pm
 - Friday: 8am –5:00 pm



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