



# Parent & Family Guide - 2023



**NORTHEASTERN**  
STATE UNIVERSITY

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# From the President

## Welcome to Northeastern State University

**Your student's success starts here.**

Did you know that the time you spend on campus today and in the future can truly make a difference for your student? Students with family members or close friends who are actively engaged in their college experience usually perform better academically and adapt more quickly to college life.

As my wife Penny and I can attest, a successful college experience is truly an undertaking for the entire family. Whether you are a parent, grandparent, mentor, teacher or friend – today begins a remarkable journey. We look forward to meeting you and your student during your time at NSU and supporting you throughout the college experience.

The following theme guides our conversations when I speak with our faculty and staff, individually or in groups: we are here to help students. It is our promise, and you can count on us to help you as well. Our Family Program is eager to assist you as you participate in your student's academic journey. We are here to answer questions and point the way for you to become an active participant in the program.

NSU's beautiful Tahlequah campus traces its roots to the Cherokee National Female Seminary established by the Cherokee Nation in 1846. In 1909, we became a state college to train teachers and have continued to grow and evolve into the comprehensive regional university we are today.

Please spend time exploring our academic buildings and library to see where your student will learn and develop under the mentorship of our caring faculty and staff. We are proud of the renovations of historic Seminary and Wilson Halls and look forward to serving students within these spaces for generations to come.

Take a look at our state-of-the-art fitness center and updated student housing. Year after year, national data shows that students who live on campus are more successful than their off-campus peers, particularly in their first year. We are excited to have your student on the NSU campus, one of the top 40 safest campuses in the United States.

As Oklahoma's immersive learning institution, NSU's four academic colleges have the programs and hands-on learning environment that will help your student reach their career and life goals after graduation.

Our wide variety of student organizations and activities encourage a sense of community here at NSU. Each year, Penny and I personally invite over 600 students in groups of 30 or so to our home to share a meal and conversation. I ask each group to name three things they like about NSU. The one phrase I hear most about the campus is, "It feels like home." As the parents of two grown sons and two grandchildren, it doesn't get much better than that!

Penny and I thank you for visiting our campus and hope you enjoy your experience.

**Steve Turner**  
President





## Welcome to the RiverHawk Family!

This guide is meant to be an instrument to learn about campus resources and gather more information about how to support your student during their time at NSU. This guide includes information about specific departments, pertinent contact information and helpful tips that will allow you and your student to gain a better understanding about what is offered around campus. We look forward to being a partner with you as your student learns self-advocacy and problem-solving skills. By working together, we can make a difference in the life of your student.

We are excited that you are now a part of the RiverHawk Family, and we want you to know that you are always welcome to contact us anytime. We are always open to suggestions and want to meet the needs you and your student have. We look forward to seeing you on our monthly zoom chats and seeing you at our Family Day each semester! We also hope to see your students at Summer Bridge, Rookie Bridge Camp, and Welcome Week! We look forward to hearing from you and welcoming you when you visit campus.

Sincerely,

**Kendra Haggard**

Director of Student Engagement and Transitions





## Student Affairs

Dear NSU parents and family members,

We are so excited to welcome you and your student to the NSU family. We know that the college environment can be a little intimidating to new students, so having a good support system—parents, grandparents, relatives and friends is incredibly important for their success. Thank you for taking the time to be involved in your student's education.

In the Division of Student Affairs, we are focused on helping students achieve their personal goals. We are committed to serving our students and their families, so please reach out to us to ask questions and learn about university life. We are here to make sure that your student's experience at NSU is fulfilling, engaging and life changing. We know it takes a village and we are excited to be a partner in the success of your student.

We hope that you will get involved in the Family Program and visit campus any chance you get. Welcome to the NSU family, and for our alumni, welcome back!

Sincerely,

**Jerrid P. Freeman**

Vice President for Student Affairs & Enrollment Management





# Student Engagement

NSU truly believes that students who are actively engaged in their collegiate experience have the best chance to be successful. The Department of Student Engagement & Transitions offers a wide array of opportunities for students of all interests.

The Department of Student Engagement & Transitions includes:

- » Community and Civic Engagement
- » Fraternity and Sorority Life
- » Leadership Programming
- » Diversity and Inclusion
- » Northeastern Activities Board
- » Northeastern Student Government Association
- » Registered Student Organizations
- » SOAR
- » Rookie Bridge Camp
- » Summer Bridge
- » Welcome Week

We are excited to meet your students and look forward to helping them prepare for the future!

## Community and Civic Engagement

Being involved in their community provides students with a sense of belonging during college. Community engagement opportunities bring student organizations, student leaders and student volunteers together for a common purpose and to provide a great way for students to connect with those around them. Some of our opportunities include The Big Event, MLK Jr. Day of Service, 9/11 Day of Service, Angel Tree and the Rowdy's Resource Room. These opportunities make our campus a better community and more involved place, helping students create positive change in the world around them.

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## Fraternity and Sorority Life

Since 1930, the Northeastern State University fraternity and sorority community has been an integral part of campus life. With two councils consisting of six fraternities and three sororities, our community offers a unique and lifelong experience. Membership in a fraternity or sorority can be one of the most significant experiences for a college student. The value of Fraternity and Sorority Life for students who choose to participate in it is an opportunity that lasts a lifetime. Fraternity and Sorority Life promotes the experience of self-governance, leadership development, academic achievement, community service, social opportunities and friendship.

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## Leadership Programming

Leadership is a core value at Northeastern State University. At NSU, we believe that all students are leaders, and that leaders aren't born, they're made. Through a variety of programs, we aim to help students develop a sense of self, improve their ability to work with others and empower students to create a positive change in their communities.

The cornerstone of our Leadership Development at NSU is our Leadership Certificate Program. We offer an Introductory, Intermediate and Advanced Leadership Certificate to all students. Each certificate program is one semester long and consists of a workshop series, a leadership experience and a pre- and post-assessment. The Leadership Certificate Program allows students to take a step back from the hands-on leadership they do everyday and develop further as a confident and competent leader.

Aside from the certificates, we offer programs and workshops for students to sharpen their leadership skills.





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## Diversity and Inclusion

The Office of Diversity and Inclusion fosters a welcoming and open multicultural community at NSU. We seek to celebrate the diversity in our community. We provide an inclusive space for students to explore and discover their own identities. Through educational programming and outreach, our office helps bridge the differences that divide us. No matter where you come from or who you are, we believe that you are at home at NSU.

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## Northeastern Activities Board

The mission of the Northeastern Activities Board (NAB) is to enhance the college experience by allowing individuals to get involved on campus through various student activities. NAB is NSU's student-led campus programming organization. NAB is comprised of student committees who plan and coordinate a variety of education and entertainment programs which range from concerts and trips to comedians, lectures and coffee house style performances. Students are not only encouraged to attend NAB events, but also to become an NAB member.

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## Northeastern Student Government Association

The Northeastern Student Government Association (NSGA) is the governing body for the NSU student population and consists of student leaders from across campus. Senators are elected from each academic college and serve the entire academic year. NSGA is a primary outlet to address campus-wide student needs and desires. NSGA is an active and integral part of the student experience and the future of NSU.



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## Registered Student Organizations

Northeastern State University has approximately 100 recognized student organizations. Student organizations are designed to support one or more of the following categories: academic, religious, service, political/government, education/humanitarian, dance/entertainment, social or academic honors. If students are not able to find an organization that reflects their interests, they also have the option to start new organizations on campus. Students are encouraged to get involved through organization fairs and open recruitment during the entire calendar year.

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## Student Transitions

SOAR, RBC and Welcome Week

A great transition to college is the best way to ensure a successful first year and success until graduation. The Office of Student Transitions engages students with various programs to provide them with the resources and knowledge necessary for their transition, specifically SOAR, RBC and Welcome Week.

SOAR - Student Orientation, Advising & Registration programs provide a way for students to get connected to campus and registered for classes. RBC - Rookie Bridge Camp is our optional extended-orientation program, designed to prepare incoming students with insider information from students who have been there before. Lastly, first-year students will attend Welcome Week, which is mandatory for students enrolled in UNIV. 1003: University Strategies. Welcome Week will give students a crash course in being successful at college, including how to pay your bill, where to find a tutor and how to access Blackboard.

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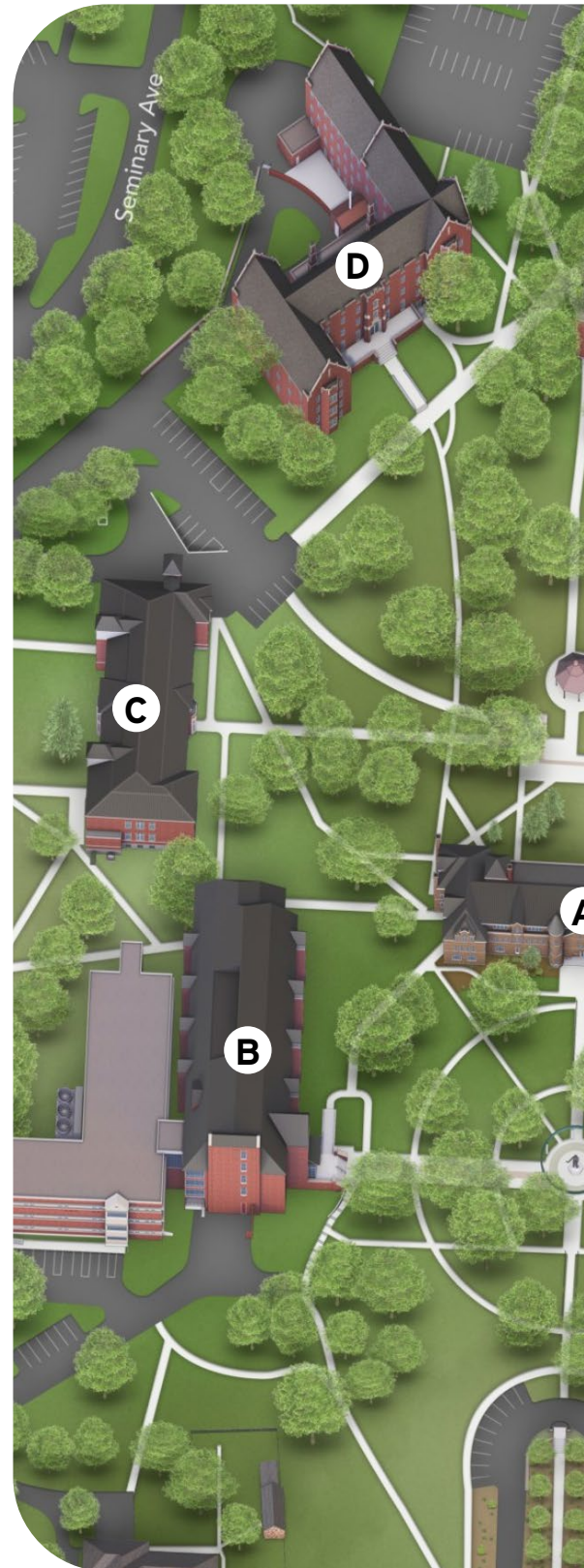
## Summer Bridge

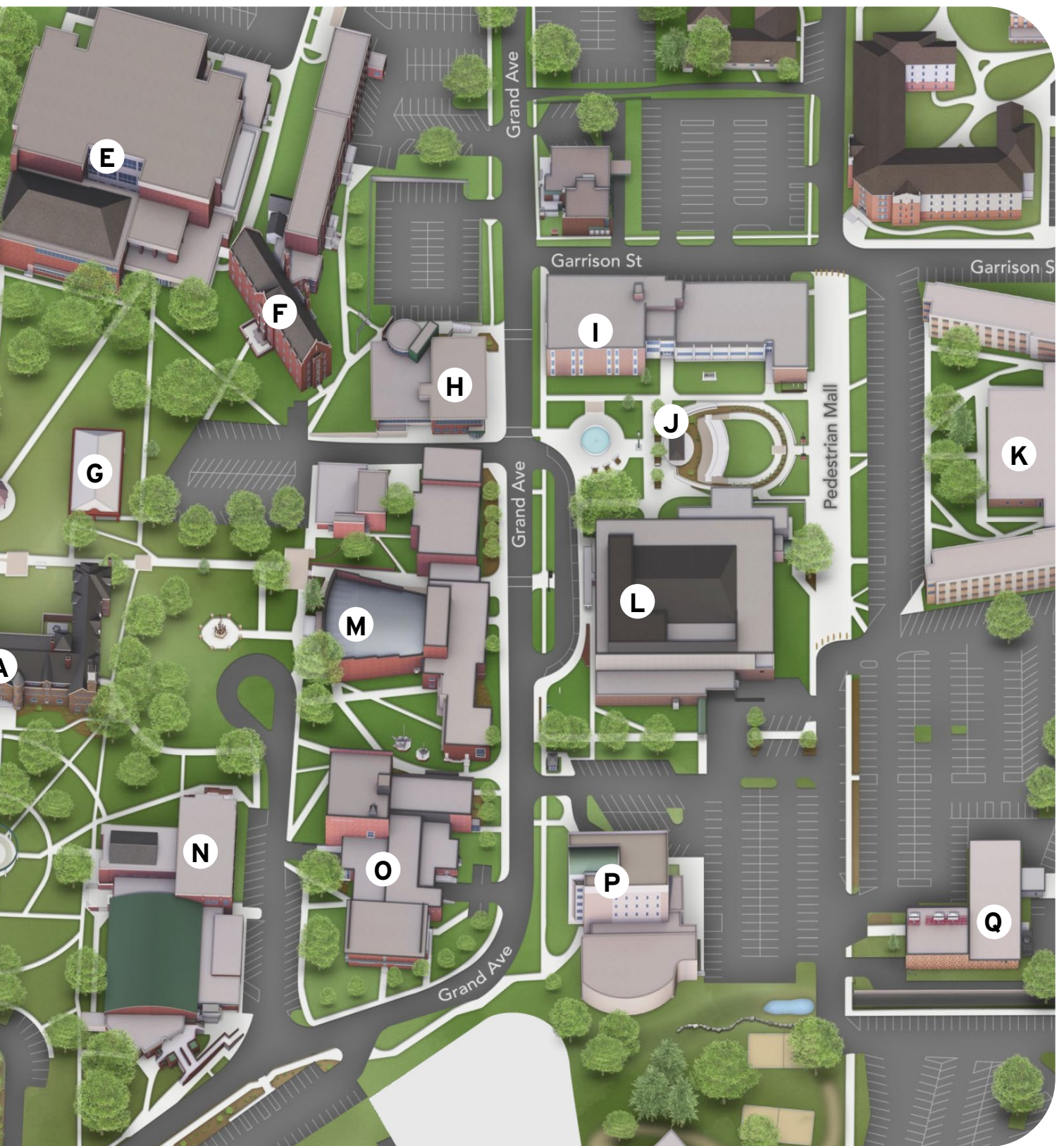
This is an immersive, non-credit program for incoming freshmen who need college prep for reading, writing and math. If a student needs a zero-level class this boot camp with private instruction and peer mentors is perfect for them. Participants will have the opportunity to retest/place out of their zero-level/no-credit courses upon completion.



# Tahlequah Campus Map

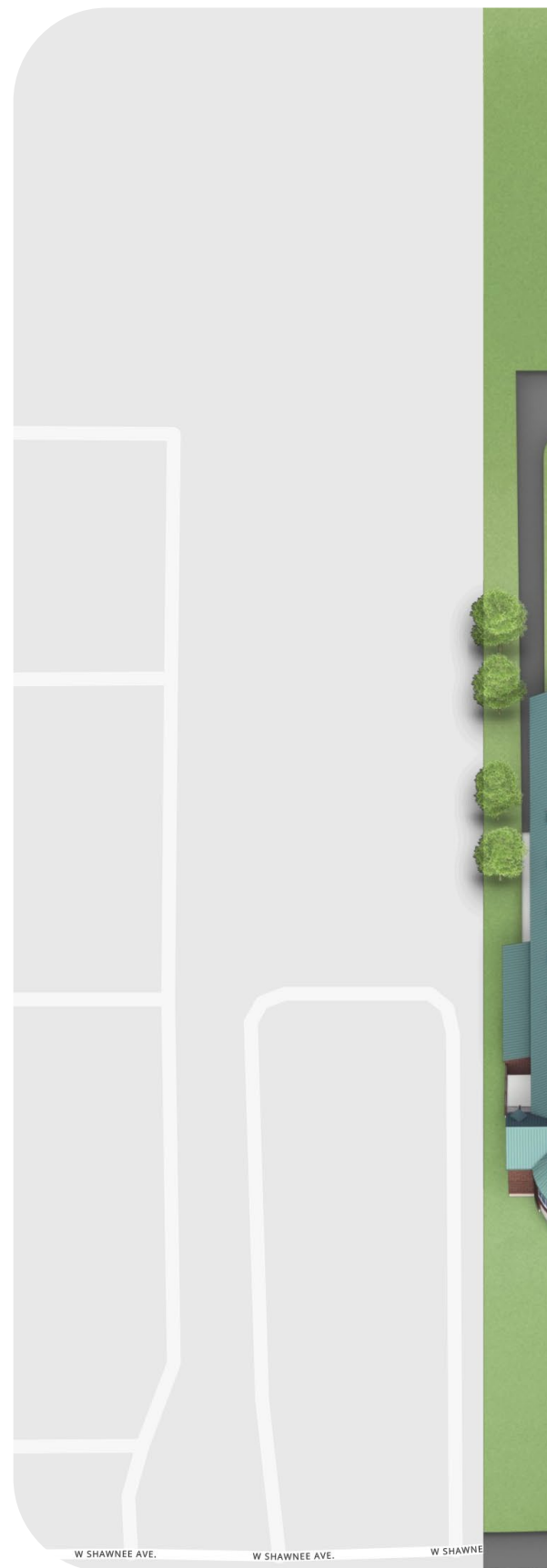
- A. Seminary Hall
- B. Science & Health Building
- C. Bagley Hall
- D. Wilson Hall
- E. John Vaughan Library
- F. Haskell Hall
- G. Student Financial Services
- H. CASE Building
- I. Business & Technology Building
- J. Second Century Plaza
- K. Housing & Residence Life
- L. University Center (UC)
- M. Center for Performing Arts
- N. Jack Dobbins Fieldhouse
- O. Administration Building
- P. Webb Building
- Q. Fitness Center





# Muskogee Campus Map

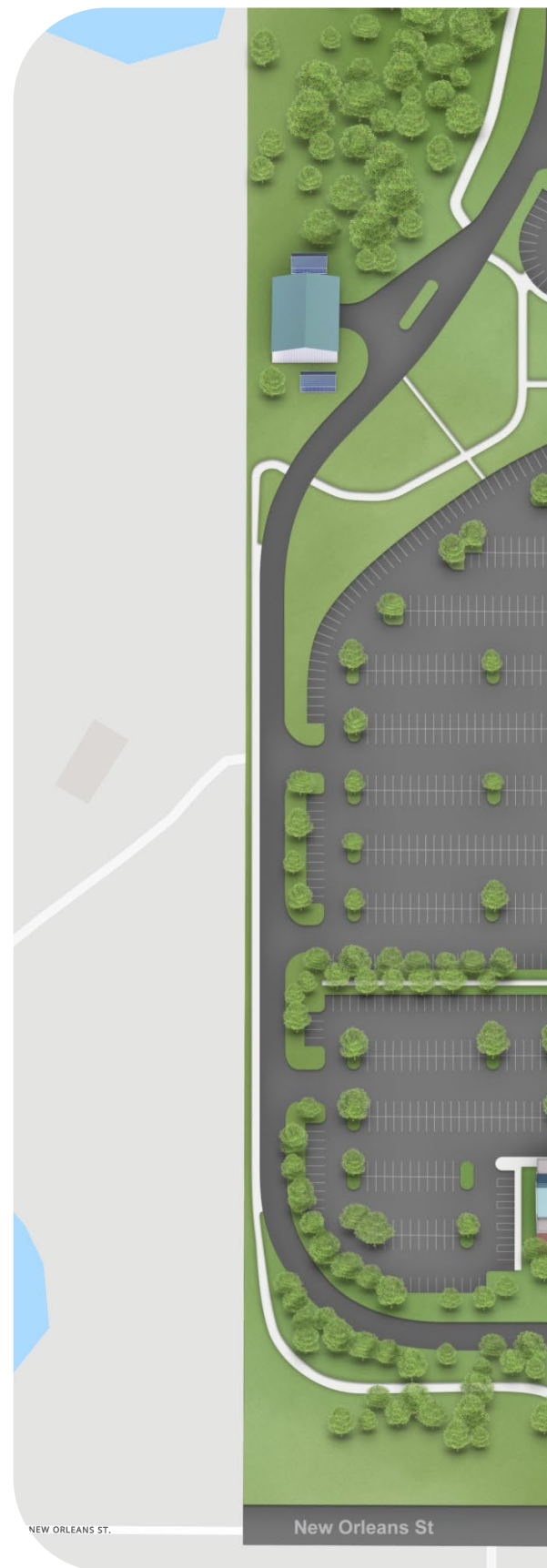
- A. Mike Synar Center
- B. Administration
- C. CSC Student Center





# Broken Arrow Campus Map

- A. Education
- B. Business & Technology
- C. Administrative Services
- D. Library
- E. Science
- F. Liberal Arts







## Career Services

918.444.3110

Career Services' primary goal is to assist students and other designated clients in developing, evaluating and/or implementing career, education and employment decisions and plans throughout their time at Northeastern State University and beyond. Our office is staffed with multiple career counselors whose primary role is to engage in conversations around career and major exploration, professional documents and job search strategies with students and alumni. In addition to career counseling, we offer a variety of events to connect individuals with employers and organizations they could find themselves employed with upon graduation!

For more information, visit [nsuok.edu/careerservices](https://nsuok.edu/careerservices).





# Housing & Residence Life

**918.444.4700**

NSU Housing & Residence Life is a multi-dimensional department within Auxiliary Services that offers affordable and convenient traditional and suite-style residence halls and apartments to all students at NSU.

When your student lives on campus, they enjoy many more opportunities and benefits than students living off campus. Residential students, on average, have a higher GPA, are more likely to get involved on campus and are more likely to graduate on time. Residents have free access to extracurricular and developmental in-hall programming, networking, leadership training, employment opportunities and a connection to the community.

First-year residents live primarily in the Leoser Complex First-Year Residential Experience areas and the Themed Learning Communities located in Cobb Hall. First-year students in these areas experience activities and programs designed to engage residents in their educational and collegiate experiences, moving them towards successful outcomes.

Seminary Suites, the Courtside Apartments, Wyly Hall and half of Cobb Hall serve primarily upper class residents—sophomore through graduate students including family housing options.

Residents in these areas can choose to live within particular Themed Learning Communities or within the general housing population. Activities and programs in these areas are geared toward the particular residents living in those areas and assist with advancing residents towards graduation.

Included in your student's housing costs are access to laundry facilities in each residence hall, Wi-Fi and hard-wire internet connections and all utility costs. Each student also has a membership to the RiverHawks Wellness Center fitness facility conveniently located near the east residence halls.

All halls are supervised by a full-time professional Area Coordinator and members of the Residence Life student staff, such as Hall Directors and Resident Assistants. All are on hand to assist residents as needed.

Worried about safety? Our buildings have monitored access via ID card. Most common areas and entrances are also monitored by cameras and are regularly patrolled by University Police Officers as well as Housing & Residence Life staff.

When your student lives on campus, they enjoy many more opportunities and benefits than students living off campus.





## Financial Aid

**918.444.3456**

We are here to help your family by providing every financial resource for which your student is eligible.

To allow us to do that, we must have a completed FAFSA every year. The FAFSA is available to complete on the myStudentAid mobile app or at [fafsa.gov](https://fafsa.gov). The FAFSA will ask for tax information for the student and parents along with other information we need. Please be certain that the social security number used is correct. In addition to the FAFSA, applicants must maintain satisfactory academic progress to continue receiving our aid. Our policy can be found at [offices.nsuok.edu/financialaid/FinancialAidPolicies/AcademicProgressPolicy](https://offices.nsuok.edu/financialaid/FinancialAidPolicies/AcademicProgressPolicy).

Once we have the application, we will correspond with the student via their NSU Gmail account. Admitted students will have access to their individual goNSU accounts where they will view any messages or notifications regarding their financial aid status.

Please contact our office with any questions or concerns. Our office is open Monday - Friday, 8 a.m. - 5 p.m. We can be contacted by phone at **918.444.3456**, or by email at [financialaid@nsuok.edu](mailto:financialaid@nsuok.edu). Follow us on Twitter [@NSUSFS003161](https://twitter.com/NSUSFS003161) or like us on Facebook: **Northeastern State University Student Financial Services** to stay informed of important updates and reminders.

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## FERPA - Family Educational Rights and Privacy Act

Federal law limits the information the University may provide to parents or relatives of NSU students. Information regarding the account may only be issued directly to the student, unless they authorize us to release their educational records to other individuals.

# University Advising Center

918.444.3253

The University Advising Center (UAC) is designed to help freshmen successfully transition into academic life at NSU.

The UAC provides academic advising for all first-time freshman and undeclared students, helping students develop a plan for general education coursework and major exploration, and assisting with connecting students to other services and activities across NSU's campus.

Appointments are recommended to ensure advisors have sufficient time to fully address each student's needs; however, students can stop by at any time for assistance with questions or concerns.

Valuable information regarding NSU's advising processes, helpful tips, current enrollment dates and deadlines, etc. can be viewed at [nsuok.edu/advising](https://nsuok.edu/advising). Please take time to visit us soon.





# Bursar Services

**918.444.2160**

Our Goal is to help your student succeed.

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## GoNSU- Student

Students can access the Financial Responsibility Agreement, Consent to Release Student Records and authorize to pay non-institutional charges via their goNSU account by selecting the student tab. Each agreement will be found under a different topic, as listed below:

Enrollment Checklist → Check your holds → Financial Responsibility Agreement

Financial Aid and Scholarship → Financial Aid Requirements → Authorize non-institutional charges

Request and Forms → Consent to Release Student Records

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## GoNSU- My Account

Managing your Bursar account is simple. Go to [nsuok.edu](https://nsuok.edu), click goNSU, then select the green My Account button to have your student set up their personal profile, add authorized users for access to their Bursar account, set up payment plans and select their refund preferences.

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## Financial Responsibility Agreement

Students at NSU are required to sign a student Financial Responsibility Agreement. This agreement must be completed each semester prior to students enrolling for classes. The university will activate a registration hold for each student prior to the opening of enrollment for fall, spring and summer. Once the Financial Responsibility Agreement is submitted, the Financial Responsibility Agreement hold will be released and students can continue enrolling for classes.

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## Enrollment Charges

Tuition and fees for students pre-enrolled for the fall semester are applied to the students' Bursar account by the 15th of July. Spring Semester charges are posted in December. After charges are posted, your student can view their tuition, fees and other charges by logging into their goNSU account. Enrollment charges are due each semester by the first day of classes. Students can set up an authorized user account so parents or other chosen users can view and print their eStatement. Balances not paid by the 15th of the month, or balances not enrolled in a payment plan, are subject to a late charge of 1.5 percent of the balance due. A registration hold will be placed on any future enrollment and on your student's academic transcript record until the balance is paid in full.

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## Students with Financial Aid

Each semester, financial aid will be disbursed to your student's Bursar account within the first 30 days. Financial aid is applied to enrollment charges such as tuition and fees, as well as room and board.

Charges such as books and parking decals can also be paid with this disbursement, provided the student has sufficient aid and has authorized NSU to pay "non-institutional" charges.

By authorizing the non-institutional charges, your student allows NSU to pay the charges that have accrued on the account for the current aid year. If you decline or do not answer at all, financial aid will not pay non-institutional charges and it will be the student's responsibility to pay.

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## Selecting a Refund Preference

Any remaining financial aid is disbursed to students within the next two weeks following the application of funds to their Bursar account. Please note that getting a refund does not guarantee that the student's account has a zero balance. They should monitor their account regularly on GoNSU. Students can choose to have their refund direct deposited or snail-mailed as a paper check. If no refund preference is selected, a check will be mailed to the permanent address on file with NSU.

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## Paying your Student's Account

NSU continues to accept checks, cash and money orders on campus. Checks and money orders can also be mailed. Checks must be made payable to NSU and mailed to the following address:

NSU Bursar Services  
601 N. Grand Ave  
Tahlequah, OK 74464

Please include the student's name and student ID number on the check or money order. Please DO NOT send cash through the mail. Students or others may pay with an electronic check through GoNSU. The payer's bank routing number and bank account number are needed to make an online check transaction. Electronic check transactions do not charge a convenience fee. Credit card payments may also be made securely and easily through GoNSU. Credit card payments can only be made online. Credit cards accepted include MasterCard, Discover, Visa and American Express. Students or others making credit card payments online will be assessed a 2.85 percent convenience fee. Any computer that has online capabilities can be used to make an online payment whether on or off campus.

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## Payment Plans

Enrolled Students with a balance of \$200 or more are eligible to enroll in the payment plans. This allows students to make payments over the semester by dividing their balance over monthly payments. By enrolling in the plan and making monthly payments on time, students can avoid late payment charges and registration holds.

### Fall

6 Month = July - December

5 Month = August - December

4 Month = September - December

3 Month = October - December

2 Month = November - December

### Spring

6 Month = December - May

5 Month = January - May

4 Month = February - May

3 Month = March - May

2 Month = April - May

### Summer

3 Month = May - July

2 Month = June - July

Students who qualify to receive an IRS 1098-T document can print one by logging into their GoNSU Student Portal. Under the section titled "Requests and Forms" they will click the "Print Tuition Statement (IRS 1098-T)" link. Once redirected they will enter the IRS filing year and click submit. The student will be able to print the document at this point. This important document is not mailed to the student and will be accessible annually by Jan. 31.



# Student Resources

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## Student Affairs

918.444.2120

Student Affairs at Northeastern State University strives to actively engage your student in their education, not only in the classroom but also in activities outside the classroom. We provide programs which encourage your student to get involved in the University community and offer support services to help your student maximize their learning experience.

The division of student affairs supports the NSU mission by cultivating a dynamic and inclusive environment that facilitates student engagement, personal growth and development and active learning in order to graduate productive global citizens.

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## Student Counseling Services

918.444.2042

HawkReach - Leoser Hall

Student counseling services provide short-term counseling to students of NSU, free of charge. The staff encourages and practices inclusiveness, and strives to be respectful of the diversity of the campus. Counselors assist students directly with adjusting to college life, depression, anxiety, stress, sexual identification and various other issues that arise. HawkReach offers Student Advocate, who is there to support students through specific situations. Staff also assists students indirectly by providing connections to campus and community resources. Other services provided include wellness checks, crisis response, educational outreach and prevention programs.

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## Student Disability Services

### Tahlequah Campus

**918.444.2042**

HawkReach, Leoser 99

### Broken Arrow & Muskogee Campus

**918.449.6139**

BAAS 130

Student Disability Services is committed to ensuring an atmosphere of understanding and awareness of special needs in a welcoming, friendly environment. By providing or arranging reasonable accommodations and services, Student Disability Services collaborates with the campus community to promote equal access to educational and enrichment experiences for the academic and personal growth of the students we serve. The advocacy each student receives supports the student's endeavor for self-sufficiency and determination to succeed. Under University policy, the federal Americans with Disabilities Act (ADA), and state laws say that students with qualified disabilities are entitled to reasonable accommodation unless the accommodation would pose an undue hardship upon the University.

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## Outreach and Prevention Services

**918.444.4735**

[immunizations@nsuok.edu](mailto:immunizations@nsuok.edu)

Outreach and Prevention services is committed to promoting students' personal and behavioral success by providing innovative programs to increase student knowledge and practice healthy behavior through awareness and prevention. Outreach and prevention services can also answer any questions about immunizations required to attend NSU.





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## NEOHealth Medical Center, NSU Campus

918.444.2126

[Neohealth.org](https://www.neohealth.org)

NEOHealth Medical Center, Northeastern State University Campus, provides affordable, quality health care to the NSU community. NEOHealth Medical Center's mission is to create a healthier NSU community by providing convenient access to the highest quality health care, as well as a positive patient experience.

NEOHealth Medical Center is committed to empowering all patients with the knowledge needed to make healthy choices. Our staff promotes health education and awareness through various efforts.

The NEOHealth Medical Center provides family medicine services to NSU students, faculty, staff and community members. The center is open Monday - Friday from 8 a.m. - 5 p.m. and sees both appointments and walk-in patients. Services include treatment of acute illness and injury, management of chronic conditions, vaccinations and laboratory testing such as pregnancy tests and strep screens.

The NEOHealth Medical Center accepts third-party insurance, Medicaid/ SoonerCare, Medicare, private pay and patients without insurance. Northeastern State University covers copays for insured students.

NEOHealth additionally operates several other clinics near Northeastern State University, including the Tahlequah Extended Care Clinic, serving patients from 7 a.m. - 3 p.m. on Saturdays. More information can be found at [neohealth.org](https://www.neohealth.org).



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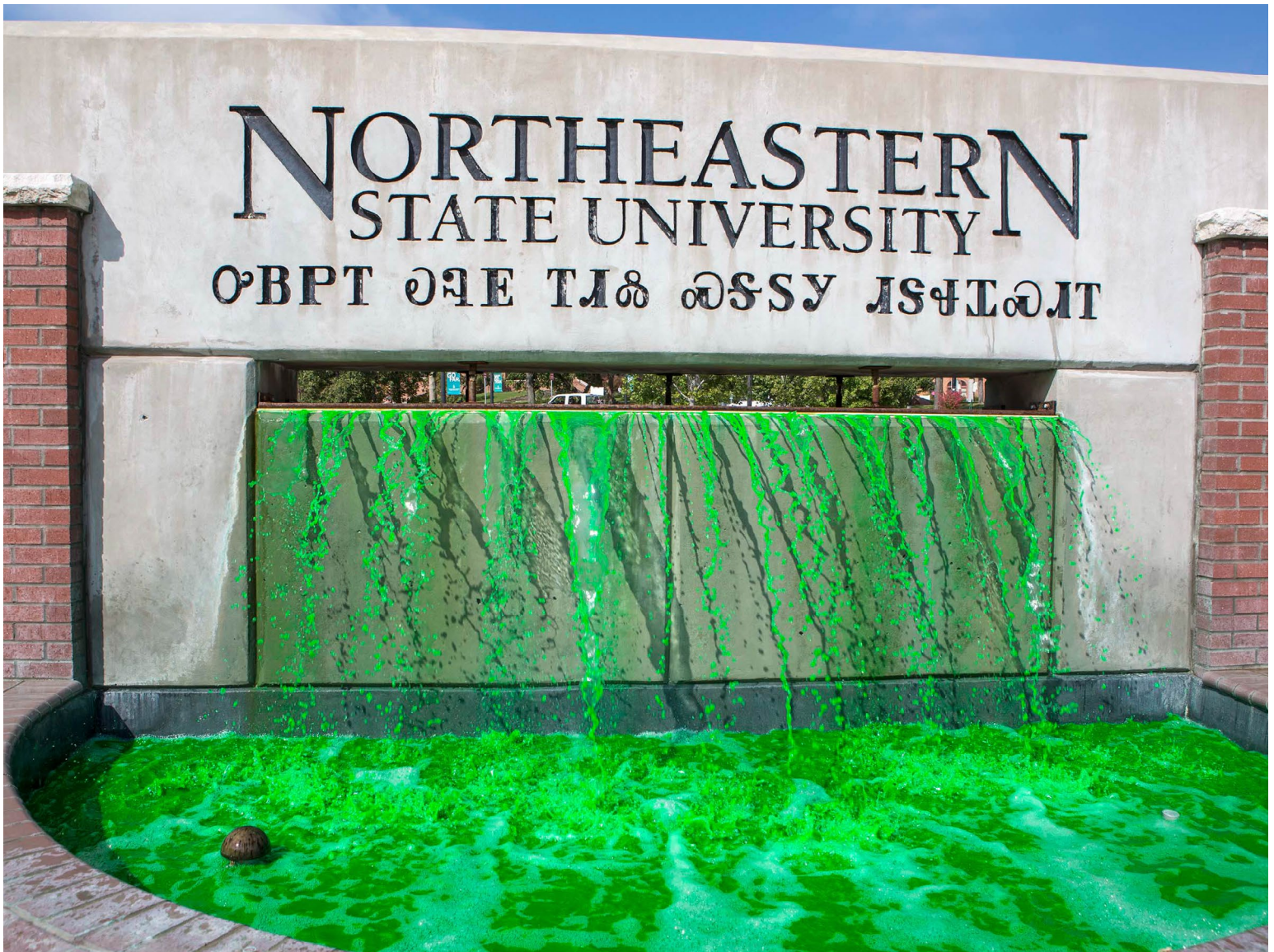
## Student Conduct and Development

918.444.2260

1st Floor, Library

Northeastern State University's Student Conduct Code is designed to set forth standards necessary to provide a learning environment conducive to the preparation of students for success in an increasingly challenging, diverse and global society. The University is first and foremost, a community where the academic standards are strictly upheld and where the rights, responsibilities, safety and dignity of every individual are respected and paramount to the achievement of academic excellence.

The Student Conduct Code serves not just as a disciplinary system but also as a part of the educational process. The student conduct process is administrative in nature and is separate from any civil or criminal process. The purpose of the Student Conduct Code is to teach students to live and act responsibly in a community setting and to encourage the development of good decision making and personal integrity. University community members are expected to respect the rights of fellow community members, property, common resources, Student Conduct Code and laws associated with the broader community (eg., city, state, nation and world.)



# Helpful Contact Information

Each of the extensions can be reached by first dialing **918.444**. For example, **918.444.4675** will connect you to admission and recruitment.

Office/ Department	Ext.	Office/ Department	Ext.
Admission and Recruitment	4675	ID Services	2577
Business Affairs	2160	Intramural Sports Program	3980
Campus Operator	0011	IT Services	5678
Campus Police	2468	Library	2197
Career Services	3110	NEO Health Medical Center	2126
Center for Performing Arts	2791	Orientation and Community Engagement	2526
Central Ticket Office	2789	Parking Services	2444
College of Business and Technology	2900	Playhouse	2789
College of Education	3700	RiverHawk Shoppe (Bookstore)	2510
College of Liberal Arts	3619	RiverHawks Wellness Center	3980
College of Optometry	4000	Scholarship Office	3470
Gregg Wadley College of Science & Health Professions	3800	Sequoyah Institute	4500
Counseling Center (HawkReach)	2042	Student Disability Services (HawkReach)	2042
Diversity and Inclusion	2525	Student Engagement	2526
Drop Zone (Mail Room)	2610	Student Support Services	3035
Family Program	2527	Tutoring- General Info	3651
Financial Aid	3402	University Advising Center	3253
Fraternity/ Sorority Life Leadership	2255		
Housing & Residence Life	4700		

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## Executive Officers

Executive Officers	Title	Ext.
Dr. Steve Turner	President	2000
Dr. Debbie Landry	Provost and VP for Academic Affairs	2060
Ms. Christy Landsaw	VP for Administration and Finance	2192
Dr. Jerrid Freeman	VP for Student Affairs and Enrollment Management	2120
Mr. Dan Mabery	VP for University Relations	2017

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## Administrative Personnel

Name	Title	Ext.
Dr. Brandon Miller	Director of Admissions & Recruitment	4675
Mr. Danny Johnson	Director of Alumni Relations	4211
Ms. Jennifer Zehnder	Director of Communications & Marketing	2851
Mr. Josh Rader	Student Conduct and Development	2120
Ms. Julia Carlo	Exec. Director of University Advising	3253
Dr. Kelly Jo Larsen	Asst. VP of Enrollment Management	2120
Dr. Kendra Haggard	Director of Student Engagement and Transitions	4732
Ms. Katie Cochran	Associate Director for Student Engagement, Coordinator of NSU Greek Life	2255
Mr. James Bell	Director of Public Safety	2468
Ms. Peggy Glenn	Director of Development	4200
Ms. Sara Barnett	Director for Center of Tribal Studies	4350
Dr. Sheila Self	Asst. VP of Student Affairs	2120
Cindy Bendabout	Director of Student Financial Services	3456
Ms. Jamie Hall	Title IX Coordinator	2120



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[Go2NSU.com](http://Go2NSU.com)