

Frequently Asked Questions

What hours are you open?

LSUA offices are open from 8:00 am to 4:30 pm with the following exceptions: Accounting Services is open from 7:30 am to 4:00 pm. Financial Aid & Scholarships is open from 7:30 am to 4:30 pm. IET computer lab is open from 7:30 am to 9:00 pm. For other departments, please visit department webpages at www.lsua.edu .

Who is my advisor and how do I get in touch with him/ her? Log into IQ Web and view your schedule. Your advisor is at the bottom. Also, you can log into my.LSUA, click on the 'student' button. At the top right, you will see a picture of your advisor, their name, their office number, and a way for you to email your advisor directly. You can also use LSUA's website directory to obtain their number and email address or call your departmental office for the advisor's number.

How do I switch majors/ degrees?

Please visit your current departmental office and complete a Curriculum Change form. Curriculum changes may take up to 3 days to process completely. Your new curriculum and advisor will show in IQWeb.

What courses will transfer in or out?

Check out the Louisiana Board of Regents Website
<http://appl008.lsu.edu/BOR/Articulation.nsf/e0bb281e7e079fc186256a31004fe714?OpenForm>
<http://www.regents.state.la.us/Reports/datapub.htm>

How can I request a transcript?

There are several ways. Visit the Office of Records located in Abrams Hall and complete a Transcript Request form. You can also download the Transcript Request form from LSUA's website, at <http://registrar.lsua.edu/transcript> . Fax a written letter or downloaded form to (318) 473-6418. Mail the written request or downloaded form to Office of Records, LSUA, 8100 Hwy 71 South, Alexandria, LA 71302.

When is the last day to drop a course?

Please reference the Academic Calendar for the specific semester and whether course is A-term, Full-term or B-term

What effect will a "W" have on my GPA?

Grading symbols of "P," "NC," "W," and "I" are not used in computing the official grade point average and, therefore, do not carry quality points. A "W" will be entered on a student's record for any course dropped within the dates specified in the Academic Calendar.

When is the deadline for financial aid?

For priority service at LSUA the deadlines are April 1 for Summer, May 1 for Fall, and October 1 for Spring. The state deadline for filing the FAFSA is July 1.

When will I receive my refund check?

Refund checks are scheduled to be mailed once a week starting with the third week of classes each semester. Refund checks will include financial aid posted to your student account through Friday of the previous week. This schedule is based on no system or processing problems. You should note that failure to update your mailing address with the University will delay the receipt of your refund check.

What do I need to turn in to receive financial aid?

First file a FASFAA, then return any and all documents that might be requested. Students will be notified via their LSUA email address and/or U.S. mail when additional documents are needed. The forms are available on the LSUA Financial Aid and Scholarships website at <http://sfa.lsua.edu/forms>. Students must go to this site, print the form and return a completed copy to the Financial aid and Scholarships Office.

How many hours do I need to be enrolled in to receive Pell grants or loans?

For Pell grants, as long as your cost of attendance budget allows, you can be enrolled for as little as one hour. The amount is based upon your EFC number (amount that the U.S. Department of Education deems that your family can contribute toward your education). For loans, you must be enrolled at **least half-time** (6 hours per semester) at the time the disbursement is received.

How do I accept my Financial Aid?

Once all paperwork has been processed, you will receive a Financial Aid Award letter notifying you of the types and amounts of financial aid you are being offered. These award letters will be emailed to your LSUA email address or mailed via U.S. postal services. Students must return a completed and signed copy to the Office of Financial Aid to accept their awards.

If I drop a class how will this affect my financial aid?

If you drop a class during the first full 14 days of class your Pell grant and/or other aid, will be adjusted to reflect the number of hours you have at the end of the 14th class day. For many scholarships students must maintain full-time enrollment. Students receiving assistance through the Louisiana TOPS program will lose their eligibility if they are not enrolled full-time at the close of business on the 14th class day (some students who are in the clinical level of their degree program may be exempt from full-time status for TOPS and scholarships). For loans, you must always remain enrolled at least half-time or above to maintain eligibility for your loan. In addition, a student receiving federal financial aid (grants, loans, and work study) is required by federal regulation to maintain satisfactory academic progress (SAP). The LSUA SAP may be found at http://sfa.lsua.edu/_d/SAP.pdf. The policy requires that students must earn 75% of the total number of hours for which a student registers (ex: registered for 12 hrs. dropped to 9 hrs., okay, made the 75%; registered for 12 hrs. dropped to 6 hrs., short 3 hrs., may not receive aid during future semesters). Additionally, the SAP policy requires students to maintain a 2.0 cumulative grade point and to have not attempted more than 150% of the total hours required to complete their degree program. A more detailed explanation of the LSUA SAP may be found at http://sfa.lsua.edu/_d/SAP.pdf.

How do I get my username?

Go to www.lsua.edu and click the myLSUA link. Under the log in box click the "Get Your Username" link. NOTE: this will only work if this is your first time getting your username. If you forgot your password click the Change Password link instead.

How do I change/reset my password?

Go to <http://www.lsua.edu> and click on myLSUA link. Below the "Login" button there is link to change your password.

How do I delete more than one email at a time?

Go to <http://mail.lsua.edu/> Make sure that "premium" is checked off under Client. Log in with your LSUA username/password. From your inbox, click the first email and hold down the Shift key and then click the last email on the page. That should have highlighted all, now click delete. Continue the process. Sign up for IET Training to effectively manage e-mail (see below).

How do I register for IET Training?

Go to <http://www.lsua.edu/> Click on myLSUA link and log in. Under “myHelpDesk” click on “IET Training”. From the Drop Down box select the training you want; please select the training that’s open to students. Then click on “Register Now” button.

How do I get to my current semester courses in Desire2Learn?

Goto <http://www.lsua.edu/> and Login to My.LSUA. Under “My Accounts”, Select “Desire 2 Learn” link and click the ‘+’ sign beside the current semester to see your courses.

CHECK YOUR LSUA EMAIL EVERY DAY!!
