

Student Resource Guide



Student Navigation Center (SNC)

Classroom Building, second floor, Harrington Campus –
#16 on the campus map | 978.542.8000 | Fax: 978.542.8520
navcenter@salemstate.edu

Zoom: salemstate.zoom.us/j/9785428000
[studentnavcenter?pwd=QjE4R0hqeUpnTUxZZGgwLzUvWFczZz09](https://salemstate.zoom.us/j/9785428000?pwd=QjE4R0hqeUpnTUxZZGgwLzUvWFczZz09)

SNC is your one stop destination for the business of being a student. Questions and concerns relative to billing, registration, transfer credits, financial aid, and ClipperCard are addressed here. Our dedicated student service team is here to help you navigate your Salem State experience. We believe in a coaching/mentoring and educational approach to student service.

Navigator

salemstate.edu/navigator

Navigator is your student portal. Whether you are an applicant or a current student, you are responsible for regularly checking your student portal. If an office of Salem State University (SSU) requires you to take action, you will see a “Tasks” item appear in your portal giving you specific instruction on what is needed and when.
Students should not share their SSU ID # and password with anyone.

Tuition and Fees

All students are billed depending on how many credits they are taking, what type of classes they register for (day vs. evening) and whether they are in-state or out-of-state. All international students are considered out of state. SSU bills per semester and expects students to regularly review their accounts. All students must pay their bill by dates below:

- Fall: 2nd Wednesday of August
- Spring: 2nd Wednesday of January
- Summer: 2nd Wednesday of May

For more information: salemstate.edu/campus-life/student-navigation-center/student-accounts/pay-your-bill

FSA ID

In order to complete your FAFSA, you and if applicable, your legal guardian/parent, must create an FSA ID at studentaid.gov. Save this log in information for future use.

Financial Aid

Any degree-seeking student who wishes to get money from the Federal Government to help pay for college must apply for federal aid by filling out a FAFSA every year. Visit studentaid.gov to apply. Some students may be selected for verification, which requires more documentation to be submitted to the school. If a student is selected for verification, the additional documents needed will be listed on the student’s “Tasks” tile in their Navigator account. To see SSU’s FAFSA priority deadline go to salemstate.edu/welcome-viking-country

Monitor Your Borrowing

Regularly monitor your total federal loan amounts by logging into studentaid.gov using your FSA ID. If you do this consistently, you will not be surprised at how much you need to repay after you are finished with school.

Scholarships

Students can use the VikingScholarships link to apply for internal and external scholarships(Navigator>StudentResources>VikingScholarships).

To view external scholarships, students need to locate the opportunities link inside VikingScholarships and then select external scholarships.

Below are additional external scholarship sites for students:

[Scholarships.com](https://scholarships.com)

[Bigfuture.collegeboard.org](https://bigfuture.collegeboard.org)

[Salliemae.com](https://salliemae.com)

fastweb.com

[Phillips-scholarship.org](https://phillips-scholarship.org)

[Scholarship Finder | CareerOneStop](https://scholarshipfinder.careeronestop.com)

Monthly Payment Plans (MPP)

Salem State University offers students and their families the option to enroll in a five-month interest-free payment plan for both the fall and spring semesters. Students enroll in this monthly payment plan through their Navigator account (Navigator>Financial Account>StudentAccounts>TouchNet>Payment Plans). There is a \$40 non-refundable enrollment fee for each semester students enroll. Payments are due on the first of the month. Plans are canceled for non-payment and late fees will be applied. Summer payment plans are three months long. **Tip: Set up your MPP before the semester starts.**

For more information:

ask.salemstate.edu/kb/how-set-payment-plan

Private Loans

Private loans are non-federal education loans that help students pay for college. [Elmselect.com](https://elmselect.com) allows students to review and compare various private loan options. Remember to read the details of the loan carefully before applying.

Parent Plus Loans

Legal guardian/parents can apply for a loan on behalf of their dependent undergraduate student by going to studentaid.gov. If approved, they must also complete the Master Promissory Note (MPN) on studentaid.gov for the funds to disburse. If a parent/legal guardian is declined the parent plus loan, the student’s federal unsubsidized direct loan can be increased. First and second year undergraduates can receive up to an additional \$4,000 for the year (\$2,000 per semester). Third year and beyond can receive up to an additional \$5,000 for the year (\$2,500 per semester).

Access to Student Information (FERPA)

FERPA is the law that protects the privacy of a student's education record regardless of age or who is paying the bill. If students want to grant parents/guardians/supporters access to discuss their education or financial records, the student must complete the FERPA Waiver in their Navigator account (Navigator>Profile>FERPA Waiver).

If the student does not fill out the FERPA Waiver, parents/guardians/supporters WILL NOT be able to obtain any specific information about the student.

For more information: salemstate.edu/ferpa

Health Insurance

Based on the State of Massachusetts regulations, all students are required to have health insurance coverage through the school or through their own plan. You can enroll in or waive out of the school's insurance plan in your Navigator account. Students can also visit universityhealthplans.com

(salemstate.edu/navigator>Financial Account>Student Health Insurance)

SSU annual coverage dates – August 1-July 30

ClipperCard

Located within the Student Navigation Center, Harrington Campus – #16 on the campus map | [978.542.2273](tel:978.542.2273) | clippercard@salemstate.edu

The ClipperCard is SSU's official identification card that gives you access to resources on and off campus. A student can use their ClipperCard to access meal plans, residence halls, library services and the parking garage. A government issued photo ID is required to obtain a ClipperCard.

For more information: salemstate.edu/clippercard

Student Life

Meier Hall, North Campus – #6 on the campus map | [978.542.6401](tel:978.542.6401) | studentlife@salemstate.edu

Salem State University has a variety of resources for every student to ensure they are safe and have the best possible college experience:

- The Prevention, Education, Advocacy and Response (PEAR) program provides trainings, and discussions on the topic of healthy relationships, gender, sexuality and sexual violence.
- Campus Police protect the community 24 hours per day, year-round, and provide a variety of services including crime prevention education, medical emergency response, and traffic support.
- Student Involvement and Operations provides facilities and services that enhance the quality of campus life by promoting student engagement and supporting programs that enhance the growth of the campus community.

Please refer to Salem State's conduct code for all the information regarding Salem State's policies and conduct expectations for students.

For more information visit: salemstate.edu/campus-life/student-services/community-standards

Admissions

Located at 331 Lafayette Street, North Campus – #3 on the campus map | [978.542.6200](tel:978.542.6200) | admissions@salemstate.edu

First-year, transfer, graduate and international students can learn more about what academic majors and programs Salem State has to offer. Whether you are just getting started, completing a degree or seeking an advanced degree, admissions is here to help you find the right program and navigate the admissions process. Schedule a tour today.

Career Services

Elison Campus Center, Room 105, North Campus – #10 on the campus map | [978.542.6406](tel:978.542.6406) | career@salemstate.edu

Career Services is here to guide you from your first day on campus through your entire professional life. They're here to help with everything from career exploration to resume-building, finding an internship, interviewing skills and so much more. Their mission is to offer comprehensive career planning support to undergraduates, graduates and alumni.

International students may apply for an optional practical training (OPT) upon completion of their degree and get permission to work up to 12 months off campus to gain experience in their chosen fields.

For more information: salemstate.edu/careers

Center for Academic Excellence (CAE)

Berry Library, North Campus – #9 on the campus map | [978.542.5500](tel:978.542.5500) | advising@salemstate.edu

Academic Advising is the foundation upon which a student develops his or her academic program. Through academic advising, students identify and explore the educational opportunities available at Salem State University. Meeting regularly with an advisor helps students to plan their programs, complete degree requirements and benefit from a mentor/mentee relationship with a member of the faculty or the academic advising center professional staff. You can find your assigned faculty advisor by looking in your Navigator Portal (Navigator>Academic Progress>Advisors).

For more information: salemstate.edu/advising

- Specializes in academic advising, tutoring, mentoring and test-taking strategies.
- Process leave of absence and withdrawal forms.

Center for Accessible Academic Resources (CAAR)

Berry Library, Room 20, North Campus – #9 on the campus map | [978.542.6217](tel:978.542.6217) | access@salemstate.edu

Facilitates self-identified students with disabilities access to the appropriate services and accommodations within the institution in order to maximize each student's educational potential.

Center for International Education (CIE)

Sullivan Building, Room 114, North Campus – #1 on the campus map | [978.542.6351](tel:978.542.6351) | cie@salemstate.edu

The Center for International Education (CIE) at Salem State University coordinates international programs and outreach for students, faculty and scholars, both domestic and international. Their mission is that every Salem State University student have the opportunity for global engagement that enriches their experiences and allows for a deeper understanding of the world.

For more information: salemstate.edu/cie

Center for Justice and Liberation (CJL)

Elison Campus Center, North Campus – #10 on the campus map | [978.542.6506](tel:978.542.6506)

The Center for Justice and Liberation serves as a comprehensive collaborative community space that honors, centers, and advocates for the holistic development and retention of students of underrepresented, marginalized, and stigmatized identities due to oppressive structures.

- Explore critical issues by discussing topics regarding race, class, ethnicity, gender, sexual orientation, and sexuality.

For more information: salemstate.edu/cjl

Counseling and Health Services (CHS)

Elison Campus Center, Room 107, North Campus – #10 on the campus map | [978.542.6410](tel:978.542.6410)

The Counseling and Health Services office is staffed by nurse practitioners, social workers, mental health counselors, and master level clinical interns. CHS offers medical care, consultation on health-related issues, and health promotion programs, as well as confidential, short-term individual and group counseling, crisis intervention/emergency services during regular working hours, and consultation and referrals with area providers when necessary.

Students are required to monitor their health services portal and provide immunization records requested by the CHS team. Students can use this portal to communicate directly with CHS staff and clear immunization holds. (Navigator>Campus Life>Student Health Portal).

- Provides medical care, counseling appointments, and health promotion programs.
- Immunization forms are to be turned into this office.
- Can clear immunization holds.

For more information visit:

ask.salemstate.edu/kb/health-services-portal-faqs

Information Technology Student Support

Services

Meier Hall, Room 105, North Campus – #6 on the campus map and Classroom Building, second floor, Harrington Campus – #16 on the campus map | [978.542.2036](tel:978.542.2036) | IT-helpdesk@salemstate.edu

Assists students with any technological issues such as password reset and laptop support. For details visit: salemstate.edu/offices-and-services/information-technology-services

Parking

Located inside University Police on Harrington Campus – #18 on the campus map | [978.542.6511](tel:978.542.6511) | parking@salemstate.edu

All eligible students may purchase a parking pass online through their Navigator account (Campus Life Tile). At the time of your online purchase, you will receive a temporary parking pass that is valid for 10 days while you wait to receive your parking decal in the mail.

For more information: salemstate.edu/parking

Residence Life

Atlantic Residence Hall, first floor, Harrington Campus – #21 on the campus map | [978.542.6416](tel:978.542.6416) | housing@salemstate.edu

Salem State University offers on-campus housing options for students. To view the costs for different residence halls and meal plans that are required please visit: salemstate.edu/reslife

Salem State Bookstore

Located on North Campus – #5 on the campus map | [978.542.3808](tel:978.542.3808) | bookstore@salemstate.edu

The Salem State Bookstore sells a selection of textbooks, computers and all the necessary supplies to ensure that every Salem State student is prepared for success. Visit the SSU website and search for bookstore to purchase textbooks.

Student Employment

Administration Building, first floor, North Campus – #2 on the campus map | [978.542.6123](tel:978.542.6123) | student-employment@salemstate.edu

Based on SSU guidelines, students are only allowed to work on campus for a maximum of 20 hours per week. Salem State University offers a variety of job positions. To find the one that is right for you, use our job search tool and follow the instructions to apply. employment.salemstate.edu

Transportation Options

Salem State University offers a variety of transportation options for its students. These include but are not limited to:

Green transportation options are available here: salemstate.edu/offices-and-services/sustainability/green-transportation-options
The Viking shuttle provides daytime transportation to students within the university campuses on a set schedule that can be found on the following link:
ask.salemstate.edu/kb/campus-shuttle-bus-information

- The student shuttle (passenger van) provides services to predetermined stops in the evening and on weekends on a set schedule which can be found in the following link: ask.salemstate.edu/kb/try-salem-skipper-minibus
- Salem Skipper is a ridesharing service for the entire city, plus Vinnin Square in Swampscott. For more information visit: ask.salemstate.edu/kb/try-salem-skipper-minibus

MBTA Semester Pass

Salem State University students are eligible to get a discounted MBTA pass for both bus and train. Order by August 1 and December 1 for the upcoming semesters.

You can find more information by typing MBTA pass on the Salem State website: ask.salemstate.edu/kb/mbta-semester-pass

Veterans' Affairs

Elison Campus Center, North Campus – #10 on the campus map | [978.542.6082](tel:978.542.6082) | veterans@salemstate.edu

Veterans' Affairs at Salem State is here to assist current and former service members of the armed forces as well as survivors and dependents with both state and federal educational benefit programs. Whether or not you are a new or continuing student, we are dedicated to providing you with resources and services to assist you in achieving your academic and career goals.

For Parents/Guardians/Supporters

Parents/Guardians/Supporters can access additional resources at: saalemstate.edu/parent-guide for more information related to everything listed in this resource guide.



HELPFUL RESOURCES

For all your questions and more, “Ask the Viking”
ask.salemstate.edu

A-Z Directory:
directory.salemstate.edu

Academic Calendars:
saalemstate.edu/academic-calendar

Academic Standing:
saalemstate.edu/academicstatus

Catalog:
catalog.salemstate.edu

Food and Housing Resources:
ask.salemstate.edu/kb/food-housing-resources

Graduation:
saalemstate.edu/graduation

Move In:
saalemstate.edu/movein

Undocumented Student Sources:
saalemstate.edu/admissions-and-aid/undergraduate-admissions/applicants/undocumented-students

JULY

- Fall bill is Available (Only in Navigator)
- Move In Policy ⁽¹⁾
- Set up fall semester monthly payment plan
- Enroll in or waive out of school sponsored health insurance
- Add/upgrade meal plan

AUGUST

- Fall bill is due the second Wednesday of the month
- Immunization documents due to counseling and health services
- Final orientations for new and transfer students
- Students receive their housing assignments
- Move into the residence halls
- Purchase parking pass ⁽²⁾

SEPTEMBER

- Fall semester classes start
See academic calendar for more details.
- Fall deadline to waive/enroll in the school sponsored health insurance
- Deadline to upgrade/waive meal plan for the fall semester ⁽³⁾
- Application to graduate in the spring and summer semesters is available.

OCTOBER

- Advising period begins; make an appointment with your faculty advisor using N360 (app or website).
- If applicable, resolve any holds and to do list items found in your Tasks tile.
- Mid-terms
- Deadline to submit fall semester graduation application.

NOVEMBER

- Registration for spring and winter classes ⁽⁴⁾
- Thanksgiving break
- Spring semester bill available (Only in Navigator)

DECEMBER

- Final exams
- Move out of the residence halls for winter break period
- Upcoming academic year FAFSA is available to be filed, use taxes that are two years behind the academic FAFSA year that you are filing.
- VikingScholarships portal is available and open in Navigator
- Add/upgrade spring meal plan
- Enroll in or waive out of school sponsored health insurance ⁽⁵⁾
- Set up spring semester monthly payment plan

JANUARY

- Spring semester classes start
- Spring bill is due the second Wednesday of the month
- New and transfer student orientations
- New students purchase parking pass ⁽²⁾

FEBRUARY

- Summer Registration for Continuing Education and the School for Graduate Education opens
- Deadline to upgrade/waive meal plan for the spring semester ⁽³⁾
- Priority deadline to file and submit upcoming academic year's FAFSA
- Returning students make housing deposit for next academic year
- Newly admitted students for fall will receive a paper financial aid award letter

MARCH

- Advising period begins; make an appointment with your faculty advisor using N360 (app or website).
- If applicable, resolve any holds and to do list items found in your Tasks tile.
- Mid-terms
- The VikingScholarship portal closes for internal SSU scholarships. External opportunities inside this portal are open all year long.
- Deadline to submit spring semester graduation application
 - This includes students who will walk in commencement but who will still need to take classes in the summer to complete their degree
- Spring break

APRIL

- Residence life roommate selection for returning students
- Registration for fall and summer classes ⁽⁴⁾

MAY

- New student deposit deadline
- Final exams
- Move out of the Residence Halls
- Commencement Ceremonies saalemstate.edu/commencement

JUNE

- Financial aid awards go out to returning students. Returning students will not receive their financial aid award in a paper letter. Financial aid will be posted and accessed through the student's navigator account.
- New and transfer student orientations
- Application to graduate in fall semester is available

(1) saalemstate.edu/movein

(2) Parking passes are for commuter students and upperclassmen resident students who are eligible to park on campus.

(3) Upgrades to meal plans will add more money to the overall bill.

(4) Students have varied enrollment appointments. Check your Navigator account to view your specific enrollment appointment.

(5) Only for eligible new and transfer students or those that meet the requirements in the spring semester and who were not charged in the fall semester.