2017 NEW STUDENT ORIENTATION FREQUENTLY ASKED QUESTIONS

**RESERVATIONS:** Will I be able to register before April 3?

Unfortunately, no. The reservation portal will open on **April 3, 2017 at 12 NOON CST**. You will not be able to register to attend New Student Orientation until you have first paid your commitment deposit and confirmed your spot in Tulane’s incoming class.

**RESERVATIONS:** Can we guarantee or save space in a session?

Unfortunately, no. Each of the nine session dates can accommodate up to 168 students. Spaces will fill on a first-come, first-serve basis and we highly recommend you do not plan your travel arrangements until you have selected a New Student Orientation session date and paid to confirm your space. Spaces are not confirmed until you have paid the $175 student registration fee. If there is a particular session you are interested in, we recommend you reserve your space as soon as you are able once the reservation portal opens and you have paid your commitment deposit.

**RESERVATIONS:** Why isn’t my Tulane username or password working? I can’t log in to the reservation system?

Your username is your full Tulane email address (including the @tulane.edu). As our instructions indicate, please allow 3 business days after receiving your Tulane email address for it to be active within this reservation system. Please note that the records are not updated over the weekend. Therefore, if you received your Tulane email address on a Friday, it’s best to wait until Tuesday afternoon to try to log in to the reservation system.

If you have waited 3 full business days and you still can’t log in, please let us know. Please provide details regarding the specific error message you are receiving and we’ll work promptly to correct the issue.

**RESERVATIONS:** How do I make a reservation if I don’t have my Tulane email address yet?

Simply stated, you can’t. You must have your Tulane email address to register for New Student Orientation. Before you receive your Tulane email address, you must pay your commitment deposit first. Your new Tulane email address will be sent to the personal email address you have previously supplied. You can also look up your Tulane email address on Tulane’s homepage in the search bar in the top right corner at www.tulane.edu.

Please allow 3 business days after making your payment for your new email address to be active within this orientation reservation system. Please note that records are not updated over the weekend.

If you have already paid your commitment deposit, check the messages sent to you by Tulane to the personal email address you included in your Admission application. Your newly assigned Tulane email address is sent about an hour after you pay your commitment deposit.

**COMMITMENT DEPOSIT:** If I still need to pay my commitment deposit, how do I do that?

Please visit the Admitted Student Website to pay your commitment deposit. Your new Tulane email address will be sent to the personal email address you listed on your admission application about an hour after you pay your commitment deposit. You’ll receive two emails. One with your Tulane email address and one with a temporary password and a prompt to reset that password so you may begin using your Tulane email account.
**EMAIL/LOGIN INFORMATION:** If I lost my Tulane email address or password, what do I do?

If you have forgotten your Tulane email address and have paid your commitment deposit, you can look up your Tulane email address on Tulane’s homepage in the search bar in the top right corner at www.tulane.edu. If you need a reminder of your email account password, please call the Technology Services Help Desk at (504) 862-8888.

**EMAIL/LOGIN INFORMATION:** If I have questions about how my Tulane email account works, whom do I call?

The Tulane Technology Services Help Desk is able to further assist you with your email account. The number to the Tulane Technology Services Help Desk is (504) 862-8888. Be sure to tell the customer service representative that you are a newly admitted first-year student for fall 2017. In order to keep your (your student’s) information secure, Technology Services is the only department that can help you with email passwords and related issues. Please note that Technology Services will only speak to the student about their account. The New Student & Leadership Programs team does not have access to your password.

**ORIENTATION SCHEDULE:** What kind of information will I get at New Student Orientation?

New Student Orientation is full of valuable information. There will be presentations for students on Tulane’s core curriculum and public service requirements, course registration instructions, course selection advice, on-campus dining and housing options and student life on campus. For more specific information regarding New Student Orientation, please visit orientation.tulane.edu.

**PARENTS:** Should parents attend New Student Orientation?

It is recommended that parent(s) attend, if their schedules allow for it, however they are not required to attend. A great deal of material will be covered in the information sessions, resource introductions and networking opportunities that are designed specifically for parents during orientation. Usually over half of the students attending New Student Orientation come without their parent(s). If you (or your parents) cannot attend, don’t worry, the Office of Parent Programs has resources to keep you informed, including e-newsletters sent to all new students’ parents throughout the summer and a monthly webinar series beginning in August. We will also post the presentations from the parents’ information sessions from orientation by mid-July.

(If your student attends without you, keep in mind that we have a very structured program that is guided by professional staff members and student Orientation Team Leaders (OTLs). Dinner, breakfast and lunch are included in the student program fee. All the new students will be housed together in a residence hall. Our OTLs will be rooming in the same hall. We provide transportation to our evening entertainment off-campus that will be supervised by student and professional Tulane staff.)

**WHEN TO BOOK YOUR FLIGHT:** Is it OK to book my flight before signing up for a session?

No. Because your session date and space is not held until you pay the reservation fee, we ask that you be sure to confirm your New Student Orientation space prior to completing your flight arrangements. We urge students to complete and secure their pending reservations as soon as possible. It is easier to change your New Student Orientation session date rather than your flight arrangements.

If you run into a problem, please let us know and we will try and rectify it as soon as we can.

**TRAVEL TIME:** How long does it take to get from campus to the airport?

If you will be traveling by rental car or cab, we recommend that you allow about 30 to 45 minutes to reach the airport from campus. If you are taking a shuttle service, we recommend allowing about 75 minutes since the shuttle may make other pick-up stops between campus and the airport.

**EARLY DEPARTURE:** What happens if I have to leave campus before 4:00 p.m. in order to make my flight departure time?

6823 St. Charles Avenue   G11 Lavin-Bernick Center   New Orleans, LA  70118   504.865.5180   orientation@tulane.edu
If you absolutely cannot schedule your travel until after 4:00 p.m., we will adjust your Day 2 schedule based on the departure time you indicate in your reservation. Please note that time refers to the time you need to leave campus, not your flight departure time. Meaning, if your flight departs at 3:00 p.m., you will need to leave no later than 1:00 p.m. If you finalized your flight plans after making your initial orientation session reservation, you can always log back in and change your Day 2 departure time.

**HOUSING DURING ORIENTATION: Are students required to stay on campus?**

Yes, students are required to stay overnight in one of our first-year student residence halls in double room accommodations with a roommate. Staying on campus is more convenient given how busy the schedule is and offers a sample of aspects of campus life like living with a roommate, dining on campus, etc.

**HOUSING DURING ORIENTATION: Will there be gender inclusive housing or bathrooms available?**

Students desiring a private bath during New Student Orientation should contact the New Student & Leadership Programs office at (504) 865-5180 in advance of your session so accommodations can be made available. Students are assigned to residence hall rooms and floors by gender. There are currently no gender inclusive rooms available during New Student Orientation. Students should contact our office with specific needs or questions.

**HOUSING ROOMMATES: If I know someone else attending my session, may we room together?**

Yes. When you check-in for housing, let us know that person's name. If we can confirm that person made a reservation for the same New Student Orientation session, we can assign you to the same room. Otherwise, students will be assigned two per room as they check in. You cannot request a roommate in advance of your arrival to campus.

**CLASS REGISTRATION: If I can't attend one of the earliest sessions, will I be at a disadvantage when I register for classes?**

No. We have planned carefully to account for this situation. In order to be as fair as possible to everyone, we reserve some seats in the typical first year courses and make them available later as we progress through the month of New Student Orientation sessions.

**CLASS REGISTRATION: Should I make a draft schedule in advance or pre-select a few TIDES courses I am interested in?**

While you are encouraged to review the schedule of classes online to see the types of courses being offered for the fall, we recommend that you do not arrive for New Student Orientation with a draft schedule or with any specific TIDES courses selected. You will have plenty of time after meeting with an academic advisor to make a draft schedule and have 24 hours after leaving NSO and from July 2 through the beginning of the semester to change and finalize your schedule for the fall.

**PREPARATION: What should I do before I come to my session?**

Before you arrive, we recommend that you:

- Review the schedule of classes online to familiarize yourself with course possibilities (You will not be able to register for courses in advance).
- Compile any questions for your academic advising session.
- Browse through the Division of Student Affairs website and compile any questions you have about resources and services for students and campus organizations that interest you.
**PACKING LIST:** What should I pack and bring with me?

Our program is very casual, so you don't need to dress up. Please refer to the list below for items you will want to pack with you in addition to clothing. Twin sheets, a light blanket, a pillow and 1 towel per person will be provided.

- Comfortable shoes for walking around campus
- Rain Jacket (or umbrella)
- Light jacket or sweatshirt (if you tend to get chilled in air-conditioned, indoor spaces)
- Extra pair of socks (for our evening entertainment)
- Alarm clock (or cell phone with an alarm function)
- Toiletries
- Water Bottle
- Extra blanket (if you get cold at night)
- Travel directions and instructions for a cab driver (if you need them!)

DON'T forget rain gear!!! It's worth repeating. Summer rain showers are typical in New Orleans' sub-tropical climate. Don't forget!

**LUGGAGE STORAGE & LUNCH:** Will I be able to store my luggage or get lunch if I’m arriving close to the start time on Day 1?

We will have a luggage check room to hold your luggage until 7:30 p.m. on Day 1 so you can go directly to the programs and take your luggage to your room later. We will also hold your parents’ luggage, if needed. If you don't have enough time for a lunch break on your journey, there are several options in the Lavin-Bernick Center (LBC) where our check-in station and first few programs will be held. Cash and all major credit cards are accepted in the LBC.

**PARKING ON CAMPUS:** If I arrive by car is there parking available on campus?

Yes. On our session dates you may park for free ONLY in the 4th-6th floors of the Diboll Complex on Ben Weiner Drive. Please visit [http://tulane.edu/tulane/about/maps/diboll-complex.cfm](http://tulane.edu/tulane/about/maps/diboll-complex.cfm) for a map of the complex. Other parking spaces on campus require a permit and you'll likely receive a ticket if you park there. Our Traffic Office makes an exception for the Diboll upper level garage spaces during New Student Orientation. Please make sure you print out the parking permit from our website and place in your dashboard. Whatever you do, DON'T park in any spot marked "Reserved" because your car could be booted and you'll definitely get a ticket and fine.

If you are looking into renting a car, Enterprise offers a discount for Tulane parents. If you’d like to take advantage of our corporate discount with Enterprise, use Corporate ID #14NO742, Password: TUL.

*Please contact our office at (504) 865-5180 or send us an email at orientation@tulane.edu with additional questions that are not included here. We look forward to connecting with you soon and seeing you at New Student Orientation this summer. ROLL WAVE!*