



# Welcome to Orientation

Congratulations!

We are delighted that you have decided to attend Florida National University (FNU). The faculty and staff look forward to meeting you and assisting you throughout your transition to college life at FNU. There is a variety of services available both on campus and online to help students succeed in their college careers. Our website provides useful information the available student support services as well as community resources. The different university departments will introduce themselves and present important information. Please take advantage of this moment to ask questions or address any doubts or concerns you may have.

As a student at Florida National University, you will have a Microsoft Outlook Email and a FNU Student Portal. Your first assignment as our student is activating this account!

The primary source of information for all aspects of being a student at FNU is located in the University Catalog. Students can access this catalog on the main page of the website or directly through this link: <https://www.fnu.edu/university-catalog/>

**Links will be sent to your FNU student email address with additional Information**

# Academic Affairs

The Office of Academic Affairs is overseen by the Vice President of Academic Affairs (VPAA). The Office of Academic Affairs is responsible for all faculty, courses, and curriculum. Also, the Office of Academic Affairs includes the Academic Advising Center, the Library, and the Office of the Registrar. The Office of Academic Affairs handles matters related to Academic Honesty, grade reviews, and ADA accommodations. The ADA Coordinator for the university is Dr. Anthony Berrios.

<b>Office of Academic Affairs – <a href="mailto:academicaffairs@fnu.edu">academicaffairs@fnu.edu</a></b>	
<b>Vice President of Academic Affairs</b> Kelly Krenkel (305) 821-3333 ext. 1048 <a href="mailto:kkrenkel@fnu.edu">kkrenkel@fnu.edu</a>	
<b>Business Division</b> Dr. Ernesto Gonzalez (305) 821-3333 ext. 1070 <a href="mailto:egonzalez@fnu.edu">egonzalez@fnu.edu</a>	<b>Humanities &amp; Liberal Arts Division</b> Dr. Nat Hardy (305) 821-3333 ext. 1221 <a href="mailto:nhardy@fnu.edu">nhardy@fnu.edu</a>
<b>Allied Health Division</b> Dr. Loreto Almonte (305) 821-3333 ext. 1074 <a href="mailto:lalmonte@fnu.edu">lalmonte@fnu.edu</a>	<b>Nursing Division</b>  <b>BSN Program Director</b> Dr. Marie Lalanne (305) 821-3333 ext. 1187 <a href="mailto:mlalanne@fnu.edu">mlalanne@fnu.edu</a>  <b>MSN Program Director</b> Dr. Valessa Joseph (305) 821-3333 ext. 1077 <a href="mailto:vjoseph@fnu.edu">vjoseph@fnu.edu</a>
<b>ESL Division</b> Reynaldo Ales (305) 821-3333 ext. 1154 <a href="mailto:rales@fnu.edu">rales@fnu.edu</a>	<b>Criminal Justice Department Head</b> Dr. Yamila Lezcano (305) 821-3333 ext. 1024 <a href="mailto:ylezcanofnu.edu">ylezcanofnu.edu</a>

# Student Services

The Office of Student Services is the department that serves as a mediator between the Student Body and the University. This entity also coordinates the various activities offered to the students that contribute to their cultural, social, moral, intellectual, and physical development.

Student Services offers a variety of virtual and on-campus services for the student, ranging from campus engagement, clubs and organizations, campus activities and cultural events. This innovative office and its staff exist to serve the student by creating and maintaining a sustainable environment for student learning and success.

## Services Provided:

- Coordination of the Student Orientation
- Coordination the Graduation Ceremonies
- Troubleshooting the Student Email and Student Portal Account
- Providing Students with the FNU Student ID and Parking Decal (on-campus students only)
- Assisting student access to Academic Resources such as the FNU Tutoring
- Assisting Students with any complaints and concerns, not related to grade reviews.
- Special Accommodations through the American with Disabilities Act (ADA)
- Campus Life
  - Student Government Association
  - FNU Alumni Association
  - Campus Activities
  - Discounted Bus Passes
  - Health Insurance Guidance
  - Community Services Access

## Contact Information:

<b>Student Services Department – <a href="mailto:studentservices@fnu.edu">studentservices@fnu.edu</a></b>	
<b>Director of Student Services</b> Seilyn Santos (305) 821-3333 ext. 1004 or 1113 <a href="mailto:santoss@fnu.edu">santoss@fnu.edu</a>	
<b>Hialeah Campus &amp; Distance Learning</b>	<b>South Campus</b>
Yadira Rodriguez - Officer (305) 821-3333 ext. 1040 or 1113 <a href="mailto:yrodriguez@fnu.edu">yrodriguez@fnu.edu</a> Victor De La Rosa – Assistant (305) 821-3333 ext. 1215 or 1113 <a href="mailto:vdelarosa@fnu.edu">vdelarosa@fnu.edu</a>	Mariano Gonzalez - Officer (305) 226-999 ext. 1372 <a href="mailto:margonzalez@fnu.edu">margonzalez@fnu.edu</a>

# Registrar

The Office of the Registrar guides the students in registering in the different programs or courses. The Registrar's Office conducts registration of each student entering the institution and processes any student academic activities, in conjunction with the Vice President of Academics, the Divisions Head, and the Deans, such as class schedules, review of transcripts, etc. This office also implements university regulations relating to the removal of students with academic deficiencies in compliance with probation and readmission requirements.

## **Important: All Students Must Be Aware of the Add/Drop Period!**

The Add/Drop period is always the 1<sup>st</sup> week of the semester (1<sup>st</sup> week of Term A). Any changes made to a student's class schedule after this period will incur a fee of \$50.00.

## Services Provided:

- Assistance with class schedules
  - Adding or Dropping Courses before or within the add/drop period
- Assistance with Leave of Absence
  - Must be in the form of a written request
  - Not to exceed 180 days in 1 Academic Year
  - Can only be requested during the Add/Drop Period
  - Must be approved by the Campus Registrar, Bursars Office and a Financial Aid Officer
- Ordering of Diplomas or Certificates
  - Can only be done 15 days after a student's last day of attendance
  - \$15.00 Standard (6-8 Weeks processing time)
  - \$30.00 Rushed (1-week processing time)
  - All financial obligations to the university must be met before the order is processed
- Ordering of Official Transcripts
  - Can only be done 15 days after a student's last day of attendance
  - This is done through Parchment:  
<https://www.parchment.com/u/registration/33712/institution>
  - \$15.00 Standard (multiple options for shipping and handling)
  - \$25.00 Expedited (3 business days)

## Contact Information:

– <a href="mailto:registrars@fnu.edu">registrars@fnu.edu</a>	
<b>University Registrar</b> Sanchia Williams (305) 821-3333 ext. 1132 <a href="mailto:swilliams@fnu.edu">swilliams@fnu.edu</a>	
<b>Hialeah Campus &amp; Distance Learning</b>	<b>South Campus</b>
Daybe Sanz – Campus Registrar	Barbara Mursuli – Campus Registrar

(305) 821-3333 ext. 1010 <a href="mailto:dsanz@fnu.edu">dsanz@fnu.edu</a>	(305) 226-9999 ext. 1308 <a href="mailto:bmursuli@fnu.edu">bmursuli@fnu.edu</a>
Efren Adrian – Associate Registrar (305) 821-3333 ext. 1207 <a href="mailto:eadrian@fnu.edu">eadrian@fnu.edu</a>	Lisseth Mejia – Associate Registrar (305) 226-9999 ext. 1307 <a href="mailto:lmejia@fnu.edu">lmejia@fnu.edu</a>

## Academic Advising

The primary purpose of Academic Advising is to advise new and current students in the development of meaningful education plans that are compatible with their life and career goals.

New, transfer and returning students benefit from the services provided by the academic advisors. Students have already made one of the biggest decisions of their lives by deciding to attend Florida National University. Whether planning a semester schedule, reviewing academic program requirements, or interacting with a professor, the academic advisors help students through their college experience.

All students are welcome and encouraged to contact an advisor with questions or concerns, or to discuss how FNU can help a student achieve their goals.

### Services Provided:

- Introducing students to Florida National University
- Explore each student’s academic and career goals according to their abilities and interests
- Offer information on programmatic academic requirements
- Provide Graduation Requirement Evaluations
- Assist with Course Registration through the FNU Student Portal
- Monitor students throughout their academic careers
- Assist with Career/Program change evaluations
- Assist with other FNU departments or offices

### Satisfactory Academic Progress

All students must maintain satisfactory academic progress to remain enrolled at the university. In order to achieve Satisfactory Academic Progress, a student must satisfy important criteria, each of which is evaluated, on a cumulative basis, at the end of each semester. The three criteria are as follows:

- Cumulative Grade Point Average (G.P.A) of 2.0 and above for each term
- Pace of Progression (must successfully complete at least 66.7% of credits attempted)
- Maximum Time Frame (must complete the program in no more than 150 percent of the normal time frame for completion)

## Contact Information:

Academic Advising	
<b>Director of Academic Advising</b> Dr. Rosa Hernandez (305) 821-3333 ext. 1013 <a href="mailto:rhernandez@fnu.edu">rhernandez@fnu.edu</a>	
Hialeah Campus	Nursing – Training Center & Hialeah
Cary Noa (305) 821-3333 ext. 1055 <a href="mailto:cnoa@fnu.edu">cnoa@fnu.edu</a>	Amanda Carreras (305) 821-3333 ext. 1156 <a href="mailto:acarreras@fnu.edu">acarreras@fnu.edu</a>
Leo Lozano (305) 821-3333 ext. 1195 <a href="mailto:llozano@fnu.edu">llozano@fnu.edu</a>	<b>South Campus</b>
Andreina Paez-Gonzalez (305) 821-3333 ext. 1069 <a href="mailto:apgonzalez@fnu.edu">apgonzalez@fnu.edu</a>	Mariana Mercado (305) 226-9999 ext. 1363 <a href="mailto:mmercado@fnu.edu">mmercado@fnu.edu</a>
Vanessa Castillo (305) 821-3333 ext. 1028 <a href="mailto:vcastillo@fnu.edu">vcastillo@fnu.edu</a>	Karla Baez (305) 226-9999 ext. 1363 <a href="mailto:mmercado@fnu.edu">mmercado@fnu.edu</a>
	<b>International Students</b> Julia Sanchez (305) 821-3333 ext. 1039 <a href="mailto:jsanchez@fnu.edu">jsanchez@fnu.edu</a>

## Distance Learning & Blackboard

The Distance Learning department is available to assist students with a variety of services and troubleshooting. Blackboard is the study learning system used at Florida National University. Its modern design makes it simple and user-friendly. Due to its responsive design, the interface adjusts to fit on any computer, tablet or smartphone.

### Services Provided:

- Flexibility; work, be with your family and attend classes online
- State of the art technology that makes you feel like you're on campus while taking online classes
- Virtual and interactive classes
- Professors respond in less than 8 hours
- Career Services Assistance is available
- Online Orientations through web sessions to ensure familiarity with courses prior to the start of the classes

- Blackboard/Online Support Specialists available through web, phone or in person to ensure student success. (Main Campus and South Campus)

## Contact Information:

<b>Online Learning Department – <a href="mailto:bbsupport@fnu.edu">bbsupport@fnu.edu</a></b>	
<b>Blackboard System Administrator</b> Jose Harmant 1067 (305) 226-9999 ext. 1067 <a href="mailto:jharmant@fnu.edu">jharmant@fnu.edu</a>	
<b>Hialeah Campus</b>	<b>South Campus</b>
Jennifer Cabrera – Blackboard Support Specialist (305) 821-3333 ext. 1049 <a href="mailto:jencabrera@fnu.edu">jencabrera@fnu.edu</a> Sarai Diaz – Blackboard Student Support (305) 821-3333 ext. 1035 <a href="mailto:sdiaz@fnu.edu">sdiaz@fnu.edu</a>	Gloriana Rodriguez – Blackboard Support Specialist (305) 226-9999 ext. 1310 <a href="mailto:grodriguez@fnu.edu">grodriguez@fnu.edu</a> Steven Lemus (305) 226-9999 ext. 1345 <a href="mailto:slemus@fnu.edu">slemus@fnu.edu</a>

## Career Services

Career Services offers employability skills training and placement assistance to active students and graduates in good standing. **This is a free and lifetime service!**

### Services Provided:

- Employability Skills Workshops
  - Resume Writing assistance
  - Cover Letters & Thank you Letters/Emails
  - Job Search Assistance & Social Networking Training
  - Interview Skills Techniques
- Mock Interviews
- Job Fairs
- Federal Work Study Program
  - Active Student
  - Must be receiving Financial Aid, a U.S Citizen, U.S Permanent Resident or authorized to work in the U.S
  - 20 – 29 hours a week
  - \$10.00 an hour
- FNU Job Club

## Contact Information:

Career Services – <a href="mailto:careerservices@fnu.edu">careerservices@fnu.edu</a>	
Hialeah Campus	South Campus
Angel Urquiola - Career Services Specialist (305) 821-3333 ext. 1057 <a href="mailto:aurquiola@fnu.edu">aurquiola@fnu.edu</a>	Natalie A Gutierrez- Career Services Specialist (305) 226-9999 ext. 6 <a href="mailto:natgutierrez@fnu.edu">natgutierrez@fnu.edu</a>
Ariadne Lopez Sardinias - Career Services Specialist (305) 821-3333 ext. 1019 <a href="mailto:alopez@fnu.edu">alopez@fnu.edu</a>	

## Library

The mission of the Florida National University Library is to support the curricular needs of the University. This includes the acquisition, organization, maintenance, and provision of timely access to library materials, in a variety of formats, which reflect current advances in academic and professional knowledge, as well as, information technology.

## Services & Spaces Provided:

- Check out library books up to 21 days
- Textbooks available for studying within the library
- Printing and photocopying services:
  - Black & white = €0.10 per sheet
  - Color = €0.25 per sheet
- Literacy workshops
- Individual & Group Study Rooms
- Computer Center Services
- Electronic Resources
  - LIRN Electronic Databases (Articles, Newspapers, Magazines, Journals, Encyclopedias, etc.)
  - Library Electronic Catalog
- Scholarly Research Guidance

## Contact Information:

Library and Resource Rooms
University Library Director Pedro Figueredo <a href="mailto:pfigueredo@fnu.edu">pfigueredo@fnu.edu</a>



<b>Hialeah Campus -</b> <a href="mailto:hllibrary@fnu.edu">hllibrary@fnu.edu</a> (305) 821-3333 ext. 1020	<b>South Campus -</b> <a href="mailto:sclibrary@fnu.edu">sclibrary@fnu.edu</a> (305) 226-9999 ext. 1320	<b>Training Center</b>
Maria Elena de la Cruz - Librarian <a href="mailto:mcruz@fnu.edu">mcruz@fnu.edu</a>	Martha Rodriguez - Librarian <a href="mailto:mrodriguez@fnu.edu">mrodriguez@fnu.edu</a>  Marcos Lopez – Library Assistant <a href="mailto:mlopez@fnu.edu">mlopez@fnu.edu</a>	Beatriz Gil – Library Assistant <a href="mailto:bgil@fnu.edu">bgil@fnu.edu</a>
Justin Pereira – Library Assistant <a href="mailto:jpereira@fnu.edu">jpereira@fnu.edu</a>		

## Bursars

The Office of the Bursar is responsible for billing, collecting, and posting the students' payments.

## Student Payments

- All students have from the 1<sup>st</sup> of the month to the 10<sup>th</sup> of the month to make their payment.
- Payments received after the 10<sup>th</sup> of the month will include a 5% late charge
- Extensions will be given until the 26<sup>th</sup> of the month.

## Tuition Options

- The Department of Financial Aid creates student payment plans through Tuition Options
- Each payment plan has a set due date

## Tuition Reimbursement

- When the employer pays for a student's tuition
- Only for previously completed terms or semesters
- Email the Bursars Department including your name, student ID number and the specific semester that you're requesting reimbursement for
- Must be up to date with your payments

### Important Information:

Failure meet payment due dates can result in:

- Late fees
- Being blocked from attending classes (On-Campus or Online)

- Being withdrawn due to lack of payment
- Being sent to a collections agency
- Inability to request a Leave of Absence, transcript, diploma, or attend Medical Seminars (Allied Health and Nursing students).

\*Any student experiencing a hardship must contact the Bursars Department for support.

## Contact Information:

Bursars Department & Bookstore	
Hialeah & Distance Learning Campus	South Campus
Ashley Armendariz (305) 821-3333 ext. 1052 <a href="mailto:aarmendariz@fnu.edu">aarmendariz@fnu.edu</a>	Edilmar Utreras (305) 226-9999 ext. 1304 <a href="mailto:eutreras@fnu.edu">eutreras@fnu.edu</a>
Yaumara Noa (305) 821-3333 ext. 1090 <a href="mailto:yaoa@fnu.edu">yaoa@fnu.edu</a>	Lorena Santana (305) 226-9999 ext. 1338 <a href="mailto:lsantana@fnu.edu">lsantana@fnu.edu</a>

## Financial Aid

The mission of the Financial Aid Office is to provide a financial package to cover the difference between the student's budget and the amount revealed by his or her official need analysis. Current and prospective students are urged to apply for financial aid early and follow up on any additional information needed to make an award. The University's Financial Aid Office on each Campus is available to assist with the application process.

The Office of Financial Aid at Florida National University attempts to meet your financial need with a combination of all aid funds for which you are eligible, providing you with a financial aid package.

## Apply for Financial Aid

### What is federal student aid?

- It's money from the federal government that helps you pay for college, career school, or graduate school expenses. Federal student aid is available through grants, work-study funds, and loans.

### How do I apply for aid?

- You need to complete the Free Application for Federal Student Aid (FAFSA®) form by logging in at FAFSA® Application | Federal Student Aid to apply online. Students and parents will need an FSA ID (account username and password) to sign the FAFSA form electronically.

## When should I apply?

- Each October, the FAFSA® form is available for the next school year. You will need to reapply for aid each year you are in school. However, the Financial Aid Office will send you reminders of when you must reapply and the deadline to submit your application.

## Who gets federal student aid?

Every student who meets certain eligibility requirements can get some type of federal student aid. Some of the most basic eligibility requirements for students are that you must:

- demonstrate financial need be a U.S. citizen or an eligible noncitizen;
- have a valid Social Security number;
- be enrolled or accepted for enrollment in an eligible degree or certificate program;
- be enrolled at least half-time (for Direct Loans);
- and maintain satisfactory academic progress in college, career, career school, or graduate school.
- For the full list of eligibility requirements, visit:
  - [Eligibility Requirements](#)

## Type of Aid

*Amounts are awarded annually and are subject to change*

- 1. Federal Grants:** Money that generally doesn't have to be paid back.

*Federal Pell Grant:* For undergraduates with financial need who have not earned a bachelor's or professional degree. For details and updates, visit [Federal Pell Grants](#)

*Federal Supplemental Educational Opportunity Grant (SEOG):* For undergraduates with exceptional financial need. Federal Pell Grant recipients take priority. Funds depend on availability at school. For details and updates, visit [FSEOG \(Grants\)](#)

- 2. Federal Work-Study:** Money is earned through a job and doesn't have to be repaid. For Federal Work-Study program details and updates, visit [Work-Study Jobs](#). You can visit the FNU Career Services Department at your campus to start the application process.

- 3. Federal Student Loan:** These are loans that accumulate interest; they must be repaid.  
*Direct Subsidized Loan:* For undergraduate students who have financial need. A student must be enrolled at least half-time.

*Direct Unsubsidized Loan:* For undergraduate and graduate or professional students. A student must be enrolled at least half-time. Financial need is not required.

For details and updates visit [Subsidized and Unsubsidized Loans](#)

*Direct PLUS Loans:* For parents of dependent undergraduate students and for graduate or professional students. A student must be enrolled at least half-time. Financial need is not required.

For details and updates visit [PLUS Loans](#)

### Institutional Scholarships

Students can apply to a maximum of one (1) FNU scholarship each academic year. Students receiving an FNU scholarship will be entitled to only one (1) scholarship per academic year.

For details and updates visit [Florida National University - Scholarships \(smartcatalogiq.com\)](#)

### Contact Information:

<b>Financial Aid Department</b>	
<b>Vice President of Financial Aid</b> Omar Sanchez (305) 821-3333 ext. 1003 <a href="mailto:omarsnc@fnu.edu">omarsnc@fnu.edu</a>	
<b>Director of Financial Aid</b> Kesia Garlobo (305) 821-3333 ext. 1003 <a href="mailto:kgarlobo@fnu.edu">kgarlobo@fnu.edu</a>	
<b>Online Division</b>	<b>Hialeah Campus</b>
Inessa Carrasco (305) 831-3333 Ext.1094 <a href="mailto:icarrasco@fnu.edu">icarrasco@fnu.edu</a>	Mayelin Martinez (305) 831-3333 Ext.1046 <a href="mailto:mmartinez@fnu.edu">mmartinez@fnu.edu</a>
<b>South Campus</b>	<b>Training Center</b>
Yaylyn Ordaz (305) 226-9999 Ext.1306 <a href="mailto:yordaz@fnu.edu">yordaz@fnu.edu</a>	Alaina Baro (305) 231-3326 Ext.1210 <a href="mailto:amachado@fnu.edu">amachado@fnu.edu</a>

### Default Management Office

The purpose of the Default Management Office is to provide guidance to all borrowers. To ensure that you understand your student loan obligations and are prepared for repayment.

<b>Default Management Officer</b>
Carmen Vasquez (305) 821-3333 ext. 1012 <a href="mailto:cvasquez@fnu.edu">cvasquez@fnu.edu</a>