

# SOUTHERN UNIVERSITY AT SHREVEPORT

## *Office of the Records and Registration*

### Frequently Asked Questions (FAQs)

#### **Miscellaneous**

1. **Why do I need a SUSLA ID?**

The SUSLA ID card is the official identification card for Southern University at Shreveport students, staff, and faculty.

The card is used for accessing entry into the dormitories, SUSLA events & functions, and to obtain a parking permit. The SUSLA ID Card must be presented to receive service in the Registrar's Office.

You can have your photo taken and obtain your card at the Information and Technology department located on the first floor in the Leonard C Barnes Building.

Students are assessed a fee for the replacement of a lost or damaged cards.

2. **When I try to log in to Banner, it tells me my user ID and password are invalid.**

When you enter your credentials,

- a. Your User ID is your SUSLA ID number ("U" number).
- b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
- c. If you can't remember your PIN, click *Forgot PIN?* to answer your security questions. If this fails, contact the Registrar's Office at [registraroffice@susla.edu](mailto:registraroffice@susla.edu) and include your name and ID ("U") number.

3. **I need proof that I'm a student so I can have my loans deferred. Who can help me?**

Official written verification of your enrollment or registration status can be obtained by completing the *Student Data Request* form found under the Student Initiated Forms link on the Registrar's Office web page at <http://www.susla.edu/registrars-forms>.

4. **Where can I get a description of a particular course?**

Official descriptions of courses offered at SUSLA can be obtained by visiting our website.

1. Visit [www.susla.edu](http://www.susla.edu).
2. Click on *Academic Affairs and Workforce Development* (on the blue banner above the pictures).
3. Click on *Course Description*.

5. **How can I obtain a copy of the Southern University at Shreveport's Academic Catalog?**

The Southern University at Shreveport Academic Catalog is available online. Please follow the following direction for access:

1. Visit [www.susla.edu](http://www.susla.edu).
2. Click on *Academic Affairs and Workforce Development* (on the blue banner above the pictures).
3. Click on *Academic Catalog*.

6. **What is the academic calendar at Southern University at Shreveport?**

The Academic Calendar provides a timeline for deadlines, breaks, class start and end dates, final exam periods etc. The current year calendar is the most detailed and is available at <http://www.susla.edu/Academic-Calendar>.

7. **I have a question I do not see listed here. Who can I contact for assistance?**

You may contact the Registrar's Office at [registraroffice@susla.edu](mailto:registraroffice@susla.edu), 318-670-9229 (office) or 318-670-6344 (fax). If your request cannot be processed by our office, we will forward it to the appropriate department.