

# FREQUENTLY ASKED QUESTIONS

Following are answers to frequently asked questions related to [email](#), [finances](#), [parking](#), [student ID](#), [technology assistance](#), and [textbooks](#).

We start with the popular question, “How is a non-traditional or adult student defined?”

## DEFINITION

### *How is a non-traditional or adult student defined?*

Non-Traditional Student Services assists students who identify with any of the following characteristics: are financially independent; have delayed enrollment in college (generally not entering directly from high school); are returning to higher education after stepping out at least once; are working full-time; are attending college part-time; have children; are married, widowed, or divorced; are commuting to college; or are a veteran. Increasing the awareness and response within the SIU Carbondale community to the needs and circumstances common to non-traditional students are the primary concern of the office of Non-Traditional Student Services. The staff provides assistance, information, support and referral to other University and community programs and services, helping non-traditional students obtain the maximum benefits from their university education.

## EMAIL

### *How do I set up my SIU email?*

Our Information Technology Service Center provides a complete list of instructions/tutorials for this question and more at [oit.siu.edu/salukitech/](http://oit.siu.edu/salukitech/). Simply select *Online Tutorials*. If you're on the Carbondale campus and prefer in-person service, visit the SalukiTech Support Center at Morris Library (1<sup>st</sup> floor).

### *I already have a personal email account. Do I have to use my SIU email?*

A lot of students already have a personal email and do not want to check two accounts. However, any official university communication will be sent to the SIU email. If you plan to only use your personal account, be sure to [forward your SIU email](#) to your other email account so that you don't miss anything coming from your department or the university.

## FINANCES

### *Does SIU have a tuition payment plan?*

Yes, students can spread payments out over the course of the semester by enrolling in an installment payment plan through the Bursar's office. Visit [bursar.siu.edu](http://bursar.siu.edu) for details.

# PARKING

## *How do I obtain a parking decal?*

It's simple! Plan ahead by going online to [parking.siu.edu](http://parking.siu.edu) and obtain a decal using the online parking system. To complete the form, you will need:

- Your SIU dawgtag number
- Vehicle information (plate number/expiration, make/model/year, address, registered owner information, driver's license number/date of expiration).

**Note:** If you do not have internet access, you may obtain your decal at the Parking Division Office. However, it is important to note that the computers are logged off ½ hour prior to the office closing time.

## *What decal should I select?*

Generally, commuters are eligible for a red decal or yellow decal (contact Parking Division for pricing and decal eligibility). With a yellow decal, parking options are limited BUT you'll always find a spot at the arena lot or one of the other yellow designated lots. From there, hop on the Saluki Express, swipe your student ID, and comfortably ride to your destination. Saluki Express transit is a service offered as part of your student fees...you pay for it, why not use it!

## *I work during the day, how can I get my parking decal?*

With SIU's online parking system, you can obtain your decal anytime, anywhere. Visit [parking.siu.edu](http://parking.siu.edu) for details.

## *What is the best time to get a parking decal?*

Plan ahead! As with most things, planning is important. Decals for each new academic year are available annually starting July 1. With SIU's online parking system, obtaining a decal is easy. If you plan to obtain your decal in person at the Parking Division, the office experiences much higher traffic at the start of the fall semester and at the annual date of decal expiration (August 31<sup>st</sup>). For shorter lines, plan to obtain your decal at least two weeks prior to the start of a semester.

## *I only attend night or weekend classes, do I have to buy a parking decal?*

Yes, ALL students must register their vehicle with the Parking Division if they plan to park on campus. If you take night or weekend classes and will only be on campus after 4:00 p.m. you are eligible to obtain a YELLOW decal which will save you money. This will keep you in compliance with vehicle registration and prevent you from getting a ticket for not having a registered vehicle. Vehicles with yellow decals can be parked in most lots after 4:00 p.m..

## ***What do I do if I arrive for class and have trouble finding a parking spot?***

The Parking Division is continually working to improve campus parking options, but the best advice for finding a parking spot is to arrive early. Spots are generally available between 8:00 – 9:00 a.m. If your classes are scheduled mid-day, PLAN AHEAD! Arrive early for your class to obtain a spot.

If lots near your class are full, you can always park in Lots 18 or 56 (at SIU Arena) and comfortably take the shuttle (Saluki Express Mass Transit System) to class and back– SIU students ride FREE with their student ID. The shuttle leaves from the arena every 20 minutes (see complete shuttle schedule for times and routes that meet your needs: [studentcenter.siu.edu](http://studentcenter.siu.edu)). You can also track the bus with your mobile device by downloading the Mobile Dawg app or at [siuc.transloc.com](http://siuc.transloc.com).

If all else fails, metered parking is available on campus and in city lots. PLAN AHEAD by keeping a roll of quarters in your vehicle in the event that you have to park in metered parking or park in one of SIU's pay station lots that allow payment by credit or debit card.

**PLEASE NOTE:** Even when parking in a metered lot as a student, you MUST have a valid decal. Also, visitor parking is ONLY for visitors so be careful not to park in visitor spaces. Parking citations will be issued for invalid/no decal or when parking in visitor spaces.

## **STUDENT ID**

### ***Where do I go to obtain a student ID?***

The student ID office is located on the 2nd floor of the Student Center (just at the top of the stairs at the main entrance). The student ID office is open daily from 8:00 a.m. – 4:30 p.m.

### ***What can I use my student ID for?***

A list is available at [studentcenter.siu.edu](http://studentcenter.siu.edu) but includes photo identification, campus printing/copying, dining hall meal card, [debit dawg](#), and obtaining medical services on campus. Students also swipe their valid ID to ride the Saluki Express, enter the Student Recreation Center, or attend university athletic and other events.

## **TECHNOLOGY ASSISTANCE**

### ***I struggle with new technology? Are any tutorials available?***

Yes, SIU's office of information technology provides tutorials related to SIU e-mail, Salukinet, and other computer assistance. Simply visit [oit.siu.edu](http://oit.siu.edu) and select Computer Help, then Tutorials.

If you need assistance with Microsoft Word, PowerPoint, Excel, or other Office programs, visit [support.office.com](http://support.office.com) for free training and tutorials to help you get started.

# TEXTBOOKS

## *How do I know what books I need?*

Textbooks are listed with each course on Salukinet. A list of textbooks and course materials can also be found through the [University Bookstore](#) (in store or online). Students may purchase books through whatever means they choose (bookstore, online resources, etc.). Some books might also be available on reserve at Morris Library. However, these books can only be used while in the library and cannot be checked out.

# OTHER RESOURCES

There are a number of resources available at Southern Illinois University. For a complete list, check out the *Complete Resource Guide* at [nontrad.siu.edu](http://nontrad.siu.edu) on the Finding Resources tab.

Other resources include:

Writing Center ([write.siu.edu](http://write.siu.edu))      Family Resources, Family ID Card, etc. ([nontrad.siu.edu](http://nontrad.siu.edu))  
Tutoring Services ([tutoring.siu.edu](http://tutoring.siu.edu))      Family Study Room, Morris Library 3<sup>rd</sup> floor