

Frequently Asked Questions

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Academics

Where can I find my class schedule?

Students can log in to UR Student: <https://tech.rochester.edu/services/urstudent/>

- Click “Academics” or “View My Courses”.

Where are my classes?

Students can log in to UR Student (<https://tech.rochester.edu/services/urstudent/>) or check the Registrar’s website (<https://simon.rochester.edu/registrar/academic-calendars#class-schedules>).

Note: the pre-fall class schedule is not on the Registrar’s website, but the fall A and fall B schedules are.

Where can I find more information about my courses?

The Course Catalog on the Registrar’s website has information about what courses students will take and when (<https://simon.rochester.edu/registrar/students#course-catalog>).

Students can also access prior years’ course syllabi on Blackboard under “Links for Simon Students”, “Access Course Syllabi”.

When are my final exams?

Students can find the final exam schedule on the Registrar Office’s website: <https://simon.rochester.edu/registrar/academic-calendars#final-exams>. The Registrar’s Office usually publishes the final exam schedule 2-3 weeks after the start of the term.

Who is my academic advisor?

- **Full-Time MBA** = Erin Sessions
- **MSA, PMBA, EMBA** = Shawn Denman
- **MSAIB, MSBA and MSMA** = Dana Schumacher
- **MSF** = Courtney Robinson

How do I schedule an appointment with my academic advisor?

Students can schedule meetings using SimonSource: <https://simon-rochester.12twenty.com/>

Note: students need to complete their SimonSource onboarding before they can schedule meetings.

Where can I find the materials from Orientation?

Students can find materials on the SimonSource Resource Library under the “MBA Orientation Materials” or the “MS Orientation Materials” folders.

How do I sign up for tutoring?

Students can sign up for tutoring at the following website (they will have to create an account first):
<https://simon.mywconline.com/>.

What/where is the Learning Center?

The Learning Center offers Academic Success Coaching to graduate students in the Simon Business School. Your coach will discuss your concerns and then help you select and implement learning and self-management techniques to improve your academic performance and efficiency.

The Learning Center is located in Dewey Hall.

When does the term start/end?

Students can see the academic calendar on the Registrar’s website:
<https://simon.rochester.edu/registrar/academic-calendars>

Career/Benet Center

Who is my career advisor?

Students can locate their career advisor in SimonSource on their Student Profile page under “Assigned Advisor”.

How do I schedule an appointment with my career advisor?

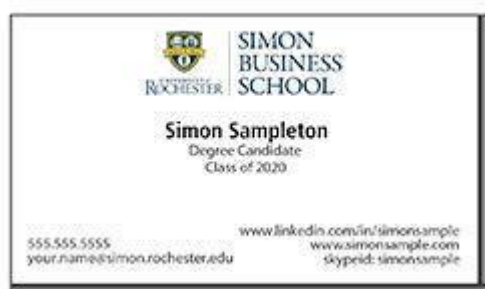
Students can schedule meetings using SimonSource: <https://simon-rochester.12twenty.com/>

Note: students need to complete their SimonSource onboarding before they can schedule meetings.

How can I order business cards?

Students can order their own business cards. If they would like a contact, they can reach out to Joe DiFabio for a quote at greece@minutemanpress.com.

Can you share the business card template?



Simon Resources

How do I apply to be a Simon Ambassador?

Students can contact Admissions at admissions@simon.rochester.edu.

Where are the lockers? How do I get a locker?

Lockers are available on the 1st floor of Gleason and Schlegel Hall.

Students can sign up for a locker at: <https://mysimon.rochester.edu/lockers/>

If students have issue during the sign-up process, they can contact support@simon.rochester.edu.

If students have any mechanical issues with the lockers, they can contact Simon Operations at operations@simon.rochester.edu.

Where is the kitchen/microwave/fridge that students can use?

There is a kitchen available for students to use on the 1st floor of Gleason Hall (G-124). *Please note that the fridges are cleaned out and emptied every Friday at 4:00 pm.*

Where can I buy Simon Swag?

There will be a pop-up shop in the Fall and mid-April. Keep checking Slack for more information.

How do I invite my friends and family for graduation/Commencement? I need a visa appointment letter for my friends or family to visit me.

Students can find more information about invited family and friends to visit on ISO's website, including a template Guest Invitation Letter for their guest to bring to their visa appointment:

<https://www.rochester.edu/iso/visas/b-1-b-2/inviting-family-friends/>.

[Depending on the time of year]

Students can find more information on:

- Commencement Weekend: <https://www.rochester.edu/commencement/class-of-2025/>
- Simon ceremony: <https://www.rochester.edu/commencement/schedule/>
- Simon academic calendar for the date of Simon graduation:
<https://simon.rochester.edu/registrar/academic-calendars/current-academic-calendars>

Technology (Slack, DUO, SimonSource, printers, etc.)

How do I access Bloomberg?

There are Bloomberg terminals in the computer lab across from Admissions. Students can access a free training course at these terminals: <https://www.bloomberg.com/professional/product/bloomberg-market-concepts/>

Access to Bloomberg Terminals is only available when Simon's building is open.

What is DUO?

DUO is required for accessing University online services outside of the University of Rochester network.

After students receive their URID, they will need to enroll in DUO for two-factor authentication using their mobile phone.

They can download the DUO mobile app or verify their identity by using a phone number.

NetID, Duo & Active Directory Credentials

NetID and Active Directory (AD) are two sets of credentials used by the University for access to different secure resources. Your NetID and UR AD credentials are exclusive from each other. You will also need to set up two-factor authentication (Duo) to access University resources from off campus.

When: You can obtain your NetID and Active Directory credentials after you receive your University ID as part of initializing your identity.

How: After you have received your URID, you will need to initialize your identity, set up passwords, and enroll in two-factor authentication (Duo) by visiting the [University myidentity system](#). You'll need your University ID for this process, so have it on hand.

Duo Resources

Once you have initialized your identity and have an active NetID, you will need to [enroll in two-factor authentication \(Duo\)](#). A separate system/portal, called Duo, provides two-factor authentication using your phone (mobile is preferred) and is required for accessing University online services outside of the University network.

Phone Number Changes

Many international students choose to change their phone numbers when they arrive in the United States. If you have changed your phone number, please contact the University IT Help Desk at +1 (585) 275-2000.

Duo App vs. Phone Call

While using the Duo Mobile app is preferred, it is still possible to initialize your identity without using the Duo Mobile app by simply using a phone number. If you prefer to use the app, please use the following links to download Duo Mobile from your mobile device:

- [Android](#)
- [iOS](#)

I'm having issues with my DUO.

Students can contact the University IT Help Desk at 585-275-2000 for help.

I need to print something/Where are the printers?

There are multi-function printers throughout Gleason Hall and Schlegel Hall. Students can use them by swiping their Student ID cards.

If students are having trouble using the printers, they can go to the Simon IT desk on the 3rd floor of Gleason Hall, across from the Sands-Constellation Auditorium.

What is Slack?

Slack is one of the main communication tools that Simon uses to connect and get information to the Simon community. The **#ms-fallentry2025** and program specific channel will be utilized throughout the summer and is a great resource to ask questions, meet your new fellow classmates, get information on Orientation, campus, or academics.

If students have any issues using Slack, they can email Brittany Grage at brittany.grage@simon.rochester.edu.

I don't know how to use Slack.

If students have never used Slack before, here are some quick “how-to” videos...

- [What is Slack](#): – A brief intro to Slack, what it is and what you can do with it
- [Slack for Beginners](#): A guide on how to download slack, setting up your profile, messaging, notifications, and an explanation of slack channels.
- [How to use Slack](#): Provides a more in-depth, step by step guide on how to use multiple features on Slack. Though 20 minutes long, the video provides timestamps which allows you to filter and find what is most relevant to you!
- [Slack Tips and Tricks](#): Offers convenient tips which make slack easier to use such as scheduling messages to be sent later, search filters etc. Video also has labeled timestamps for easier navigation.

Campus Resources – Financial

I have questions about how to pay my tuition and fees.

The Bursar's Office's website has more information about how students can pay their tuition and fees:

- <https://www.rochester.edu/adminfinance/bursar/payments-and-refunds/payments-and-refunds/>
- International Payments: <https://www.rochester.edu/adminfinance/bursar/payments-and-refunds/wire-transfers/>

If students have additional questions, they can contact the Bursar's office:

<https://www.rochester.edu/adminfinance/bursar/contact/>

Where is the Bursar's office?

In Meliora Hall, beside Rush Rhees Library.

I have questions about scholarships/financial aid.

Students can contact Stefanie Attridge (Stefanie.attridge@simon.rochester.edu) at Admissions or Allison Warner (allison.warner@rochester.edu) at the UR Financial Aid Office.

Campus Resources – Health/Medical

Where can I get a mask or covid test?

Students can go to UHS to get a mask. To get a rapid covid test, students can go to the vending machine in the outer lobby of UHS.

I have questions about my health insurance/can I waive my health insurance?

Students can go to UHS' website for more information about their health insurance and the waiver process: <https://www.rochester.edu/uhs/primary-care/mandatory-health-fee/health-insurance-for-full-time-students/>.

They can also contact UHS at insurance@uhs.rochester.edu.

What is the mandatory health fee? / I have questions about the mandatory health fee.

All students must pay the mandatory health fee, which assures the availability of accessible, high quality health care services on campus for all full-time University of Rochester students. It is a different fee from the health insurance fee.

Students can find more information here: <https://www.rochester.edu/uhs/primary-care/mandatory-health-fee/>

What mental health and wellness resources are there?

Students can find more information here: <https://padlet.com/brittanygrage/university-wellness-mental-health-resources-z9cml8pww7m3wxha>

Campus Resources – Transportation

Where can I get a parking pass?

Students can request a parking pass online (<https://rochester.t2hosted.com/Account/Portal>) or at the UR Transportation and Parking Management Center. More information about how to contact them can be found here: <https://www.rochester.edu/parking/contact/>

Where can I find the UR shuttle schedule?

Students can find schedules on the Department of Transportation and Parking Management website: <https://www.rochester.edu/parking/shuttles/>

You can also track the shuttle downloading this app: <https://www.rochester.edu/parking/new-passio-go-app-replaces-transloc-to-track-university-shuttles-in-real-time/>

How do I get around Rochester?

There are videos in the SimonSource Resource Library under “MBA Orientation Materials” and “MS Orientation Materials”:

- Introduction to the city of Rochester and University Campus Shuttles: [Watch here](#)
- Traveling Outside of Campus: [Watch here](#)
- What you need to drive in New York State: [Watch here](#)

My bus pass/student ID doesn't work on the RTS.

Students can ride the UR shuttles for free with their student ID. They cannot ride the RTS for free – the U-Pass program is only for UR employees: <https://www.rochester.edu/parking/u-pass/>

Campus Resources - Other

Where is ISO's office?

In College town: 40 Celebration Drive, Suite 1.100. Please see their 'Contact Us' page for more information: <https://iso.rochester.edu/contact.html>

How do I get a Social Security Number?

Students can go to ISO's website for more information about the process: <https://iso.rochester.edu/employment/ssn/index.html>. ISO also has weekly workshops about SSNs on Fridays from 2:00 to 3:00 pm.

Note: students do not need an SSN! For more information about how to access resources without an SSN (such as opening a bank account), please see our Ainslie OSE whiteboard for a handout/flyer.

Where do I find on-campus jobs?

Students can access JobLink through Blackboard (learn.rochester.edu). If they are having issues with accessing JobLink, they can contact the Student Employment Office at seo@rochester.edu or Ashley Beyer at Ashley.beyer@simon.rochester.edu.

Where can I attend English classes/practice my English?

- The UR Language Center will have conversation hours in the fall:
<https://www.rochester.edu/college/languages/students/conversation-hours.html>
- The Rochester Public Library has ESL classes: <https://roccitylibrary.org/services/adult-education/>
- ISO also information about English Language Support:
<https://iso.rochester.edu/living/culture/english.html>

I have questions about housing. / How do I find housing?

Students can go to the Office of Residential Life & Housing Services' website for more information about Graduate Student Housing, including a Graduate Student Housing Guide:
<https://www.rochester.edu/reslife/graduate/index.html>.

They can also contact Rebecca Orton, Assistant Director of Graduate, Family and Off-Campus Housing, at (585) 275-3166 or rebecca.orton@rochester.edu.

For questions about off-campus housing, students can contact (585) 275-1081 or offcampus@reslife.rochester.edu.

Students can also check the #housing Slack channel to find or ask for information about on-campus and off-campus housing.

University of Rochester Public Safety

The University of Rochester Public Safety team works 24/7 to keep our campus community safe. Officers are available to assist with emergencies, safety escorts, or general concerns.

- **Emergency Contact:** Call Public Safety at **(585) 275-3333** (24/7)
- **Non-Emergency:** Call **(585) 275-4524**
- **Blue Light Phones:** Located throughout campus, these phones connect you directly with Public Safety at the push of a button. Use them if you feel unsafe or need urgent assistance.