

# STUDENT FAQ's AND UPDATES

We will continue to update this document as information becomes available. Please check back often.  
You can call the **Wausau Campus Solution Center at 715-261-6235** with questions (open **M-F, 8 am – 4:30 pm.**)

**Check your campus email every day!**

**See Important dates & deadlines at the Office of the Registrar's website**

## Who is my advisor?

- ✓ You can find out who your advisor is by looking in your accesSPoint.
  - Once you **login to accesSPoint**, click on the **Profile Tile**, then **click on Advisors** on the left.
- ✓ You can schedule an appointment with your advisor any time. Advisors meet with students to discuss academic challenges, major exploration, Associate Degree checks/progress, etc. You should also meet with your advisor before you register for the next semester's classes.

## How do I schedule an appointment with an Advisor?

**Advising appointments are conducted via Zoom or in person.**

Appointments can be made with the Wausau Campus Advisors in one of the following ways:

- ✓ Call the Solution Center at 715-261-6235, **Monday – Friday, 8:30 am - 4:30 pm**
- ✓ Download Navigate: [HERE](#) Navigate is an app that you can use to schedule an appointment, text your advisor, and much more!

## Is mental health counseling available at the Wausau Campus?

- ✓ Free mental health counseling services are available to help current students with a variety of concerns. To schedule an appointment, **call the UWSP Counseling Center at 715-346-3553**. Be sure to ask to be scheduled for a **Wausau Campus appointment**.

## Who do I contact with billing questions?

- ✓ Check out the [Student Financial Services](#) website first.
- ✓ If you have specific questions, email Student Financial Services at: [Student.Financial.Services@uwsp.edu](mailto:Student.Financial.Services@uwsp.edu) or call 715-346-2118.

## Who do I contact with Financial Aid questions?

- ✓ There is a lot of information on the [Financial Aid \(FA\) website](#)
- ✓ If your question cannot be answered at the FA website, you can email FA at: [finaid@uwsp.edu](mailto:finaid@uwsp.edu) or call them at 715-346-4771.
- ✓ The Wausau Campus has Walk-In appointments on Mondays and Thursdays: 9 am – noon & 1 pm – 3pm.

## Who do I contact if I am having trouble logging into accesSPoint or my email?

- ✓ First, try resetting your password. For instructions, click [here](#).
- ✓ If you need further assistance, please call the **Help Desk at 715-346-4357**.

## Who do I contact with questions about disability services and accommodations?

- ✓ Email your questions or set up an appointment by contacting [DATC@uwsp.edu](mailto:DATC@uwsp.edu) or 715-346-3365
- ✓ See more information at the [DATC website](#).

### **Where can I find tutoring resources and help with study skills?**

- ✓ FREE tutoring and academic coaching will be available through the Tutor Learning Center (TLC), located in the Wausau Campus Library. Check out the [TLC at Wausau](#) for a list of drop-in tutoring hours. To be connected with a tutor or if you have questions, please email Lori Randall: [lorandal@uwsp.edu](mailto:lorandal@uwsp.edu)

### **Where can I purchase a parking permit?**

Buy a [parking](#) permit (optional)

- ✓ Purchase permits in the Business Office (Room 166) by cash or check
- ✓ Permits for Lot G – the primo lot on 7<sup>th</sup> Ave. – are \$75 for the year or \$40 for a semester.

### **Where can I search and apply for on-campus jobs?**

- ✓ Use [Quest](#). Click on “For Students” and then “Quest Login.”

### **How do I get a Student ID card?**

- ✓ Follow the directions [HERE](#).