

## STUDENT AFFAIRS FREQUENTLY ASKED QUESTIONS

### Health Insurance

1. **The FAMU student health insurance was charged to my iRattler account and has been paid, but I still have not received my insurance cards. How can I get access to them?**
2. **I need to see a doctor as soon as possible and still have not received my health insurance cards? How can I get them?**
3. **I need to fill my prescription but my pharmacy needs my updated health insurance card information. How can I get that?**
4. **I'm currently at the doctors office and they say that my insurance is inactive, how can I fix that?**

If students are having issues with their health insurance in any way (cannot fill a prescription, cannot see a doctor, insurance is coming back as invalid or inactive), please send an email to [deborah.holmes@famuedu](mailto:deborah.holmes@famuedu) as soon as possible with the following information:

- Name
- Student Number
- Contact Information
- Their email should include that they are requesting their insurance cards be expedited for \_\_\_ reason.

This information will be forwarded to Student Health Services and the student will be copied on the correspondence so that they can get their information as soon as possible. Their response time is within 24-48 hours.

### Accommodation Information

**I believe that I am currently in need of accommodations, what information is needed to start the process?**

If inquiring about accommodations (a new student seeking accommodations or are an existing student who has questions) please send an email to [deborah.holmes@famuedu](mailto:deborah.holmes@famuedu). This topic is sensitive and confidential so any information would be shared with the student privately via email. I have the necessary forms and information to provide them as soon as I receive their email and can still process those requests as normal.

### Final Exams

**I have an exam conflict. How can I get that issue resolved?**

Please complete the Exam Reschedule Request Form found on the COL website at the following link: <https://law.famuedu/exam-rescheduling-form/>. A member of the Student Affairs team will be in contact with you within 24 hours but feel free to follow up via email if the final exam period is fast approaching.

## **Student Organizations**

### **I am interested in starting a new student organization at the COL, where do I start?**

You can begin the process for starting a new student organization at the COL by gathering the following information:

- There should be a minimum of 4 executive board members for your organization and each must have a minimum GPA of 2.5 to hold their position.
- You must have a full-time faculty member (not adjunct or visiting) who has agreed to serve as the organization's faculty advisor.
- There must be a constitution and/or bylaws for your organization to govern.
  - If there is a national chapter that your organization will be a branch of, that is a great resource to gain access to a constitution for how your organization should be run.
- Develop a logo for your organization for review and approval.

More information may be required to start a new organization, depending on the nature of that organization. Please contact [deborah.holmes@famu.edu](mailto:deborah.holmes@famu.edu) for more information.