Table of Contents
Exemptions
Online Orientation
Fee Deferment
Late Check-In Policy
Interpretation Services
Frequently Asked Questions

Exemptions
An exemption is defined as a justifiable excuse, with documentation, to not attend an in-person orientation date. All incoming students are required to attend in-person orientation unless the student has an approved exemption request by the Office of Prospective and New Student Programs. Work, traffic, and other personal commitments cannot be used as a reason for an exemption. Please see below for information on requesting an exemption.

Exemptions from an in-person orientation:
Students can request an exemption from attending an in-person New Student Orientation under certain circumstances. All exemptions will be reviewed and granted on a case-by-case basis. To request an exemption, at least once of the following must apply:

1. Student has paid and attended a New Student Orientation within the last 12 months.
2. Student will be completing an online-only degree program.
3. Student will be a non-degree seeking student AND is not planning to transition to degree seeking student.
4. Student has been admitted as a post-baccalaureate student in the College of Education.
5. Student has a documented medical condition spanning the entirety of the offered orientation dates, which prevents them from attending any in-person orientation date.**
6. Student will be traveling during the entirety of the offered orientation dates, which prevents them from attending any in-person orientation date.**

All students interested in requesting an exemption must email orientation@uh.edu with a subject line containing their legal name, ID number, and EXEMPTION.

**Students in these exemption categories will be required to provide documentation and complete online orientation.

Overnight Exemptions and Accommodations:
Students can request an exemption from spending the night at a New Student Orientation or request an overnight accommodation under certain circumstances. All requests will be reviewed and granted on a
case-by-case basis. To request an exemption or accommodation, at least one of the following must apply:

1. Student has a documented medical condition prohibiting them from staying overnight in the residence hall.**
2. Student’s religious beliefs do not allow them to stay overnight in the residence hall.
3. Student’s gender identity does not align with the sex indicated on their UH application.**

All students interested in requesting an exemption or needing an accommodation must email orientation@uh.edu with a subject line containing their legal name, ID number, and OVERNIGHT EXEMPTION.

**Students in these exemption categories will be required to provide documentation.

***Students can request to be housed according to their gender identity.

**Online Orientation**

Online orientation is available to students who are unable to attend an in-person orientation before their intended semester of enrollment. All requests for online orientation will be reviewed and granted with proof of one of the following circumstances:

1. Student has a documented medical condition spanning the entirety of the offered orientation dates, which prevents them from attending any in-person orientation date.
2. Student will be traveling during the entirety of the offered orientation dates, which prevents them from attending any in-person orientation date.
3. Student is or will be serving military orders during the entirety of the offered orientation dates, which prevents them from attending any in-person orientation date.

All students who request online orientation must show documentation to confirm their inability to attend an in-person orientation. Acceptable forms of documentation include: a confirmed airline ticket, train ticket, rental car confirmation, or an official medical excuse from a licensed doctor, psychologist, psychotherapist, etc.* Failure to produce some type of document to show exemption needs will result in a denied request to enroll in online orientation and student will be required to attend New Student Orientation in-person.

All students interested in requesting online orientation must email orientation@uh.edu with a subject line containing their legal name, ID number, and OO Request.

*We reserve the right to deny a student’s request for online orientation without sufficient documentation of need.
Fee Deferment

A fee deferment may be provided to students who demonstrate need for orientation and cannot pay for the program before their requested orientation date. All students who request a fee deferment must meet BOTH of the following criteria:

1. Student has an Estimated Family Contribution (EFC) of 0-2000 according to their on-file FAFSA application.
2. Student has an incoming PELL or TEXAS Grant for the intended semester of enrollment.

All students interested in requesting a fee deferment for their requested orientation date must email orientation@uh.edu with a subject line containing their legal name, ID number, and FEE DEFERMENT.* Any student that attends orientation will be required to pay the orientation fee whether the fee was deferred or the student attended a previous orientation from another term. Additionally, the orientation fee payment is still required if you do not enroll in the university after attending orientation.

NOTE: A Fee Deferment is not a Fee Waiver. Students will still be required to pay for orientation once they receive their financial aid package. If payment is not made, a financial delinquency hold will be placed on the student’s account.

*We reserve the right to deny a student’s request for a fee deferment without sufficient proof of need.

Late Check-in Policy:

All students are required to check-in during their check-in time of their selected orientation. If for some reason a student is late for their orientation event, the New Student Orientation professional staff members reserve the right to deny students from attending the orientation. A student is considered late if:

1. It has been thirty minutes since the Check-In process has begun AND/OR
2. The first state mandated presentation has started.

Due to state mandated presentations and information, we cannot allow a student to join in orientation late if they want their orientation hold to be removed. If for some reason a student knows they will be late on the morning of orientation then they should call the Office of Admissions, (713) 743-1010 option 4, to notify the orientation staff and be properly assisted.

Interpretation Services

Interpretation Services are available at UH for incoming students and their guests who have a hearing disability. This service is available for all incoming attendees at orientation for Transfers and/or Freshmen. Please submit this form one week in advance to ensure registration for an American Sign Language Interpretation Services.
Frequently Asked Questions

Where can I park?

How do I get to campus?

How do I know where to go on campus?

Where do students stay overnight?

What do I need to bring for my Freshman Orientation overnight stay?

Why am I required to stay overnight? What if I live across the street and/or I’m not planning to stay on campus?

What are the fees?

What if I need special accommodations?

How do I make the payment for orientation?

What if I cannot make the payment for orientation?

I was admitted as a Freshman, but I’ll be a Transfer student in the fall. Which orientation do I attend?

How do I remove the hold for orientation?

How do I cancel or reschedule an orientation?

How do I add a guest?

Is there a fee for guests?

Where do guests stay?

Can I bring my friend/family member/sibling with me to orientation?

Where can I park?

You have a complimentary/free parking option. You and your guests attending the orientation may park at your designated parking lots.

- For Transfer or New Student Orientation, students and guests may park in the Welcome Center Student Garage at the NW corner of Wheeler and Calhoun.
- For Freshman Orientation, students and guests may park in the Zone E parking lot right off of Wheeler St.

A parking permit will be emailed to you one week before your scheduled orientation date. Please print the permit and display it on your automobile's dashboard.

How do I get to campus?

Houston is served by two major airports. Hobby Airport is approximately 20 miles closer ($23 by cab) to the University of Houston than the George Bush Intercontinental Airport. If you are traveling by car from I-45 North, take the Texas Spur 5 exit. Turn right on University Drive. From I-45 South, take the Elgin/Cullen/Lockwood exit. Turn left on Elgin and left at the second light. Turn right on University Drive. Keep straight to Entrance 1 at Calhoun Road.
How do I know where to go on campus?
O-Team leaders will be available to guide you around campus during your time at New Student Orientation. Maps are available online if you would like to look at one before you come.

Where do students stay overnight?
All students attending a 2-Day Freshman Orientation are required to stay overnight and will spend the evening in the Cougar Village II Residence Hall. Linens are NOT provided, and you will need to bring your own blankets and toiletries from home. 2-Day Freshman Orientations are only hosted in the summer.

What do I need to bring for my Freshman Orientation overnight stay?
We require you to bring the following items for an overnight stay:

- Linens and towels for your overnight stay
  - The bed is a twin sized bed so you will need twin-sized sheets, blanket, pillow, etc.
- Toiletries
  - Soap
  - Deodorant
  - Shampoo
  - Conditioner
  - Hair Dryer
  - Toothbrush
  - Toothpaste
  - Medicine/medication
- Clothes for your second day of orientation
- Government-issued photo ID
  - This is only used to take your picture for your Cougar Card. We do not ask for your ID at orientation.
- Final transcripts from your high school and/or former college(s) if you haven’t submitted them to UH already
- Casual clothes, including comfortable, closed-toe walking shoes
- Water bottle
- Umbrella or raincoat
- A jacket or sweater
  - The meeting rooms will be cold.

Why am I required to stay overnight? What if I live across the street and/or I’m not planning to live on campus?
All students attending a 2-Day Freshman Orientation must spend the night at orientation. The overnight portion of the program has been specifically designed to give you a chance to become familiar with campus and meet your peers. Through various planned academic and social activities, you will experience a taste of college, and the overnight stay will ensure that you are on time for the second day’s early start.
What are the fees?
Fees are all-inclusive and non-refundable. Payment made for New Student Orientation is due before you can view and select an orientation date through the myUH portal.

Orientation Fees
New Student Spring Orientation is $75 per student.
The fee to attend Freshman Orientation is $150 per student.
Transfer Orientation is $75 per student.

What if I need special accommodations?
Accessible rooms are available for students with disabilities. Please use the Accommodations section of your NSO registration page to let us know how we can make your stay as comfortable as possible. The University is proud of its nearly barrier-free campus and its numerous support services for students who have a temporary or permanent health impairment, physical limitations, psychiatric disorders, or learning disabilities. If you will need assistance during your orientation date or need to request an accessible room for your overnight stay, please call the Center for Students with DisABILITIES at least one week prior to your orientation date at 713-743-5400 (voice) or 713-749-1527 (TTY). You can also email orientation@uh.edu for more assistance.

How do I make the payment for an orientation?
Use these step-by-step instructions to log in to your myUH self-service portal to complete the payment process.

What if I cannot make the payment for an orientation?
Please refer to our section on an Orientation Fee Deferment. We will not waive your orientation, but if you meet the criteria then we will defer your fee.

I was admitted as a Freshman, but I’ll be a Transfer student in the Fall. Which orientation do I go to?
We base your orientation off of what you were admitted as for the semester you are applying for. For example, if you were admitted as a Freshman student for the fall semester, but now you have enough credits to be a Transfer student, you will still be required to come to Freshman Orientation. We cannot change your orientation to another orientation session.

How do I remove the hold for orientation?
You must attend your orientation to have your hold released for orientation. We cannot release your hold without you attending the mandatory orientation unless you qualify for an Exemption.

How do I cancel or reschedule an orientation?
Follow these step-by-step instructions to log in to your myUH self-service portal to manage your orientation schedule.
How do I add a guest?
Your guest will need to register online at uh.edu/nso-registration/. The guest will select the same orientation date as the student and pay the $60 (Freshman)/$40 (Transfer) guest fee. They will check-in on the morning of orientation at Family & Guest Registration.

Is there a fee for guests?
Yes, there is a $60 fee for guests attending a Summer/Fall Freshman Orientation and a $40 fee for guests attending a Spring New Student Orientation or Transfer Orientation. The preferred payment method is credit or debit card (Visa and MasterCard only). If you are unable to pay with a credit or debit card, you may pay with a cash, check, or money order at the Cashier’s Desk in the Welcome Center the morning of orientation after you have notified the Orientation Staff at the Orientation Help Desk (location determined by event, please refer to the sample schedule). All checks and money orders must be made payable to “University of Houston.” No other variations of the name should be listed.

Where do guests stay?
We are not able to offer housing to our family members and guests. Guests accompanying you can take advantage of the Hilton Hotel on campus for overnight accommodations or make reservations at any of the surrounding hotels in the area. For more information about the Hilton Hotel on campus, please visit the Hilton Reservation Page.

Can I bring my friend/sibling/family member with me to Orientation?
Parents and guardians are welcome at all orientations and, if attending, will follow a separate schedule of events. Because of the nature of the program, it is not appropriate for anyone except parents/guardians or spouses to attend as a guest. Friends or siblings are not allowed to accompany you. Guests under 18 will not be able to attend Family & Guest Orientation without a parent or guardian. The exception would be an older sibling who is acting in a guardian capacity; however, in this case, the sibling would attend the Family Member Orientation and would not be with you during any time parents and students are not ordinarily together.

**If you have a question that was not answered above, feel free to contact us at orientation@uh.edu or call us at (713) 743-1010, option 4.**