



RUTGERS

UNIVERSITY | NEW BRUNSWICK

One Stop Student Services Center

Areas of Support

Financial Aid

- FAFSA
- State and Federal Grants
- Loans
- Document Submission

Student Accounting

- Term Bills
- Refunds
- Direct Deposit
- Financial Holds
- Payment Plans

Registrar

- Transcripts
- Diplomas
- ID Cards
- Registration Questions
- Demographic updates

How to Contact Us

By Email and Web

Option 1: Students log on to their myRutgers dashboard and use the One Stop widget.

Option 2: Students visit go.rutgers.edu/onestop.

- Students should include their name and RUID when creating a case.
- Response time is typically within 1-2 business days, with the exception of peak times (January, September).
- If a One Stop Student Services Advisor cannot resolve the case, it is escalated to a specialist.

In Person

No appointment necessary.

Dr. Samuel Dewitt Proctor Hall, 65 Davidson Road, Busch Campus

(Bus stop: Busch Student Center – cross street and follow signs and path to Proctor Hall)

Business Hours:

- Mon-Thurs: 8:30am – 4:30pm, Friday 11am-4:30pm
- Visitors sign in, are called up to counter, and are assisted by a Student Services Advisor.
- Financial Aid and Registrar specialists are available to speak with for students who require in-depth assistance.

By Phone

- Students can call **(848) 445-4646** and speak to a trained One Stop representative who will work to resolve their case. If they are unable to do so, they will escalate it to a specialist.

Upon the resolution of a case (by email, web, in person, or over the phone), students are invited to provide feedback of their experience via survey. Please encourage them to do so!