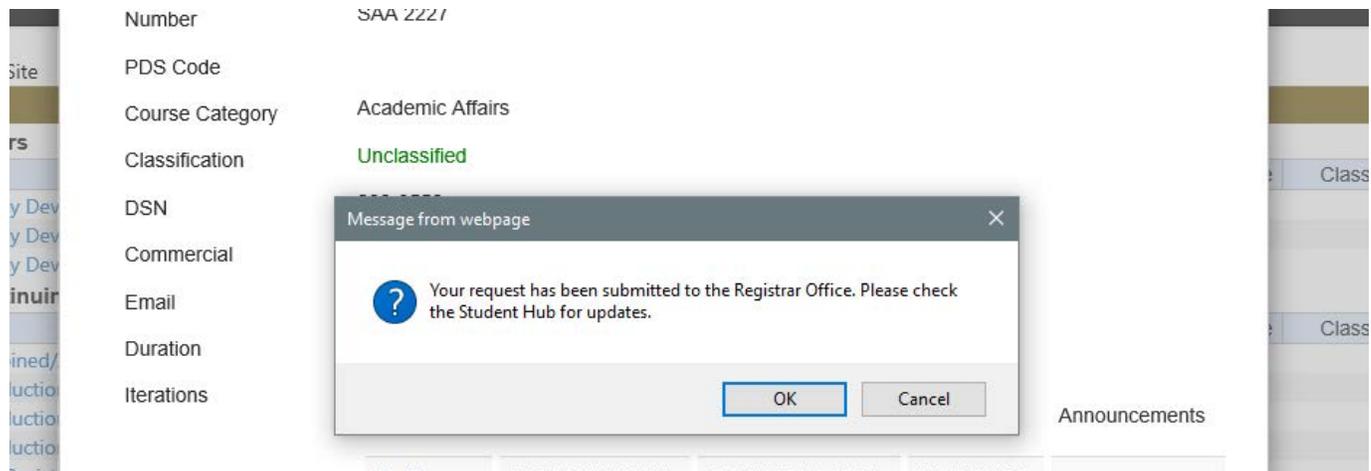


Frequently Asked Questions

Q: How do I check my registration?

A: A pop-up will indicate successful registration. The Student Hub will display all registered and enrolled courses.



Still having issues?

Please call the Admissions Office at (813) 826-3586 or email the department at jsouadmissions@socom.mil

Q: Where do I send my security clearance information?

A: DoD students must submit their visit requests through their local Security Managers via JPAS to SMO code **MA3DFJU04**. Industry contractors should pass their visit requests to SMO code **MA3DF8X94**. **Please ensure the Instructor of Record's name is in the POC block and include the Course Name in the remarks block.**

ONLY NON-DOD AGENCIES ARE ALLOWED TO EMAIL A VISIT REQUEST. Email visit requests to: jsou-vcc@socom.mil NLT 10 days prior to the start of your course/event.

For security related questions, please call:
813-826-1039/1038 or DSN: 299-1039

Q: Is there a fee/tuition to attend a course?

A: There is no tuition charged for U.S. students. All international students are subject to tuition as described in the Military Articles and Services List (MASL) for each course.

Q: Can international students attend a JSOU course?

A: Representatives of foreign governments may attend select JSOU courses. Prospective international students must contact the security cooperation at the U.S. Embassy in his/her country to initiate course attendance.

Q: If I haven't received any course information or reporting instructions, what should I do?

A: **Resident courses:** If you received an acceptance email and have not received any course information 10 days prior to course start date, please contact Student Services at (813) 826-3586.

Distance Learning/Blended Courses: If you received an acceptance email and have not received any course information 1 day prior to course start date, please contact Student Services at (813) 826-3586.

Q: How do I enroll in the JSOU Graduate Certificate program?

A: Prospective students interested in enrolling in a JSOU Graduate Certificate program should contact the JSOU Registrar at jsouadmissions@socom.mil

Q: How do I withdraw my registration?

A: Please contact jsouadmissions@socom.mil with your request to withdraw your registration. All withdraw requests must be written in an email to be processed.

Q: How do I request a copy of my transcripts?

A: Students are required to complete a transcript request form. Transcripts are processed on Wednesdays of each week. Students can send their completed transcript request form to: jsoucourses@socom.mil

*****Transcript Requests may take 4-6 weeks for processing*****

<https://www.socom.mil/JSOU/PubDocs/JSOUTranscriptRequest.pdf>

Q: How do I request a replacement certificate?

A: Students are required to complete a replacement certificate form. Students can send their completed replacement certificate form to: jsouadmissions@socom.mil

<https://www.socom.mil/JSOU/PubDocs/JSOUReplacementCertificateRequest-Fillable.pdf>

Q: How do I access Blackboard?

A: Registered students may access the JSOU e-Campus by following the link:

<https://jsou.blackboard.com/>

Prospective students must register for a course before gaining e-Campus access.

If you are a registered student and you are experiencing e-Campus issues, please contact the JSOU e-Campus

administrators:

JSOU_Blackboard@socom.mil

(813) 826-3708

(813) 826-3992

Q: How do I reserve a room at JSOU?

A: HQSOCOM, USSOCOM, and SOCOM entities ONLY:

To reserve a room at JSOU please fill out the form below and email to:

jsouadmissions@socom.mil

<https://www.socom.mil/JSOU/PubDocs/Blank%20Outside%20Room%20Request.pdf>

Q: Where can I find the ERB/ORB and PDS codes for the courses I have completed?

A: The codes can be found on your completion certificate or the form below:

https://www.socom.mil/JSOU/PubDocs/PDS_ERB%20Codes.xlsx?Web=1

Q: Who can I speak to about transferring JSOU credits to an accredited university?

A: Please contact the JSOU Education Outreach team:

education.outreach@socom.mil