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**Other Useful Information**

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Wireless Access During Summer NSO

Visitor Account and Wi-Fi Instructions

Connect to UMASS Wi-Fi

Go onto any web browser on your smart device and try to open a website. It will redirect you to the UMass wireless connection website.

Enter the username and password below to connect.

– Username: 60424621
– Password: 37356597

Note: While every attempt to ensure connectivity is made, it is not guaranteed.
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<tr>
<th><strong>Parent &amp; Family Checklist</strong></th>
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<tr>
<td><strong>MONEY MATTERS &amp; HEALTH</strong></td>
<td></td>
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<tr>
<td>Complete the FAFSA application for each academic year. This is required for Financial Aid awards, including the John &amp; Abigail Adams and the Koplick Tuition credits. More information can be found on the website <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>.</td>
<td></td>
</tr>
<tr>
<td>Work with your student to submit or complete any outstanding ‘To Do’ items related to their financial aid award.</td>
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<tr>
<td>Discuss getting online access (Authorized Payer through QuikPAY) with your student to view or pay their tuition bills. An email will be sent to your student’s UMass email address and all authorized payers when the bill is ready <a href="https://quikpayasp.com/umass/bursarbill/authorized.do">https:quikpayasp.com/umass/bursarbill/authorized.do</a>.</td>
<td></td>
</tr>
<tr>
<td>Enroll in UPay to pay your student’s bill in monthly installments if applicable. You may enroll in our monthly installment payment plan (10 installments for the annual plan; 5 installments for a single semester plan) through your authorized payer access <a href="http://www.umass.edu/bursar/upayment-plan">www.umass.edu/bursar/upayment-plan</a>.</td>
<td></td>
</tr>
<tr>
<td>Add funds to student's UCard account if applicable <a href="http://www.umass.edu/ucard/content/making-deposit">www.umass.edu/ucard/content/making-deposit</a>.</td>
<td></td>
</tr>
<tr>
<td>Complete the Consent to Treat Minor Patients form if your student will enroll at UMass as a minor <a href="http://www.umass.edu/uhs/accesstocare/forms">www.umass.edu/uhs/accesstocare/forms</a>.</td>
<td></td>
</tr>
<tr>
<td>Compare your health insurance plan with the Student Benefit Health Plan and choose what’s best for your student.</td>
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<tr>
<td>Complete the Health Insurance waiver online if your student is covered under a family’s qualified health insurance plan. To do so, visit the SPIRE logon page at <a href="http://www.spire.umass.edu">www.spire.umass.edu</a> and click on the ‘Health Insurance Waiver’ in the lower right corner, then click on the waiver tab. The website will be available in mid-July.</td>
<td></td>
</tr>
<tr>
<td>Consider switching your student’s primary care provider (PCP) to a UHS provider to avoid the need for referrals <a href="http://www.umass.edu/uhs/aboutus/providers">www.umass.edu/uhs/aboutus/providers</a>.</td>
<td></td>
</tr>
<tr>
<td>Be sure to give your student a copy of the front and back of their health insurance card before they move to campus.</td>
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<tr>
<td><strong>YOUR STUDENT’S CHECKLIST</strong></td>
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<tr>
<td>Remind your student to complete their checklist before the fall semester. The full list is available online at <a href="http://www.umass.edu/newstudent/student-checklist">www.umass.edu/newstudent/student-checklist</a> and at the back of this booklet.</td>
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</tr>
<tr>
<td><strong>IMPORTANT TOPICS TO DISCUSS WITH YOUR STUDENT</strong></td>
<td></td>
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<tr>
<td>Remind your student to check their UMass e-mail account frequently. University offices or departments will communicate important information to the student’s UMass e-mail address (<a href="mailto:...@umass.edu">...@umass.edu</a>).</td>
<td></td>
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<tr>
<td>Encourage your student to contact their roommate to discuss living arrangements and who will bring what.</td>
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<tr>
<td>Remind your student to review the “What to Bring” page on the My UMass App to find out what is allowed or restricted on UMass campus.</td>
<td></td>
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<tr>
<td>Encourage your student to participate in Fall NSO events <a href="http://www.umass.edu/newstudent/fall-nso">www.umass.edu/newstudent/fall-nso</a>.</td>
<td></td>
</tr>
</tbody>
</table>
Discuss campus safety and your expectations regarding alcohol consumption and drug use. Visit the link below to learn more about our Alcohol and drug policies [www.umass.edu/dean_students/sites/default/files/documents/AOD_policies2016.pdf](http://www.umass.edu/dean_students/sites/default/files/documents/AOD_policies2016.pdf).

Discuss time management, study skills, and mutual expectations for staying in touch.

Talk about how your student will finance their education and create a budget for the semester.

Provide reminders of life skills (including doing laundry, managing bank account, eating well and exercise).

Learn more about programs and services available to assist your student [www.umass.edu/studentlife](http://www.umass.edu/studentlife).

**STAY CONNECTED WITH THE OFFICE OF PARENT SERVICES**

Visit the Office of Parent Services Website [www.umass.edu/parents](http://www.umass.edu/parents).

Stay abreast on campus updates and deadlines by reading the Parent/Family electronic newsletter [www.umass.edu/parents/news](http://www.umass.edu/parents/news).

Consider volunteering with the Office of Parent Services [www.umass.edu/parents/umapa/volunteers](http://www.umass.edu/parents/umapa/volunteers).

Make plans to join us for Family Weekend 2018, October 19-21 [www.umass.edu/parents/familyweekend](http://www.umass.edu/parents/familyweekend).


Learn about the UMAPA and Advisory Council [www.umass.edu/parents/umapa](http://www.umass.edu/parents/umapa) and [www.umass.edu/parents/umapa/advisory-council](http://www.umass.edu/parents/umapa/advisory-council).

Join the UMass Amherst Family to Family Facebook group [http://tinyurl.com/hwa72ct](http://tinyurl.com/hwa72ct).

Check out the UMass Amherst Family to Family blog [http://tinyurl.com/zgdr4wy](http://tinyurl.com/zgdr4wy).
Described below are common abbreviations/acronyms that UMass Amherst students, faculty, and staff often use to refer certain topics, offices, programs, and the like.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ACH</td>
<td>Automatic Bank Payment</td>
</tr>
<tr>
<td>ACT</td>
<td>Assessment and Care Team</td>
</tr>
<tr>
<td>ARD</td>
<td>Assistant Residence Director</td>
</tr>
<tr>
<td>ARR</td>
<td>Academic Requirements Reports</td>
</tr>
<tr>
<td>BASICS</td>
<td>Brief Alcohol Screening and Intervention for College Students</td>
</tr>
<tr>
<td>BURSAR</td>
<td>The Office responsible for student accounts, billing and collection</td>
</tr>
<tr>
<td>CCPH</td>
<td>Center for Counseling and Psychological Health</td>
</tr>
<tr>
<td>CHC</td>
<td>Commonwealth Honors College</td>
</tr>
<tr>
<td>CHP</td>
<td>Center for Health Promotion</td>
</tr>
<tr>
<td>CICS</td>
<td>College of Information and Computer Sciences</td>
</tr>
<tr>
<td>CMASS</td>
<td>Center for Multicultural Advancement and Student Success</td>
</tr>
<tr>
<td>COA</td>
<td>Cost of Attendance</td>
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<tr>
<td>CNS</td>
<td>College of Natural Sciences</td>
</tr>
<tr>
<td>CRC</td>
<td>Collegiate Recovery Community</td>
</tr>
<tr>
<td>CWC</td>
<td>Center for Women and Community</td>
</tr>
<tr>
<td>DC</td>
<td>Dining Commons</td>
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<tr>
<td>DOSO</td>
<td>Dean of Students Office</td>
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<tr>
<td>EFC</td>
<td>Expected Family Contribution</td>
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<tr>
<td>FAC</td>
<td>Fine Arts Center</td>
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<tr>
<td>FAFSA</td>
<td>Free Application for Federal Student Aid</td>
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<tr>
<td>FERPA</td>
<td>Federal Education Rights and Privacy Act</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Full Form</td>
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<td>--------------</td>
<td>------------------------------------------------</td>
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<tr>
<td>FinAid</td>
<td>Financial Aid Services</td>
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<tr>
<td>GA</td>
<td>Graduate Assistant</td>
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<tr>
<td>Gen Ed</td>
<td>General Education Program</td>
</tr>
<tr>
<td>GPA</td>
<td>Grade Point Average</td>
</tr>
<tr>
<td>HFA</td>
<td>College of Humanities and Fine Arts</td>
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<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability</td>
</tr>
<tr>
<td>IPO</td>
<td>International Programs Office</td>
</tr>
<tr>
<td>LRC</td>
<td>Learning Resource Center</td>
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<tr>
<td>NRBP</td>
<td>Not Ready for Bedtime Players</td>
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<tr>
<td>OCSC</td>
<td>Off Campus Student Center</td>
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<tr>
<td>OCSL</td>
<td>Off Campus Student Life</td>
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<tr>
<td>OIR</td>
<td>Office of Institutional Research</td>
</tr>
<tr>
<td>OPS</td>
<td>Office of Parent Services</td>
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<tr>
<td>OURS</td>
<td>Office of Undergraduate Research and Studies</td>
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<tr>
<td>OWL</td>
<td>Online Web-Based Learning</td>
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<tr>
<td>PCP</td>
<td>Primary Care Provider</td>
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<tr>
<td>PM</td>
<td>Peer Mentors</td>
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<tr>
<td>PVTA</td>
<td>Pioneer Valley Transportation Authority</td>
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<tr>
<td>RA</td>
<td>Resident Assistant</td>
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<tr>
<td>RAP</td>
<td>Residential Academic Programs</td>
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<tr>
<td>RASC</td>
<td>Residential Academic Success Center</td>
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<tr>
<td>RD</td>
<td>Residence Director</td>
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<tr>
<td>Res Ed</td>
<td>Residence Education</td>
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<td>Res Life</td>
<td>Residential Life</td>
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<tr>
<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>RHA</td>
<td>Residence Hall Association</td>
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<tr>
<td>RLO</td>
<td>Residence Liaison Officer</td>
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<tr>
<td>RSD</td>
<td>Residential Service Desks</td>
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<tr>
<td>RSO</td>
<td>Registered Student Organization</td>
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<tr>
<td>SAACL</td>
<td>Student Affairs and Campus Life</td>
</tr>
<tr>
<td>SBS</td>
<td>College of Social and Behavioral Sciences</td>
</tr>
<tr>
<td>SGA</td>
<td>Student Government Association</td>
</tr>
<tr>
<td>SHBP</td>
<td>Student Health Benefit Plan</td>
</tr>
<tr>
<td>SI</td>
<td>Supplemental Instruction</td>
</tr>
<tr>
<td>SLSO</td>
<td>Student Legal Services Office</td>
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<tr>
<td>PHHS</td>
<td>School of Public Health and Health Sciences</td>
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<tr>
<td>SPIRE</td>
<td>Online Student Information System</td>
</tr>
<tr>
<td>UPay</td>
<td>UMass Payment Plan</td>
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<tr>
<td>UCard</td>
<td>UMass Amherst Campus Identification Card</td>
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<td>UHS</td>
<td>University Health Services</td>
</tr>
<tr>
<td>UMAPA</td>
<td>UMass Amherst Parents Association</td>
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<tr>
<td>UMPD</td>
<td>UMass Police Department</td>
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<tr>
<td>YIS</td>
<td>Your Intervention Strategies</td>
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Important Dates

Fall 2018

- **June 1-July 13**: Housing Preference Applications available for first-year students
- **June 1-July 13**: Roommate search available for all new students
- **June 1-July 19**: Housing Preference Applications available for transfer students
- **July 5**: Enrollment opens for UPay installment payment plan
- **July 16**: Fall semester bills available on SPIRE. Students and Authorized Payers are notified by email. (This is an estimated date.)
- **August 3**: Hotel UMass call in date for Family Weekend room reservation (10:00am)
- **August 3**: Fall housing assignments posted on SPIRE
- **August 10**: Bills due for Fall 2018. First Installment due for the UPay Payment Plan
- **August 14**: MicroChill early bird pricing and free delivery deadline
- **August 31**: Move-In day for first-year students
- **August 31**: Last day to complete AlcoholEdu and YIS: Your Intervention Strategies on Moodle (*new students* only)
- **August 31**: Commonwealth Induction ceremony for Honors students and families
- **September 1**: Move-In day for transfer students
- **September 1-3**: Fall New Student Orientation (Fall NSO)
- **September 4**: First day of classes
- **September 17**: Last day to add/drop any class with no record; waive the Student Health Benefit Plan; and change meal plan for the fall semester
- **September 19**: Bills available online for any unpaid items and new charges. Students and Authorized Payers are notified by email
- **October 1**: FAFSA application available to complete
- **October 10**: Due date of September bill. Deadline (5PM EST) to enroll in the UPay Payment Plan
- **October 19-21**: Family Weekend 2018
- **December 12**: Last day to modify fall financial aid

Spring 2019

- **Nov. 5 – Jan. 7**: Housing Preference Applications available for spring admits
- **November 8**: Enrollment opens for UPay installment plan
- **December 17**: Spring 2019 semester bills available on SPIRE. Students and Authorized Payers are notified by email
- **January 10**: Bills due for spring 2019. First installment due for the UPay Payment Plan
- **January 11**: New student assignments are released on SPIRE
- **January 20**: Residence Halls Open
- **January 21**: Last day to complete AlcoholEdu and YIS: Your Intervention Strategies on Moodle (*new students* only)
- **January 22**: First day of classes
- **February 4**: Last day of Add/Drop with no record; waive the Student Health Benefit Plan; and change meal plan
- **February 18**: Bills available online for any unpaid items and new charges. Students and Authorized Payers are notified by email
- **March 1**: FAFSA Priority filing deadline
- **March 11**: Due date of February bill. Deadline (5PM EST) to enroll in the UPay Payment Plan
- **April 1**: Last day to submit financial aid appeals for current school year
- **April 15**: Last day to submit financial aid verification for current school year
- **May 1**: Last day to modify spring semester financial aid
FERPA aka Federal Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) is a federal legislation that establishes guidelines governing the way educational institutions maintain and supervise student records. The law is intended to assure student records are used for legitimate educational purposes and to control the release of records. The law prohibits the release of records without the prior consent of the student to any third party, including parents/guardians/family members.

Disclosure of Education/Academic Records

The University (deans/faculty/staff) cannot discuss academic information (i.e., grades, academic progress, etc.) with family members or any third party without a student’s consent, either written or electronic. The best way for a parent to know about a student’s academic performance is to communicate directly with the student.

Access to Tuition Bills, Financial Aid, and Housing

We understand that many families have a reason to inquire about or assist their student while they are enrolled at UMass Amherst. In an effort to better serve our students and families, we have provided an opportunity for students to allow parents, guardians or third parties to receive some information about them. In these circumstances, students must file a waiver form to allow family members to speak with University staff about certain information and advocate on their behalf. A few of those circumstances are listed below. Please note that the waiver process is different depending on the situation. In addition, it’s not a blanket statement and does not cover all areas. Your student may have to complete a waiver form more than once throughout their enrollment at the University.

In order to speak to staff about your student’s bill, their housing and financial aid information, your student must initiate a waiver online through their SPIRE account. The procedures are listed below:
1. Student signs on to SPIRE at www.spire.umass.edu
2. On the left hand menu, select My Personal Information then FERPA Privacy Waiver.
3. Student may select up to four designees
   a. For each designee enter first name, last name and a 4-digit code
   b. For each designee, select the type of information you want released (Financial and/or Housing)

More information about the FERPA waiver process may be found at www.it.umass.edu/support/spire/set-up-your-ferpa-privacy-waiver.

Office of the Bursar

When a family member contacts the Bursar’s Office with questions, our staff will ask for the FERPA Privacy Code. This is the 4-digit code that the student has entered on a family’s behalf. We will then verify the code and the fact that financial information has been selected as releasable. If the family member is not listed as a designee or provides an incorrect access code, we are unable to speak to that person about a student’s bill.

NOTE: The FERPA waiver does not allow family members to receive student bills. Family members wishing to receive a copy of student bills should be set up as an Authorized Payer by their student. More information about Authorized Payer enrollment may be found at www.umass.edu/bursar/document/authorized-payer-guide.

Financial Information protected by FERPA.

This information may be shared with any person that a student has designated with an Access Code.

- Bursar account balance; charges, payments, payment plans, overdue amounts, etc.
- Pending or prior financial aid awards and current disbursements
- Tuition and fee credits, scholarships refunds and student account status
- University-maintained loan disbursements and repayment history
- Health insurance waiver status
- Withdrawal dates
- Related sanction data
Housing Information Protected by FERPA.
As a parent, guardian, or family member, you may request public information regarding your student. This includes room assignment, room phone number and roommate information, unless there is a privacy block on that student’s record. In addition, it’s important for family members to know that they may not request information that is specific to the contract we hold with the student or steps their student has taken in SPIRE. Student Services staff members are prohibited by law from disclosing specific information regarding a student’s record or bill.

However, a student may waive their FERPA protection and designate up to four people to have access to their housing information. Parents/Guardians will be asked for the four digit pin number to verify their status before information is given. Furthermore, a parent/guardian may not complete exemption applications, billing appeals, or contract cards for their student nor can they cancel an assignment or submit a request in the form of an application for a student.

_This information may be shared with any person that a student has designated with an Access Code._
- Current and future housing assignments, and directory information
- On-campus housing requirements, preferences, eligibility, obligations, fees and refunds.

**HIPAA aka Health Insurance Portability and Accountability Act**

The HIPAA Privacy Rule establishes national standards to protect individuals’ medical records and other personal health information. The Rule requires appropriate safeguards to protect the privacy of personal health information, and sets limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The Rule also gives patients rights over their health information, including rights to examine and obtain a copy of their health records, and to request corrections. The law prohibits the release of records without the prior consent of the student to any third party, including parents/guardians/family members.

**University Health Services (UHS)**

UHS visits and medical records are confidential by law. No information can be released, either verbally or in writing, without the patient’s written permission. Your student can complete a waiver form on the day of their visit. A new form is required at each visit. The privacy regulations apply to everyone including parents, family members, friends, faculty and staff. Although UHS bills the primary insurance carrier for sensitive services such as testing for pregnancy and sexually transmitted infections, details are not indicated on information forwarded to the policyholder.

If your student is under 18, a parent or guardian must provide written consent for medical care. You may download and complete the UHS’ Consent to Treat Minor Patients form at [www.umass.edu/uhs/accsstocare/forms](http://www.umass.edu/uhs/accsstocare/forms).

**Center for Counseling and Psychological Health (CCPH)**

Clinical services at the Center of Counseling and Psychological Health are strictly confidential under the privacy protection of HIPAA. Your student may sign a release in our office and select what information they would like to be released and to whom. No information will be released without your student’s permission except when allowed by law. [www.umass.edu/counseling/confidentiality](http://www.umass.edu/counseling/confidentiality)

**Confidentiality and Privacy**

**Dean of Students Office (DOSO)**

The Dean of Students Office keeps all student information confidential. In the event of a student conduct case, it’s the student who notifies family members or self-selected third parties about a pending case. Conversations are between the University and its students. Parents/legal guardians of dependent students under 21 years of age are notified when a student is found responsible for an alcohol or drug violation. For a list of Frequently Asked Questions and your role in the student conduct process visit our website [www.umass.edu/dean_students/conduct/faqs-families](http://www.umass.edu/dean_students/conduct/faqs-families)

For more information about FERPA and HIPAA and how they apply to you and your student, visit [www.it.umass.edu/support/spire/ferpa](http://www.it.umass.edu/support/spire/ferpa) and [www.umass.edu/uhs/prights](http://www.umass.edu/uhs/prights).
An Academic Perspective

Presenter’s Name:

Academic Regulations
All undergraduate students are responsible for complying with the rules, regulations, policies, and procedures contained in "Academic Regulations". For information visit www.umass.edu/registrar/students/policies-and-practices/academic-regulations.

Graduation Requirements
Students are responsible for monitoring their progress toward graduation and fulfillment of requirements. Students are also responsible for providing the Registrar’s Office with accurate information regarding projected graduation date and degree.

In order to graduate from the University, students must:

- Satisfy major requirements: students can check these requirements on their Academic Requirements Report (ARR) on SPIRE. Curriculum information can also be found on departmental websites.
- Satisfy college requirements: some colleges have specific requirements for graduation. Students can check these requirements on their ARR. Students should meet with their departmental advisor or college academic dean to determine if their college has graduation requirements.
- Satisfy University requirements including:
  - A 2.0 GPA overall and in their major
  - 120 credits (some departments, such as Engineering, require more)
  - 45 credits in residency
  - Completion of the General Education curriculum - www.umass.edu/gened/

Advising
Students are urged to meet regularly with their department or program academic advisor and to seek out their college’s academic dean as needed. Advising is a key component to student success as advisors will help with questions about course registration and graduation requirements and refer students to other resources on campus. Additionally, advisors can offer information on choice of major or co-curricular opportunities. Many departments list contact information for advisors on SPIRE. If your student’s advisor is not listed there, the department’s or college’s main office will be able to direct your student to the appropriate contact. More advising details, including how to find academic deans, are available at www.umass.edu/gateway/academics.

Office Hours
Faculty and teaching assistants hold office hours weekly. These hours are always indicated on course syllabi and Moodle (the university’s online learning management system). If a student has a conflict with an instructor’s established office hours – an appointment can always be made for a different time to meet. Faculty members are available to discuss course materials and other academic issues as well as offer advice on research, internship opportunities, and graduate school.

Online Learning Management Systems
Classes taught on campus in a classroom setting often make use of computer programs to share content online. The university utilizes Learning Management Systems called Moodle and Blackboard Learn. These online tools allow instructors to post announcements, readings, discussion boards, quizzes, and more. Students are responsible for checking their course pages for assignments and messages from their instructors.

Campus Resources
There are many resources on campus that can assist students academically. Some of these resources are: Learning Resource Center (LRC); Writing Center; Math Tutoring Center; Office of Disability Services; and International Programs Office (IPO).
during the Add/Drop period. Students who do not drop or withdraw from a course through normal procedures may receive a grade of F for the course.

**Academic Status**

Academic status is a student’s academic standing at the University. It is based on a student’s cumulative GPA.

- **Good Standing:** 2.0+ cumulative GPA (Grade Point Average)
- **Academic Warning:** Issued to students who have a semester GPA under 2.0, but overall GPA above 2.0
- **Probation:** Below 2.0 cumulative GPA. Students on academic probation:
  - May return to school for the following semester
  - Must improve academic performance to avoid suspension
  - Should meet with academic advisor and Academic Dean
- **Suspension:** Cumulative GPA falls below 2.0 for second time (does not have to be consecutive semesters). Students on academic suspension:
  - May not return to school for the following semester
  - May attend another school (not UMass Continuing Education) and transfer courses to UMass
- **Dismissal:** Cumulative GPA falls below 2.0 for third time. Students on academic dismissal will be permanently separated from UMass.
- **Immediate Reinstatement:** May be granted to students who have been suspended or dismissed.
  - Academic Dean’s approval is required
  - If approved, students may enroll for the following semester
  - Students will be subject to academic dismissal if they fall below good standing in any subsequent semester

**Textbooks**

Many classes at UMass require students to purchase textbooks or course packets (copied materials compiled by the instructor). A list of required reading materials for a course is available on SPIRE when enrollment appointments begin for the following semester. For most textbooks, links will be provided to the product page on Amazon.com (the official textbook provider of UMass Amherst for Fall 2018) where required course materials can be purchased and shipped with free-one-day shipping to campus. However, some professors may require students to buy custom course packets, in which case the professor will provide specific instructions via SPIRE for where to pick up these items.

**Credits Earned Off Campus**

UMass Amherst grants advanced standing and/or credit for the College Board AP exams, SAT II Foreign Language scores, International Baccalaureate higher level exams, and previous college course work. Credits awarded will vary depending upon scores and subject matter. Credits may apply to graduation requirements, but they do not count toward residence requirements (that is, up to 75 transfer credits can apply to graduation requirements; 45 residence credits must be earned through UMass Amherst; 60 credits if graduating with honors). In addition, no grade is granted for these credits. To receive credit, students must arrange for scores and/or official transcripts to be sent to Undergraduate Admissions. For more information, visit www.umass.edu/newstudent/transfer-credit-courses-and-tests.

If a student wants to take a course at another institution, they must complete a “Prior Approval Form” available at the Registrar’s office. This is to ensure that the course will transfer to the University. After the course is completed, an official transcript from the institution must be sent to the Registrar’s Office.
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Attendance
Students are expected to attend all regularly scheduled classes at the University for which they are registered. Students absent due to extenuating circumstances—including jury duty, military obligations, scheduled activities for other classes, the death of a family member, or verifiable health-related issues remain responsible for meeting all class requirements. Faculty shall offer such students reasonable assistance in making up missed classes (i.e., making arrangements for attendance at labs or discussion sections which meet at other times; providing makeup exams or labs where feasible).

During the Add/Drop period, faculty members are allowed to drop students who are absent from the first two class meetings and have failed to make special arrangements with the instructor. However, students should be aware that non-attendance is not a means of automatically dropping a course. Students who intend to drop a course should do so
Money Matters

Presenters’ Names:

Bursar’s Office
215-225 Whitmore Administration Building
Phone Number:  413-545-2368
Web site: www.umass.edu/bursar
Email: bursar@admin.umass.edu

For students and parents/families, the goal of the UMass Amherst Bursar’s Office is to make paying for your education as simple as possible. We strive to make the process of paying your bill as clear and easy as possible so you can pay on time and get on with the business of learning!

The Bursar’s Office is responsible for student accounts, billing and collection. We provide customer service and assistance to students and authorized payers. We credit payments and financial aid to student accounts, although we are not the Financial Aid Office. We offer a payment plan option to allow students and families to pay in installments rather than a lump sum payment. Bills are sent electronically and online payments are available (and encouraged) for our students and authorized payers.

We are dedicated to providing resources for our students and families to help promote financial literacy life skills, including information about budgeting, credit card use, identity theft, and debt.

We’d like to welcome you to UMass Amherst! Our staff is always ready to help students and authorized payers with any questions!
# Tuition Bill

## Student Information
- **Name:** Doe, Jane
- **ID:** 12345678
- **Invoice Date:** 07/16/2018
- **Due Date:** 10-Aug-18

## Statement Information
- **Statement Balance:** $3,156.00
- **Estimated Aid:** ($200.00)
- **Amount to be Paid by Due Date:** $2,956.00

## Charges

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<thead>
<tr>
<th>Charge Description</th>
<th>Term</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Undergraduate In-State</td>
<td>Fall 2018</td>
<td>$7,515.00</td>
</tr>
<tr>
<td>Technology Fee</td>
<td>Fall 2018</td>
<td>$125.00</td>
</tr>
<tr>
<td>Student Activities Fee</td>
<td>Fall 2018</td>
<td>$65.50</td>
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<tr>
<td>Base Room Fee</td>
<td>Fall 2018</td>
<td>$3,431.00</td>
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<td>Unlimited Meal Plan</td>
<td>Fall 2018</td>
<td>$2,978.00</td>
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<tr>
<td>Student Health Plan (waivable)</td>
<td>Fall 2018</td>
<td>$772.50</td>
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<tr>
<td>Mass PIRG (waivable)</td>
<td>Fall 2018</td>
<td>$11.00</td>
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<tr>
<td>Child Care (waivable)</td>
<td>Fall 2018</td>
<td>$1.00</td>
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<tr>
<td>New Student Entering Fee</td>
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<tr>
<td>Class Materials Fee</td>
<td>Fall 2018</td>
<td>$56.00</td>
</tr>
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</table>

**Charge Total:** $15,440.00

## Payments & Credits

<table>
<thead>
<tr>
<th>Payments &amp; Credits</th>
<th>Term</th>
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</thead>
<tbody>
<tr>
<td>UMass Amherst Grant</td>
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<td>($3,163.00)</td>
</tr>
<tr>
<td>Univ Need Based Acad Grant</td>
<td>Fall 2018</td>
<td>($1,000.00)</td>
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<tr>
<td>Federal Pell Grant</td>
<td>Fall 2018</td>
<td>($1,913.00)</td>
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<tr>
<td>Fed Supp Educ Opp Grant</td>
<td>Fall 2018</td>
<td>($200.00)</td>
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<td>Federal Direct Subsidized Loan</td>
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<tr>
<td>BHE Tuition Credit - Need Base</td>
<td>Fall 2018</td>
<td>($600.00)</td>
</tr>
<tr>
<td>BHE Cash Grant</td>
<td>Fall 2018</td>
<td>($200.00)</td>
</tr>
<tr>
<td>Community Award</td>
<td>Fall 2018</td>
<td>($3,000.00)</td>
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</table>

**Payment & Credits Total:** ($11,808.00)

## Refunds

<table>
<thead>
<tr>
<th>Refunds</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refunds Total</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Current Balance

- **CURRENT BALANCE:** $3,156.00

## Estimated Aid
- **MASSGrant:** Fall 2018 ($200.00)

**Estimated Aid Total:** ($200.00)

## Messages

- The deadline to waive the Student Health Plan is September 17, 2018
- Estimated aid indicates that this award is only ESTIMATED and NOT FINAL. To ensure final aid, all ToDo's and outstanding issues must be resolved with Financial Aid.
UPay Payment Plan

The UPay Payment Plan is a way to pay your Bursar Bill in **monthly installments**. Payments are automatically deducted through your checking or savings account or credit card. There is a 2.7% fee for credit or debit cards. Visit www.umass.edu/bursar/upay-payment-plan for more information.

**Payment Methods**

- Automatic bank payment (ACH)
  - Enter bank account number and bank routing number to set up automatic withdrawal from a specific bank account
- Credit/debit cards
  - All major credit are accepted
  - A service charge is assessed for payments made on a credit (2.7%)

**Important note:** do not use a debit card as a credit card payment, as a 2.7% fee will be charged. Instead, process your payment from a bank account as a ACH payment (listed above).

- Payments are processed on the 10th of every month and will continue until the balance of the payment plan is paid in full.

**Cost to Participate**

- Enrollment fees ($65 for the annual plan and $45 for the semester plan) apply for the single semester and the annual plan. The enrollment fee is non-refundable.
- $30 returned payment fee if a payment is returned
  - Applies to returned monthly installment payments.

**How to Enroll in the Payment Plan**

- Students:
  - Log into your SPIRE account at www.spire.umass.edu
  - Click on View/Pay Bill
  - Select the Payment Plan link in the QuikPAY menu
- Authorized Payers:
  - Log into your QuikPAY account at quikpayasp.com/umass/bursarbill/authorized.do
  - Select the Payment Plan link in the QuikPAY menu
- Before you click the Submit button, please read the Final Review and the Terms and Conditions. If an e-mail address is provided, an enrollment confirmation e-mail will be sent immediately.
UMass Amherst Undergraduate Payment Plan Options

**Fall 2018 Semester Payment Plan**

- **$45 Enrollment fee**
- **Jul-05-2018 Plan opens**
- **Payment deduction date, 10th of every month**
- **Deadline to enroll Oct-10, 2018 at 5:00 pm EST**

**Spring 2019 Semester Payment Plan**

- **$45 Enrollment fee**
- **Nov-08-2019 Plan opens**
- **Payment deduction date, 10th of every month**
- **Deadline to enroll Mar-10, 2019 at 5:00 pm EST**

**Enrollment Date** | **Down Payment** | **First Installment** | **Enrollment Date** | **Down Payment** | **First Installment**
--- | --- | --- | --- | --- | ---
July 7 – Aug 8 | 0% | Aug - 10 | Nov 8 - Jan 8 | 0% | Jan - 10
Aug 9 – Sept 8 | 20% | Sep - 10 | Jan 9 – Feb 8 | 20% | Feb - 11
Sept 9 – Oct 8 | 40% | Oct - 10 | Feb 9 – Mar 8 | 40% | Mar - 11
Oct 9 - Oct 10 | 60% | Nov - 12 | Mar 9 - Mar 10 | 60% | Apr - 10

Save time, save money by enrolling in the **Annual Payment Plan**. The cost for the annual plan is $65 (a $25 savings) and allows you to set up the fall and spring plan at the same time. Terms and conditions listed are the same as listed above. If enrolled in an annual plan, the first Spring deduction will be processed on January 10.

Questions? Contact the Bursar’s Office at 413.545.2368 or visit www.umass.edu/bursar

www.MyCollegePaymentPlan.com/umass

**Authorized Payers**

**What is an authorized payer?**
An authorized payer is a student’s parent, spouse, or other authorized user that has permission to view and/or pay the student’s bill.

**What can an authorized payer do?**
Authorized payers have the ability to...

1. View the student’s current and past billing statements
2. View recent activity on a student’s account
3. View the history of online payments
4. Make payments towards the student’s Bursar bill
5. Print copies of statements for record keeping
6. Enroll in the University’s UPay Payment Plan
7. Receive email notifications with regard to billing matters

**How does the student set up an Authorized Payer?**

1. Log into SPIRE > Main Menu > Finances > View/Pay Bill
2. Click on ‘Authorized Payer’ link on the left-hand menu
3. Follow instructions to create a username and temporary password for each designee
4. Contact each designee and notify them of the temporary password associated with their account
What happens now?
Authorized payers will receive an email with instructions on how to log into the QuikPAY system through their account. They will be required to enter the temporary password provided by the student, and will need to select a permanent password once they gain access to the system.

Authorized payers may view their student’s billing and payment information at quickpayasp.com/umass/bursarbill/authorized.do.

More information about Authorized Payer access may be found on the Bursar’s Office website at www.umass.edu/bursar under the Parents and Guardians section on the front page.

Tuition & Fees Billing

Tuition and Fee rates for the academic year are set by the University of Massachusetts Board of Trustees in June. The fees are available for distribution shortly thereafter. Any ‘Cost of Attendance’ amounts used to determine Financial Aid and/or presented for information purposes are considered estimated prior to the Board of Trustees approval. A full schedule of tuition and fees, including an explanation of each fee, can be found on the Bursar’s Office website at www.umass.edu/bursar under the Tuition-Fees tab.

Billing
Each student attending the University of Massachusetts Amherst will have a Bursar account which will include charges applicable to the student’s enrollment at the University, tuition credits the student may be eligible for, financial aid disbursed on the student’s behalf, and payments made toward the balance. Up to date account information is available to students 24/7 online through their SPIRE account.

The University bills by semester, with Fall bills sent on July 16 (estimated date) due August 10.

All billing statements and subsequent new charges are available to be viewed online in QuikPAY. When a new bill is generated or new charges are posted, an email notification will be sent to each student at their @umass.edu email address. A notification is also sent to each person listed as an Authorized Payer. Email notifications will be sent on the 15th of each month, due the 10th of the following month for any new charges posted to the student’s Bursar account. Students will be subject to late fees and sanctions (including the inability to register for next semester and holds on grades) if payments are not made by the due date.

Please do not disregard your University billing messages!
If you receive a billing notification from the University, there may be an outstanding balance on your account, even if you think you are ‘all set’. For instance, families on a payment plan may have under-budgeted, new charges may have been added, etc. It is important to review all e-bill statements the University generates.

Tuition & Fees Billing
How Do I Pay?

Online Payments
Online payments are accepted through our QuikPAY electronic billing and payment system.

- **Students**: access QuikPAY through SPIRE by clicking on the ‘View/Pay Bill’ link.
- **Authorized Payers**: access QuikPAY via quickpayasp.com/umass/bursarbill/authorized.do.

Payments may be made via eCheck (from a U.S. Bank checking or savings account) or via Credit Card (MasterCard, Discover, VISA or American Express). Please note: **Credit Card payments are subject to a 2.7% service charge.** International payments can be processed through Flywire www.flywire.com/school/umass.
Mail Payments
Check payments are accepted via mail. Checks must be made out to the University of Massachusetts Amherst, and must include the student’s 8-digit ID number on the check. Payments may be mailed to:
Bursar’s Office
University of Massachusetts Amherst
181 President’s Drive
Room 215 Whitmore Building
Amherst, MA 01003

In Person Payments
Payments may be made in person at our teller windows. Credit card payments are not accepted. The Bursar’s Office is located in the Whitmore Administration Building, Room 215. Our office hours for payment processing are Monday through Friday, 8:30am-4:00pm.

Installment Plan
In order to help alleviate the burden of the cost of attendance, the University of Massachusetts Amherst offers our students and families a payment plan option. Our UPay Payment Plan allows students and families to pay their student bill through automatic monthly deductions. Students and families may elect to pay a single semester (5 installments) or a full year (10 installments); there is an enrollment fee for both the single semester plan and the annual plan. More information about the University’s UPay Payment Plan may be found online.

Payments cannot be accepted via phone.

Question: I overpaid, how do I get a refund?  
Answer: Enroll in Excess Express!

What is a Refund?
When a student’s account is overpaid, the University will issue a refund to the student for the overpayment amount. This does include Parent Plus Loans which will be refunded to the student. Refunds cannot be issued to anyone other than the student.

How Am I Refunded?
Student refunds are processed electronically, therefore students are required to sign up for Excess Express. Excess Express is a program offered by the Bursar’s Office allowing students to indicate a bank account (checking or savings) to which the excess funds should be deposited.

How Do I Enroll?
Students enroll in the Excess Express through their SPIRE account. Once in SPIRE, under ‘Finances’ on the left-hand menu, click on ‘Excess Express’. Your student will be asked to enter a bank’s routing number and a bank account number. Once your student has enrolled, the information will remain the same unless they change it. Should they wish to change their account information at any time, they will simply CANCEL the current row and enter the new information.

All bank account information is secure and NEVER shared with third parties. Bursar’s Office staff does not have access to view or change any banking information entered by the student.

When Will My Student Get Their Refund?
Refunds will be deposited to the student’s bank account. Students will receive an email notification at their official email address that is assigned by the IT Department.
Students who choose not to enroll in Excess Express can request a paper check through SPIRE in the Finances Section. Please allow up to 3 weeks for the request to be processed. Students requesting a paper check will receive an email notification at their university email address once the check is available. **Paper checks must be picked up in the Bursar’s Office in person with appropriate ID.** If a check is not picked up within 21 days from the day we receive it in our office, it will be mailed to the student’s permanent address.

If the student is not enrolled in Excess Express and does not request a paper check, overpayments will be used to pay future charges.

**Important Notes**
- Students who pay online or by personal check will not be eligible for a refund until 10 days after the payment has been posted.
- Overpayments resulting from payment plan contracts will not be eligible for a refund until the contract for the term is paid in full or the UPay payment plan owner can reduce the plan amount in QuikPAY. For more information, please visit our website at [www.umass.edu/bursar](http://www.umass.edu/bursar) and find UPay Payment Plan under the Bills-Payments tab.

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**Bursar’s Office Dictionary**

**What are they talking about?**

Below is a list of terms (and translations) that you may hear when discussing your student bill with University staff.

**Recent Activity**
Within the QuikPAY system, account status is the summary page for a student account. This page will include current balance information and recent activities that have posted to the account since the last invoice was issued.

**Authorized Payer**
An Authorized Payer is any parent/guardian, spouse or third party that a student has given access to view or pay their bill.

**Current Balance**
Within the QuikPAY system, the Current Balance is the most up to date, real-time student account balance.

**View Latest Tuition Bill**
Within the QuikPAY system, the Current Statement is the most recent billing statement that has been generated. This is considered the 'current' statement as it is the most recently produced billing statement.

**Excess Check**
A refund of an overpayment from a student account! Although refunds are processed electronically, the refund will sometimes still be referred to as an ‘excess check’ or simply ‘excess’.

**QuikPAY**
QuikPAY is the online billing and payment system for the University of Massachusetts Amherst. Student access is through SPIRE.

**Flywire**
FlyWire is the online international wire transfer system for the University of Massachusetts Amherst.

**Estimated Aid**
The ‘Estimated Aid’ amount on a student’s account refers to the amount of Financial Aid that is anticipated to be awarded on behalf of the student. There are many reasons why a Financial Aid award may be in Estimated status (i.e.,
funds have not yet been received by the school, etc.). A student’s total Estimated Aid amount is listed separately on SPIRE and on our QuikPAY online system.

**Previous Balance**
A Previous Balance is included on each billing statement that is produced. This amount represents the balance that was due on the last billing statement. This amount will not include any payments or credits since that last billing statement was created. Any payments that had been made will be listed in the ‘body’ of the billing statement, under ‘Payments and Financial Aid’. For instance, a Previous Balance from a January invoice will be equal to the total amount due on the December Invoice. Billing invoices are not updated; they are static as of the point in time when they were created.

**Amount to be paid by Due Date**
Within the QuikPAY system, this is the amount due as listed on the Current Statement, i.e., the most recent billing statement that was generated. This amount is as of a snapshot in time, and will not be updated with any credit or payment activity since the date the statement was created.

**Term**
This word is synonymous with semester. The University bills by term: Fall and Spring.

**UPay Payment Plan**
The total amount to be paid (over 5 payments) for each semester will appear on a student’s billing statement in full at the time the contract is set up. For instance, for a $10,000 annual UPay Payment Plan, $5,000 would be allotted to the Fall semester. On the Fall bill, the student will be credited with the full $5,000 up front, with the expectation that monthly payments will be made.

**************************************************

**Financial Aid Services**
243 Whitmore Administration Building
Phone: 413-545-0801
Website: www.umass.edu/umfa
Email: finaid@finaid.umass.edu
Fax: 413-545-1700
Hours: M, Tu, Th, F: 8:30-5:00
W: 10:00-5:00

**Services:**
- Counseling in person, via phone, and via email
- Student employment information
- Assistance with Free Application for Federal Student Aid (FAFSA), verification, appeals, loan documents, scholarships, work study, and more
- Financial Aid for study abroad

**On SPIRE:** spire.umass.edu
- Decline or reduce loans or work study (prior to disbursement date)
- Report outside scholarships to adjust your bill
- Check “To Do’s” and link to forms and helpful websites
- View term-by-term and academic year summaries of financial aid activity
- View “My Debt Center”

**On the Financial Aid Services website:** www.umass.edu/umfa:
- Informational videos (Fin Aid TV)
- Detailed information on applying for aid, loans, grants, scholarships, and work study
- Scholarship search page
- Student employment job listings
- Forms needed for appeals, verification, loan amount changes, and all other financial aid processes
- Parent checklist and important dates and deadlines

**How we communicate:**
- All communication from Financial Aid Services will be with the student
- Email & the SPIRE To Do List are our primary methods of communication
- Students should check their UMass email daily and respond to any messages from Financial Aid Services
- To Do’s are posted in the student’s SPIRE account
  - Posted in the Student Service Center
  - Can be informational or require action
  - Categorized as “Initiated” (action needed), “Received” (under review, no action needed), and “Complete” (review complete, no action needed)
  - Will contain all relevant information and links to any needed forms or websites
- Unresolved To Do’s can result in cancellation of aid! Please check your To Do’s often & respond quickly!

**How we determine financial aid eligibility:**
- The FAFSA (Free Application for Federal Student Aid) is required to receive need-based financial aid, Federal Work Study, and Federal Loans from UMass Amherst
- FAFSA takes into account family size, family income & assets, number of family members in college, and other factors to produce the Expected Family Contribution (EFC).
  - EFC will not equal your amount due
  - EFC used by Financial Aid Services to determine students’ eligibility for federal, state, & institutional funds
  - Families should prepare for a “gap” between their EFC and their university bill
- Each year, UMass sets a Cost of Attendance (COA)
- COA – EFC = “need”
- Most funds awarded by Financial Aid Services require significant need
- All students who file a FAFSA, regardless of need, will be offered a Federal Direct Loan

**Estimated Cost of Attendance, 2018-2019**

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<tr>
<th></th>
<th>In-State</th>
<th>Out-Of-State</th>
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<tbody>
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<td><strong>Billed Expenses</strong></td>
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<tr>
<td>Tuition &amp; Mandatory Fees</td>
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<tr>
<td>Room &amp; Board</td>
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<td>$13,139</td>
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<tr>
<td><strong>Non-Billed Expenses</strong></td>
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<tr>
<td>Books</td>
<td>$1,000</td>
<td>$1,000</td>
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<tr>
<td>Travel</td>
<td>$400</td>
<td>$400</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$1,000</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

**What we award:**
- Financial Aid awards are based on financial need and sometimes merit. It may include a combination of:
  - Need-based funds
    - Grants (e.g. Pell, MassGrant, UMass Amherst Grant)
    - Federal Work Study
    - Federal Direct Subsidized Loans
Non-need-based funds
- Merit-based scholarships (typically funded by donors or academic departments)
- Merit-based tuition credits (e.g. Adams, Koplik)
- Federal Direct Unsubsidized Loans

Students and parents/guardians apply separately for scholarships and for loans from alternative sources to assist in paying for remaining costs.

Federal Work Study:
- Awarded based on need
- Not applied directly to student’s bill
- Earned by student for working at an approved campus or off-campus job
- Paid directly to student bi-weekly based on hours worked
- Not all campus jobs require a Federal Work Study award
- Job listings are online and updated daily: www.umass.edu/umfa/seo

Loans:
- Federal Direct Loans:
  - Subsidized Loans are need-based. No interest accrues while student is enrolled at least half-time
  - Unsubsidized Loans are not based on need. All students who complete a FAFSA are offered an Unsubsidized Loan. Interest begins accruing immediately after loan is disbursed
  - Interest rates are determined by federal government and are fixed. The 17-18 interest rate was 4.45%. The 18-19 rates will be determined July 1, 2018.
  - Student is not required to pay while enrolled at least half-time in a degree-granting program
  - Many repayment options
- Alternative Loans & Federal Parent PLUS Loans:
  - Credit-based loan options available to students and/or parents
  - Have higher interest rates & more aggressive repayment terms than Federal Direct Loans
  - Take 1-3 days for a credit decision and 7-21 days to disburse to the school once approved
  - Federal Direct Parent PLUS Loan interest rates are determined by the federal government and are fixed. The 17-18 interest rate was 7%. The 18-19 rates will be determined July 1, 2018.
  - For more information about alternative education loans go to: umass.edu/umfa/undergraduates/types-aid

Scholarship Search:
- Students should look for scholarships early & often
- Most scholarships are open for application in the winter & spring, with awards made over the summer or in the fall semester, but searching year-round is the best idea
- Students should keep a list of prospective scholarships with their application requirements and due dates – even if they miss a deadline this year, they can apply next year
- Many resources in the local community available to students looking for scholarship funds:
  - High school guidance office
  - Parents’ employers
  - Local businesses
  - Clubs & civic organizations
  - Religious organizations
  - Community Foundations
- On-campus scholarship resources:
  - Academic department (major)
  - School or College (e.g. College of Natural Sciences, Engineering, College of Social and Behavioral Sciences
  - Commonwealth Honors College
UMass Alumni Association
• Financial Aid Services
• Use the UMass Scholarship search tool on the Financial Aid website: www.umass.edu/umfa/scholarships

Verification:
• Mandated by the U.S. Department of Education.
• Requires Financial Aid Services to gather documentation and check the accuracy of information submitted on the FAFSA.
• Students may have to provide documentation of:
  o Dependency status
  o Income and expenses
  o Citizenship
  o Family members enrolled in college
  o High school completion, etc.
• All conflicting information must be resolved before verification is complete. Any financial aid awards made prior to the completion of verification are tentative and subject to adjustment.

Appeals:
You may appeal the financial aid award if your family’s financial situation has changed significantly since you filed your FAFSA. You may also appeal if the FAFSA does not adequately reflect some unusual aspect of your financial situation. Appeal funding is limited. For complete details, including how to file an appeal, go to: umass.edu/umfa/forms

Resources and Websites:
• Federal Student Aid general information: studentaid.ed.gov
• Direct Loan counseling, promissory notes, and loan balances: studentloans.gov
• General financial aid information, repayment calculators: finaid.org
• UMass scholarship search tool & scholarship information: umass.edu/umfa/scholarships Please note; read each website’s information sharing and privacy policy before disclosing any information.

NOTES:
Living at UMass Amherst

Presenters’ Name:

Residential Life
Phone: 413-545-2100
Web site: www.umass.edu/living/
Email: Living@umass.edu

Residential Life offers a residential experience that supports students’ learning, personal growth, and academic achievement. We foster inclusive communities, create social and educational opportunities, and provide safe and well-maintained residences.

Residential Life Staff
Residential Life staff are dedicated to providing a high quality residential experience for all residents. The staff members who will be working directly with your student in the residence halls are:

Resident Assistants (RA)
RAs are undergraduate student staff members who live in the halls. RAs are responsible for fostering a positive and inclusive community among residents on the floor. They interact with each of their residents on a regular basis, facilitate roommate agreements between roommates, facilitate floor meetings/activities, and role model behavior of a successful UMass Amherst student. RAs receive extensive training on building inclusive communities, maintaining Residential Life Community Standards, responding to student concerns, and campus resources.

Peer Mentors (PM)
Peer Mentors are undergraduate student staff members assigned to Residential First Year Experience communities. These staff members support students’ academic success and transition to the university.

Graduate Assistants
Live-in graduate student staff members serve in a number of different roles such as Assistant Residence Directors (ARDs) and Learning Community Grads (LCGs) to support students during their residential experience.

Residence Directors (RD)
Residence Directors are full-time live-in professional staff members who provide leadership for a hall or cluster of halls. They initiate plans for community development and student learning in the halls, advise House Councils, interact regularly with residents, supervise the RA staff, and uphold Residential Life Community Standards. Parents/families who have questions about their student’s residence hall experience should contact their student’s Residence Director.

Residence Hall Life
Residential Life provides opportunities for students to integrate residential, academic and social life while promoting positive involvement within the campus community. Over 13,000 students live in 52 residence halls on campus. In addition to providing a safe and well-maintained living environment, Residential Life provides a vibrant learning environment for our students. Our educational priority for students is that they will be active community members who are personally and socially responsible, academically prepared, and strive for cultural competence.

The Residential First Year Experience is particularly designed to support first-year students in their transition to the university and to give students the tools to succeed at UMass Amherst.

All new students participate in a floor meeting with their Resident Assistant and Peer Mentor during Fall New Students Orientation to learn about living in a residence hall and to meet their neighbors. These floor meetings are an important forum for students to get to know each other, learn about the residence halls, and gain information they will need to know about campus life. Residents are expected to be positive contributing members of their residence hall community by attending floor meetings, participating in social and educational events sponsored by Residential Life and House Councils, respecting roommates and neighbors, and abiding by community standards.
In addition, Resident Assistants and Peer Mentors meet on a one-on-one basis with every resident several times throughout the academic year. Encourage your student to take the time to meet with their Resident Assistant and Peer Mentor; these staff members can assist your student with their transition to campus.

All incoming students are encouraged to complete a roommate agreement with their roommate(s) shortly after they arrive on campus. By completing a roommate agreement, roommates have an opportunity to discuss how they will share their space and live together by talking about topics such as noise, guests, sharing belongings, communication and what to do when an issue arises. Encourage your student to discuss roommate issues before they escalate. If your student is not finding success by talking with their roommate(s), you can encourage them to talk with their RA or Residence Director.

If your student is homesick and/or not engaged, there are a variety of ways they can become involved and meet new people. Each residence hall cluster has a House Council which is comprised of an Executive Board and a Programming Board. House Council focuses on providing social and educational programs for the residents. Each residential area on campus also has an Area Government focusing on programming and student advocacy for their residential area. The Residence Hall Association (RHA) is another great option. They focus on leadership development and building positive communities in our residence halls. If your student wants to get involved outside of the residence hall, there are hundreds of student organizations on campus as well. If your student is seeking opportunities to get involved, you can encourage them to speak to any residence hall staff member.

Residential Life has established a set of community standards for the residence halls. These standards provide information for students about behavioral expectations in the residence halls. Residential students are expected to adhere to both the Code of Student Conduct and the Residential Life Community Standards. Residents are responsible for the behavior of their guests. See the Safety and Security section of this Resource Guide for more information about Residence Hall Safety and Security.

If your student is in need of assistance, the best person to call depends on what information you are seeking.
For information regarding:
- Room assignments
- Moves
- Vacancies
- Billing

Please contact Residential Life Student Services.

For information regarding your student’s experience in the residence hall:
- Community Involvement
- Roommate concerns
- Safety issues and/or concerns for their well-being
- Community issues

Please contact the Residence Director of your student’s hall. If you are unable to contact the RD, contact the area’s Assistant Director.

Room Amenities & Services

Room Furnishings

A typical room has the following items:
- Window shades
- Bed frame
- Mattress (36”x80” / “extra-long” twin)
- Desk & desk chair
- Bureau/dresser
- Wardrobe or closet
Items provided by the student:

- A comprehensive “What to Bring” list is available on the Residential Life website. The “What to Bring” page also lists items that are prohibited in the residence halls.
- MicroChill® units (combination microwave, refrigerator, and freezer) are available for rent or purchase from www.collegeproducts.com/umass. This is a 3.1 cu. ft. combination appliance with a freezer large enough to hold small pizzas and full quarts of ice cream and a fridge with a can rack and produce drawer. Order before August 15th for Early Bird Pricing and free delivery to your room BEFORE Move-In day! IMPORTANT NOTE: Orders placed on and after August 15th will be delivered to the student’s room at least one week AFTER Move-In.
- The Linens Program offers a convenient option for ordering extra-long linens and other residence hall amenities. This program has been offered at the University of Massachusetts Amherst for the past 18 years and proceeds support the Residence Hall Association. For more information see www.rhl.org/maa.

Residence Hall Services

All halls provide the following services:

- Telephone Services – all rooms, with the exception of the Commonwealth Honors College Residential Community have a landline telephone service. Residents are responsible for providing their own touchtone telephone. Emergency telephones are located at the entrances of all residence halls.
- Cable Television – all rooms have cable service with an extensive channel line-up including multiple cultural, sports, educational, and entertainment programming. To receive cable service in the residence halls, all that is needed is a standard coaxial cable to connect your student’s TV to the supplied cable TV wall outlet.
- Wireless Internet – available through UMass IT. Information about connecting to wireless is available at www.it.umass.edu/wireless.
- Study and Social Lounges – common lounges are available in halls for students to socialize and study. In addition, kitchenettes are available for student use.
- Mail and Package Delivery – US Postal Service mail is delivered directly to the residence hall mailboxes. USPS, UPS, DHL and other delivery services will deliver student packages directly to the Residential Service Desks (RSD) within your student’s residential area. The RSD will notify students when they have a package. After assignments are posted, you can find your students’ mailing address at: www.umass.edu/living/residence/rsd-mail.
- Laundry – washing machines and dryers are located in all residence halls. Students can use their UCard debit account or coins for laundry service.
- Cleaning and Maintenance – halls are cleaned and maintained by the Residential Life Facilities Operations staff. Facilities Operations provides 24 hour a day/seven day a week service to respond to facilities emergencies. If residents need to have something fixed in their room, they may submit an online service request form on the Residential Life website.
- Storage – storage space is not available to students in the residence halls. Bicycle racks are available for bicycle parking outside every residence hall.

Residential Service Desks

There are 9 Residential Service Desks across campus located within the residence halls to serve the needs of residents. The services provided to residents include package pick-up, lock out/back up key assistance, maintenance reporting, and hall check in/out. Office hours are M-F 8:30am - 11pm and weekends/holidays noon - 11pm. More information is available at www.umass.edu/living/residence/rsd.

Housing Application and Selection

First year students can learn about specific Residential First-Year Experience Halls, Residential Academic Programs, Defined Residential Communities and housing options by reviewing the Residential Life website or the My UMass app. After reading and signing the Residence Hall Contract and submitting the Housing Profile, students may complete the Housing Preference Application on SPIRE. Please be aware that when students sign the Residence Hall Contract, they have entered a legally binding contract with a financial obligation (see below). First-year students will have continued
access to the Preference Application on SPIRE should they need to make changes to their preferences from June 1 through July 13, 2018. Transfers will have access through July 19, 2018.

Students entering in the spring semester receive an email communication from Residential Life after indicating their interest in on-campus housing. New students entering in the spring semester will have access to the Preference Application on SPIRE from November 5, 2018 through January 7, 2019.

**Communication**
Residential Life uses official UMass Amherst student email addresses and assigned mailboxes to provide important information and updates to students. Students can also update their personal information and list their cell phone number for contact on SPIRE. Students are responsible for checking their university provided email account and residence hall mailbox daily.

**Financial Obligation**
Residential Life uses a cancellation fee schedule to assess and manage occupancy in the residence halls. Only students who plan to live in a residence hall should sign the Residence Hall Contract and submit the Preference Application on SPIRE. For more information about the residency requirement, the Residence Hall Contract, and the cancellation fee schedule for new students, please visit the Residential Life website.

A charge for housing is issued to all students required to live on campus as part of the Bursar’s Office billing system due before the beginning of each semester and at various points through the semester as outlined by the Bursar’s Office billing schedule. Students are charged for the type of room they are assigned (apartment, suite, single, or shared room) and for any additional fees associated with housing assignments such as early arrival fee, cancellation fee, Variable Rate Surcharge, etc. Students who believe they have been erroneously charged fees related to their housing assignment should speak with a Residential Life Student Services staff member. Students appealing a charge must complete the billing appeal form, provide any additional documentation, and mail, fax, or deliver the appeal to 235 Whitmore Administration Building. A letter will be sent informing the student of the decision within 10 business days of receipt of the appeal.

**Deadlines**
The Living at UMass calendar, available on the Residential Life website and the My UMass app, is updated with important deadlines and processes each semester. Also, parents/guardians receive information about the upcoming semester’s room selection timelines, the cancellation fee schedule and other important items each semester. Residential Life Student Services also includes information in the parent/family e-newsletter series coordinated by the Office of Parent Services.

**Roommates**
New students will be assigned with a roommate(s). If a student wants to request a particular roommate, they may indicate on the Housing Preference Application the name and campus ID number of their requested roommate. Students who do not request a specific roommate will be assigned by staff based on their housing preferences. First-year and transfer students entering in the fall semester also have the option to use Roommate Search. This is a computer application where students complete a profile of themselves and their ideal roommate. The application then returns potential roommate matches and their contact information. They can then request each other as roommates on the Housing Preference Application. All requests must be mutual to be honored. Roommate information is included under Assignment Notification in SPIRE once assignments are released.

**Special Considerations**
- Due to the high demand for on-campus housing, First Year Residence Halls, and Residential Academic Programs some students do not get their top choice.
- If the demand for housing exceeds available space, Residential Life may utilize expanded housing in converted lounges. A converted lounge is a floor lounge which has been converted to a residence hall room.
There are approximately 60 single rooms available in first year residence halls in Southwest: Kennedy Hall and in Central: Van Meter and Gorman Halls. Please note that there is an additional cost for a private accommodation. Students can indicate their preference for a single room on the Housing Preference Application.

Students who need housing during academic break periods (Thanksgiving, Winter, Spring) should request to live in one of the Break Housing halls (Gorman, Brett, Johnson, Prince, Cashin, or North Apartments). There is an additional charge for break housing and North Apartments is billed at a higher rate. The remaining residence halls are closed during the break periods. The Residential Life website provides dates for opening and closing of the residence halls during break periods as well as the rates for all room types.

Luggage Program
Students who will be living in the residence halls may have luggage shipped during the stated timeline to the University prior to their arrival on campus. Luggage will be stored at no cost to the student. Please see www.umass.edu/living/ and click on the “Luggage Program” link.

Living Off Campus/Commuting
All first-year student (with less than 27 credits) who are enrolled as full-time undergraduate students or Stockbridge School students are required to live on-campus and are automatically billed for room and board. Sophomores, juniors, and seniors are not required to live on-campus and cannot be guaranteed on-campus housing. Married, divorced, or separated students, parents of dependent children, veterans of the U.S. Armed Forces, and commuting students living with parent(s) or court-appointed guardian(s) within a 40-mile radius of the Amherst campus may all be excused from the on-campus housing requirement by providing documentation or completing the appropriate form at Residential Life Student Services. These students should contact Student Services to complete the appropriate forms by the stated deadlines on the Residential Life website.

Off Campus Student Life
Off Campus Student Life provides guidance, resources, and programs for students seeking housing, commuting, and living in the greater Amherst area. The Off Campus Student Center (OCSC) is a casual, drop-in space for off campus students with study and lounge space. The OCSC is located in Bartlett Hall, Room 103 and staffed by Off Campus Assistants, Graduate Assistants, and professional staff who understand the unique needs of students planning or living off campus. Microwaves, refrigerators, free coffee, rental lockers, and Quick Access computers for IT printing are available. Earn a free Living Off Campus Certification on our website, www.umass.edu/offcampuslife.

We can help students:
- Find a perfect off campus rental and/or roommates via our free rental search website offcampushousing.umass.edu
- Understand your rights and responsibilities as a renter
- Navigate landlord or roommate issues
- Learn about town resources and living in the local area
- Figure out costs, establish a budget and live sustainably
- Appreciate local arts, culture, entertainment, retail, and recreation off campus
- Meet other commuter students and find roommates
- Learn about off campus safety, fire safety, emergency preparedness, renters’ insurance

During Fall Family Weekend, students and parents/families can attend the “Renting is a Family Affair” workshop, featuring a local landlord, undergraduate Off Campus Assistants, Student Legal Services, and other UMass staff to learn tips and timesavers for finding off campus housing, managing expenses, living in the local Amherst area, and off campus living basics.

Student Conduct & Compliance
The University’s student conduct process provides an important opportunity to educate students on Community
Standards and behavioral expectations. The enforcement of such standards protects the rights, health, and safety of the members of the community so all may pursue their educational goals without undue interference.

It is important for the University to maintain a student conduct process that is attentive to due process requirements, respectful of student rights, and protective of the campus community. Decisions must be based on a “preponderance of evidence” (i.e. more likely than not). In addition, charged students must be afforded the right to discuss, review, and refute the charges and information brought against them, as well as the right to bring forward information in their favor.

There are specific resources for family members of students at www.umass.edu/dean_students/conduct.

Student Conduct Records
Student conduct records are maintained separate, and apart from all other student records. A student’s conduct record will be maintained for seven years after the date of the last incident which led to the initiation of action. In cases where the final disposition is expulsion, the record is retained indefinitely.

For more information on what information can be released, and how visit, www.umass.edu/dean_students/conduct_records_clearances.

Diversity, Equity, and Inclusion

Bias Reporting & Crisis Support
UMass community members have the right not to be discriminated against by any university agent or organization for any reason including age, creed, disability, ethnic or national origin, gender, gender identity, gender expression, marital status, political or social affiliation, race, religion, or sexual orientation. All members of the UMass Amherst community are asked to actively foster an appreciation for diversity by not tolerating bias-related acts.

UMass has several methods through which your student can report an incident of bias or receive support. A compilation of reporting options is available on the Dean of Students Office’s website.

If your student is not looking to report a specific incident and needs someone to talk to, they can visit the UMatter@UMass website. Staff at the University have compiled a comprehensive list of organizations and resources on campus to help your student through any difficult situation.

Title IX at UMass Amherst
The University of Massachusetts Amherst is committed to fostering an environment in which all members of the campus community are safe from gender discrimination (including discrimination based on gender identity and expression), sexual harassment, and sexual violence. The UMass community expects that all interpersonal relationships and interactions – especially those of an intimate nature – be grounded upon mutual respect, open communication, and clear consent.

We aspire to be a university environment that is free of discrimination and sexual violence, and we take allegations of gender discrimination, sexual harassment, sexual violence, dating violence, domestic violence, stalking, and other sexual misconduct with the utmost seriousness. The cornerstones of our processes are fair and prompt investigations, respect for the privacy of the parties, and commitment to due process. It is our goal that anyone who reports an experience of gender discrimination, sexual harassment, or other sexual misconduct feels safe, knows their rights, and is connected to resources and options that will support a successful collegiate experience.

All resources, rights, reporting procedures, confidential staff, and related information can be found here www.umass.edu/titleix/.
**Technology at UMass Amherst**

*Presenters’ Names:*

A109 Lederle Graduate Research Center (LGRC) Lowrise - or - the Learning Commons Technical Support Desk, Lower Level, W.E.B. Du Bois Library.

Phone: 413-545-TECH (8234)

Website: [www.umass.edu/it](http://www.umass.edu/it)

Facebook: [www.facebook.com/UMassAmherstIT](http://www.facebook.com/UMassAmherstIT)

Twitter: [www.twitter.com/UMassAmherstIT](http://www.twitter.com/UMassAmherstIT)

Hours: Mon.-Fri., 8:30 a.m. – 5:00 p.m.

To get the latest technology news and information, especially for new students and families, see our ‘Guides for New Students’: [www.umass.edu/it/new-students](http://www.umass.edu/it/new-students)

<table>
<thead>
<tr>
<th>IT Accounts &amp; Services (<a href="http://www.umass.edu/it/services">www.umass.edu/it/services</a>)</th>
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<tr>
<td>Once they activate their NetID and matriculate, students have a rich array of services at their disposal, including:</td>
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<tr>
<td>* SPIRE, the online student information system to register for classes, sign up for on-campus housing, and manage university finances.</td>
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<tr>
<td>* Apps at UMass Amherst, Google’s popular suite of collaboration and productivity tools, customized especially for UMass Amherst. Includes email, calendaring, and online storage space.</td>
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<tr>
<td>* Moodle and Blackboard web-based learning management systems for online courses.</td>
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<tr>
<td>* Public Computers in IT computer classrooms, kiosks, and the Learning Commons.</td>
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<tr>
<td>* And a lot more…</td>
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<tr>
<th>Buying a Computer (<a href="http://www.umass.edu/it/computerconfig">www.umass.edu/it/computerconfig</a>)</th>
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<tr>
<td>• Students are <strong>not</strong> required to own a computer, but most students choose to purchase their own. Before bringing a computer to campus or buying a new one, check our recommendations for the configurations that work best in the UMass Amherst computing environment.</td>
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<tr>
<td>• Students who have declared a major should check with the academic department for recommendations.</td>
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<tr>
<th>Software, Hardware &amp; Cell Phone Discounts (<a href="http://www.umass.edu/it/discounts">www.umass.edu/it/discounts</a>)</th>
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<tr>
<td>• Software: We offer free anti-virus software for Windows and Macintosh, Microsoft software, including Office 365, and a free Linux operating system customized especially for UMass Amherst. Restrictions apply. Students can also purchase software at a fraction of the retail price, including Adobe products and science, statistics, and mathematics software.</td>
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<tr>
<td>• Computers &amp; Peripherals: For competitive rates on desktops, laptops, and peripherals, check U$ave, a purchasing program for students at all UMass campuses.</td>
</tr>
<tr>
<td>• Cell phones: Major cellular carriers offer exclusive savings on cell phones, plans, and accessories to UMass Amherst students.</td>
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| Wireless Internet Access in Residence Halls ([www.umass.edu/it/get-connected](http://www.umass.edu/it/get-connected)) |
- Residence halls at UMass Amherst are wireless-only. To access the Internet from these buildings, students will need a wireless-capable laptop or desktop. We recommend purchasing a computer with a WiFi-certified, dual-band adapter that is 802.11 ac compliant. Newer laptops and some desktops have one built-in.

- Wireless connectivity at UMass Amherst is provided by eduroam, an international wireless access service available in over 12,000 locations worldwide.

- Students should avoid bringing non-essential wireless devices that can cause interference and slow down their wireless connections, such as wireless printers, wireless keyboards, wireless-enabled back-up devices (e.g., Time Capsules), and Bluetooth devices.

### Protect Your Student’s Computer & Personal Information ([www.umass.edu/it/security](http://www.umass.edu/it/security))

- We strongly recommend that students download and use the free university recommended anti-virus software and update their computers’ operating systems before arriving on campus. Students’ connection to the Internet may be disabled if their computers are compromised.

- We also recommend that students avoid posting sensitive information (e.g., birth date) on Facebook or elsewhere online, and be wary of emails requesting such information. We will never ask students for their NetID Account password or other sensitive information via email.

### Copyright Infringement ([www.umass.edu/it/copyright](http://www.umass.edu/it/copyright))

UMass Amherst receives thousands of complaints from copyright holders each year. Each notice carries potential fines, university sanctions, or even criminal charges. Out-of-court settlements, typically paid by students’ families, start at around $3000 and can reach over $7000. We strongly recommend that students uninstall peer-to-peer applications (e.g., Popcorn time, BitTorrent, Vuze) and take our Copyright Quiz to stay informed about copyright issues. Your student is responsible for ALL activities originating from devices using their NetID.

### Computer Repairs & Technology Support ([www.umass.edu/it/support](http://www.umass.edu/it/support))

IT User Services consultants are available to answer students’ technology questions over the phone, in person, or online. We also provide fee based diagnostic and repair services for computers and peripherals, as well as software consulting services, including malware removal, and backup services.
Eating at UMass

Presenters’ Names:
Website: www.umassdining.com
www.facebook.com/UMassDining
www.instagram.com/UMassDining
www.twitter.com/UMassDining

Dining services operates one of the largest and most comprehensive self-operated food service programs in the nation. The dining program provides students, faculty, and staff with an array of dining options; our four residential dining commons feature 15 healthy world cuisines daily; over 25 conveniently located retail locations including the Blue Wall at the Campus Center and two food trucks allow customers great flexibility as well as world class catering. UMass Dining is one of the premier dining programs in the nation with a repertoire of various cuisines and outstanding services for our customers. We employ 1,500 students annually. UMass Dining is the Most Awarded Dining Program in America including being voted #1 best campus food by the Princeton Review.

Dining Services provides three meal options for your first-year student:
- Unlimited Plus Plan—unlimited access to all dining commons, 15 guest meals and $500 Dining Dollars
- Unlimited Plan – unlimited access to all dining commons, 15 guest meals and $250 Dining Dollars (Best Value)
- DC Basic Plan - 224 meals per semester including 15 Guest Meals and 9 Retail Exchanges, this plan does not include the benefit of dining dollars.

Dining Dollars, our dollar for dollar exchange program, can be used for their actual value at any of our retail dining outlets excluding convenience stores or markets. In addition, Dining Dollars rollover from the Fall to the Spring Semester.

First-year students are automatically billed for the Unlimited Plan. Students may adjust their meal plan once they have received their bill for the semester. To change a meal plan, please have your student go to the “Meal Plan” panel located under the Finances section of SPIRE.

NOTES:
Academic Support and Varsity Athletics
(For parents of students who have been recruited for or are already on varsity team rosters)

Presenter’s Name:
Academic Support Services
Phone: 413-545-4379
Website: www.umassathletics.com

The UMass Athletic Department supports the pursuit of academic excellence. The department has established resources to assist the student-athlete in successfully completing academic objectives while also balancing an athletic career. Our mission is to provide an atmosphere where each student-athlete can reach their academic goals while also enjoying a positive athletic experience at the University.

The Athletic Department employs eight staff members who provide services to over 650 intercollegiate varsity student-athletes on campus. This includes supplemental advising for course and major selection, tutoring, specialized study space, and individual/group academic and career counseling. Academic Success also offers a support program for student-athletes with learning disabilities or other challenges. Once a student-athlete is added to the roster of one of our 21 varsity athletic teams, they are automatically integrated into the Academic Success program.

Staff Contact Information with Sport Assignments. All are in 251 Boyden Gymnastics.

Matthew Komer, Associate Director of Academic Support; 545-4379, mwkomer@admin.umass.edu
  - Ice hockey

Tami Drummond, Associate Director; 545-9460, tdrummon@admin.umass.edu
  - Football (primary)

Pete Montague, Senior Assistant Director; 545-3186, pmontague@admin.umass.edu
  - Men’s Soccer, Men’s Lacrosse, Women’s Basketball, Field Hockey, Baseball

Elizabeth Smith, Senior Assistant Director, 545-4589, elizabeths@umass.edu
  - Men’s Basketball, Softball

Jemi Kuberski-Spring, Coordinator of Learning Enhancement/Assistant Director, 545-3783, Jkuberski@umass.edu
  - Men’s Swimming & Diving

Lance Overby, Academic Counselor; 545-4096, lko@admin.umass.edu
  - Women’s Soccer, Women’s Lacrosse, Women’s Swimming & Diving, Rowing, Tennis

Colby Hall, Academic Counselor; 545-2919, colbyhall@umass.edu
  - Men’s Track & Field/Cross Country, Women’s Track & Field/Cross Country

Krysta Valerio, Academic Counselor, 545-5312, krystav@umass.edu
  - Football
Commonwealth Honors College - Overview

Presenter’ Names:

Phone: 413-545-2483
Website: www.honors.umass.edu

Commonwealth Honors College at UMass Amherst
Commonwealth Honors College Students at UMass Amherst experience the close-knit community of a small college with additional advising, access to special co-curricular programs, fellowships and research grants, and the opportunity to work with faculty to engage in researching and writing a final cumulative body of work in the form of a thesis or project. CHC serves students of every major and discipline, and works closely with all campus departments and colleges. CHC does not function independently of UMass Amherst. We are UMass Amherst.

Joining Commonwealth Honors College

- **Entering first-year students** are admitted to Commonwealth Honors College by application to UMass Amherst through the UMass Amherst Office of Admissions. There is no separate application to the honors college. All applications are read and assessed by the Office of Admissions. CHC is not involved in that process. Contact the Office of Admissions www.umass.edu/admissions/ 413-545-0222.

- **Current UMass Amherst Students** are eligible to apply to Commonwealth Honors College as early as in their first year if they have earned a cumulative minimum GPA of 3.4 and above. 3.4 is the minimum requirement and does not guarantee acceptance. Applicants to this process should have completed 12 or more UMass Amherst graded credits, and must be fulltime students. This process also involves essay questions, and it is highly competitive. This is a successful process and an opportunity for CHC to be more inclusive and in tune with our campus population. Information about this process can be found on our website www.honors.umass.edu.

Commonwealth Honors College Housing

Oak and Sycamore Halls are first-year CHC residential halls for **entering first-year CHC students**, located in the Commonwealth Honors College Residential Community (CHCRC). It is **not mandatory** for CHC students to live in CHCRC and students can select to live in any first-year hall on campus. The CHC Bloom Honors Advising Center is located on the second floor of the Commonwealth Honors Administration Building which also houses a café and an events hall. All our resources, co-curricular, social, and cultural events are available to all CHC students regardless of where they live.

Commonwealth Honors College (CHC) Advising

CHC advising is located in the Bloom Honors Advising Center and consists of professional and faculty advisors. The CHC advisors assist students with meeting honors graduation requirements, making decisions regarding choice of major, and optimizing the benefits of being in an Honors College at the University. Careful planning will allow students to meet honors requirements while participating in a variety of opportunities such as internships, study abroad, leadership training, Five College courses and activities, and community-engaged research courses. Students can schedule an appointment with an honors advisor by clicking on **Book an Advising Appointment** on the CHC website home page www.honors.umass.edu/advising or by calling 413-545-2483. All students are mandated to meet at least once a semester with their CHC advisors to plan and strategize how their CHC requirements will fit into their major requirements. They are also required to meet with advisors in their department majors about their academic major and college requirements.

Honors Residential Academic Programs (RAPs)

CHC offers first-year students entering in the fall semester, the opportunity to live together and take classes with one another in Honors Residential Academic Programs (Honors RAPs). These programs are located in all honors first-year halls. For details (including course descriptions) of these RAP communities, visit our website www.honors.umass.edu/rap. First-year Honors students can also explore other University Residential Academic Programs (Non-CHC RAPs) in their residential hall living selections. To find out more about these, please visit the RAP web site www.umass.edu/rap/.
Student Programs

- Honors students entering in the fall and their families are invited to the CHC Induction which will be held at 5pm on Friday, August 31, 2018 in the Fine Arts Center. Invitations will be mailed.

- Pizza and Prof Lecture Series is our Signature Co-Curricular/Academic program which provides opportunities for students to meet some of our nationally and internationally respected Professors from a range of disciplines in their colleges. Students learn about the most cutting edge research and intellectual work being done on our UMass Amherst campus.

- CHC hosts many other alumni, social, cultural, and informational events throughout the year. These provide additional opportunities to connect with current students, faculty, and alumni.

NOTES:
University Health Services (UHS)

Main number 413-577-5000
Appointments 413-577-5101
New Student Immunization Program 413-577-5275 www.umass.edu/uhs/immunizations
Email: nsip@uhs.umass.edu
Billing 413-577-5256
Patient Portal 413-577-5000 umass.medicatconnect.com
Patient Services (school insurance) 413-577-5192; e-mail: patientservices@uhs.umass.edu
Pharmacy 413-577-5030
Provider information 413-577-5000 www.umass.edu/uhs/aboutus/providers/meet
Triage Advice Nurse 413-577-5229
UHS Transportation & Shuttle 413-577-7425 www.umass.edu/uhs/accesstocare/rides

Forms and Information
Student Health Benefit Plan www.umass.edu/uhs/insurance
Under 18 Treatment Consent and Insurance Information forms www.umass.edu/uhs/accesstocare/forms
New Student Immunization form www.umass.edu/uhs/immunizations

UHS is UMass Amherst’s fully accredited campus health center, offering comprehensive care, education and referral services for students, faculty, and staff. **UHS is not a hospital and does not have an emergency department. In a life-threatening emergency, call 911 for ambulance transportation to a hospital.** The closest hospital is Cooley Dickinson in Northampton, Mass., about 10 miles from campus.

Services include:
- General medical care, including routine visits, care for acute minor injuries and walk-in care
- X-Ray
- Laboratory services
- Full-service pharmacy
- Complete eye care and optical center
- Physical therapy
- Acupuncture
- Allergy and travel medicine
- Birth control and sexual health care
- Immunizations
- Nutrition services
- Sports medicine
- Specialty care appointments on-site

State law requires college students to:
- **Have certain immunizations before coming to school**
  - Be sure your student goes to www.umass.edu/uhs/immunizations. Follow the instructions to submit immunization information.
  - Information must be submitted before the end of the Add/Drop period to avoid a registration hold.
- **Have primary health insurance**
  - Students taking five or more credits are automatically enrolled in the school-sponsored Student Health Benefit Plan (SHBP) and charged on the semester’s tuition bill.
  - Students with comparable coverage have the option to waive the SHBP, using an online tool.
  - MassHealth-eligible members must enroll in the SHBP. The premium will be covered by the state.
International students are not automatically eligible to waive the SHBP. However, those enrolled in an employer- or embassy-based health insurance plan from the United States may be eligible. Get more information at www.umass.edu/uhs/insurance/shbp.

Waivers must be done before the end of the Add/Drop period to prevent enrollment and charges. To begin the waiver process, go to www.spire.umass.edu and choose the ‘Health Waiver’ link.

Students should present their insurance ID card at their first visit to UHS.

Student Health Benefit Plan
Massachusetts requires all college students to have comprehensive health insurance. The university-sponsored Student Health Benefit Plan (SHBP) covers a student for the academic year. This plan is administered through Consolidated Health Plans. The fees for this plan are included on a student’s tuition and fee bill.

Students who are covered under their own (or a parent/guardian’s) health plan that provides comparable coverage may waive the plan using an online waiver tool. Please note the important waiver guidelines below:

- U.S. students with comparable coverage under another major medical insurance plan can waive the SHBP.
- MassHealth-eligible members must enroll in the SHBP. The premium will be paid for by the state.
- Closed network plans, which provide coverage through a closed network of providers not accessible in the area, and out-of-state Medicaid plans are not eligible to waive the SHBP.
- International students are not automatically eligible to waive the SHBP. However, those enrolled in an employer- or embassy-based health insurance plan from the United States may be eligible. Get more information at www.umass.edu/uhs/insurance/shbp.

Students who are eligible to waive the SHBP should do so online at www.spire.umass.edu. In the lower right hand corner, click on the ‘Health Insurance Waiver’ link. Your student will be prompted for information about their coverage, include insurance carrier and policy number. Once the process is completed, they will receive a confirmation number.

This SHBP waiver must be submitted by the end of the Add/Drop period. Students who do not waive the SHBP by the fall deadline will remain enrolled for the fall term, and will be assessed the appropriate fee.

Although the SHBP provides coverage for the full year, the charges for the plan are split: half is billed in the fall semester and half is billed in the spring semester. If you waive coverage for the fall semester, it is automatically waived for the spring semester; you do not need to submit a second waiver request within the same academic year. Those students who miss the deadline to waive coverage in the fall will be eligible to waive it for spring term. In this instance, the student must go to UHS to complete the applicable waiver form.

Students need to submit a SHBP waiver online at the beginning of each academic year. Find more information about the SHBP at www.umass.edu/uhs/insurance/shbp.

For help using the Consolidated Health Plans website, call 1-800-633-7867.

Waiving the Student Health Benefit Plan
Deadline: Before the end of Add/Drop period.

1. Go to www.spire.umass.edu
2. Select the Health Waiver page link
3. Click the Online Waiver Site link
4. Complete and submit the waiver form

OR

1. Go to the Consolidated Health Plans website www.studentinsurance.com/
2. Choose the 'Enroll/Waive' option
3. Follow the instructions to complete and submit your waiver request

A confirmation e-mail is sent within minutes of successfully completing the waiver request. Print and save this confirmation as proof of your waiver. If you don’t receive a confirmation e-mail, call Consolidated Health Plans’ customer service, 1-800-633-7867 for help.

Other important information

Walk-in Care text service
UHS’ Walk-in Care text service lets students wait where they’re most comfortable. Tell your student to text “clinic” to 413-944-8562. They’ll receive a response text with a number and a reminder text when there are only four people ahead of them.

Choose a primary care provider (PCP) at UHS
Patients insured by a health maintenance organization (HMO) or point-of-service (POS) insurance plan which requires PCP referrals must obtain one for care at UHS. To avoid the need for referrals, consider switching your student’s PCP designation to a UHS provider. Read about our providers at www.umass.edu/uhs/aboutus/providers; call 413-577-5101 for an appointment.

Referrals for UHS appointments
If your student is insured under a health maintenance organization or point-of-service plan requiring primary care physician (PCP) referrals, your student is responsible for getting a referral for care at UHS.

Your student will be reminded of this requirement and asked to provide their PCP’s name, telephone number and address when scheduling appointments. They must also have a copy of their insurance card (front and back) available at the time of their visit.

Ask your student’s PCP to fax the referral to UHS at 413-577-5100, or give a copy to your student. They must bring the referral to their visit.

If your student is under 18, the law requires written consent from a parent or guardian before medical care can be provided
Download the Consent to Treat Minor Patients form from UHS’ forms library, www.umass.edu/uhs/accessstocare/forms. Complete, sign and submit the form at the start of school.

Allergy Clinic
The UHS Allergy Clinic can continue the immunotherapy routine prescribed by your student’s allergist. Go to www.umass.edu/uhs/services/allergy for information and forms to be completed by your student’s allergist. Drop off allergy serum during regular clinic hours or have the allergist mail serum to UHS.

The UHS Pharmacy and prescriptions
It’s easy to transfer existing prescriptions to the UHS Pharmacy. Fill out the form available at www.umass.edu/uhs/sites/default/files/documents/forms/UHS-prescrip_transfer.pdf and bring it the UHS Pharmacy, or call 413-577-5103 and give us the following information:

1. Your student’s first and last name and date of birth
2. Name of pharmacy where their prescription is located
3. Pharmacy address (town and state)
4. Pharmacy phone number
5. List of medications (prescriptions) you wish to transfer

The UHS Pharmacy accepts many insurances. Transferring prescriptions does not change your copay. If your student is leaving the Amherst area, UHS can also transfer their prescriptions to a pharmacy near where they’re going. Call the pharmacy your student wishes to use and give them the following information:
1. Our name: UHS Pharmacy
2. Our phone number: 413-577-5030
3. Your student’s first and last name, date of birth and other information as requested
4. List of medications (prescriptions) you wish to transfer

If you have questions about transferring prescriptions or about your student’s pharmacy insurance benefits, contact the UHS Pharmacy:

**Hours:** Monday – Friday, 9 a.m. – 5:30 p.m.
**Phone:** 413-577-5030
**Online:** www.umass.edu/uhs/services/pharmacy

*Note to families with MassHealth: the UHS Pharmacy is unable to process prescriptions under MassHealth. Your student will be required to pay for their prescription out of pocket and submit claims themselves to MassHealth.*

**Contracted insurance carriers**

UHS works with many major medical carriers, including:

- Aetna
- Blue Cross/Blue Shield
- Cigna
- Empire NYSHIP *(This coverage may result in large deductibles. Please check your contract.)*
- Fallon Select
- Harvard Pilgrim
- Health New England
- Neighborhood Health Plan
- Tufts
- Unicare/GIC
- United Healthcare
- U.S. Family Health Plan

**UHS cannot accept:**

- Out-of-state Medicaid plans (these also cannot be used to waive the Student Health Benefit Plan)
- Emergency/hospital-only coverage plans

**Non-student plans**

- Fallon Direct
- Harvard Pilgrim Choice
- Mass Health and MassHealth MCO plans
- Medicare
- Tufts Spirit Plan

Contracts change frequently. For the most current information, call or e-mail Patient Services, 413-577-5192, patientservices@uhs.umass.edu, or call Patient Accounts, 413-577-5256.

**Parent FAQs about UHS**

**Where is UHS and how can my student get there?**

UHS is located at 150 Infirmary Way, in the Central Residential Area near Franklin Dining Commons.

Free UMass Transit buses make several stops within walking distance of UHS.
The UHS Shuttle offers free rides from residence halls to the main UHS building. Rides can be scheduled until 45 minutes before UHS’ closing time by calling UMass Transit, 413-577-7425.

**When UHS is open?**

During the academic semester, UHS is open 8 a.m. – 8 p.m. Monday – Friday, and 11 a.m. – 5 p.m. on weekends. Some departments have different schedules; holiday, intersession, and spring break hours vary. Check the UHS website for current information.

**Are appointments necessary?**

UHS offers care by appointment, same day, and on a walk-in basis.

Appointments ensure a specific day and time for your student to see a provider. Depending on the reason for the visit, appointments are normally scheduled within four days. To make an appointment, call 413-577-5101.

Patients who aren’t sure if they need to be seen or who have questions can call UHS’ Triage Advice Nurse, 413-577-5229 during health center hours. After hours, call UHS’ main number, 413-577-5000. Calls are forwarded to an independent triage service which directs patients to the best course of care. UHS is informed of the call and will follow up the next business day.

**Do students need a primary care provider at UHS?**

We encourage students to develop a relationship with a UHS primary care provider (PCP) while at school. That way, if your student is ill or injured, they can be seen by someone familiar with their health history and concerns. Also, many insurance plans require patients to obtain a PCP referral for care at other sites. Switching your student’s PCP designation to UHS avoids the need to obtain referrals each time they use the health center.

Policyholders should call the customer service number on the back of their insurance card for information on transferring to UHS. Some plans also make special arrangements to transfer care when students are away from their service area.

Our online provider directory helps patients choose a PCP that best meets their needs. Click the “About Us” tab on the UHS homepage and select “Our Providers.” Browse profiles, select a provider, and log in to the Patient Portal or call 413-577-5101 to make an initial appointment. Appointment line staff can also help match patients with a provider.

**How is my student’s care paid for?**

Visits to UHS are billed to your student’s primary health insurance. Students are responsible for paying their plan’s deductible. Co-pays and co-insurance are covered by part of the tuition fees that are paid. Important information on insurance, fees, charges, and billing is on the UHS website, www.umass.edu/uhs/insurance.

**About health insurance**

Massachusetts requires full-time college students to have health insurance that meets Minimum Essential Coverage under the Affordable Care Act. If your student doesn’t already have qualifying insurance, or if your plan won’t meet your student’s needs while at school, take advantage of the Student Health Benefit Plan (SHBP).

The university-sponsored plan offered through Consolidated Health Plans (CHP) features a Cigna network. More detailed information on the SHBP can be found at www.chpstudent.com. If services are provided at UHS, the only out-of-pocket expense is for prescription benefits: $15 for generic or $30 for name-brand medications. For complete information, visit the CHP website, www.chpstudent.com, and use policy # S210212, or call 1-877-657-5027.

**What about medications?**

UHS’ full-service pharmacy offers prescription medications, 24-hour online refill services and a wide range of over-the-counter health and wellness products at student-friendly prices. Learn more at www.umass.edu/uhs/services/pharmacy or call 413-577-5030. **The UHS Pharmacy cannot accept MassHealth insurance.**
Students on continuing medications can easily transfer their prescriptions to the UHS Pharmacy. Go to the ‘Forms’ page of the UHS website, www.umass.edu/uhs/accesstocare/forms, download and complete the prescription transfer form, and bring it to the pharmacy.

When picking up prescriptions, students should bring their insurance plan’s prescription ID card and be prepared to pay their plan’s co-payment; prescription copays are not covered by tuition fees. The pharmacy accepts cash, check, UCard, Visa, MasterCard and Discover.

Required immunizations
All entering students need to submit proof of immunizations or immunity before their first semester on campus. The deadline is the end of the Add/Drop period. If they miss the deadline, a registration hold will be placed on their SPIRE account.

Go to www.umass.edu/uhs/immunizations and follow the instructions for submitting immunization records.

Can I talk with someone about my student’s chronic illness before they come to school?
UHS’ Resource Nurses are available to discuss your student’s condition, share information about our services and answer questions. Call 413-577-5151, 413-577-5124 or 413-577-5040 during business hours.

Center for Counseling and Psychological Health
Phone: 413-545-2337
Website: www.umass.edu/counseling

Center for Counseling and Psychological Health (CCPH) offers confidential care to UMass Amherst students. Services include:

- STRESS GPS - GAINING PRACTICAL SKILLS is one of our most popular free workshops and is offered daily M-F to support students learning skills to manage stress and anxiety.
- “Let’s Talk” program that offers free, friendly, drop-in sessions with one of our clinicians.
- TAO Self-Help, a customizable, self-guided online program. Through interactive educational modules and practice tools, students can learn stress management, mindfulness skills, problem-solving, and strategies for bouncing back from life’s disappointments and frustrations.
- Drop-in groups with community partners such as Stonewall Center, Center for Multicultural Advancement and Student Success, UHS, and more
- Crisis intervention through 24/7 On-Call Services
- Brief individual, couples, family and group therapy
- Behavioral medicine
- Medication management
- Assessment and testing including for adult attention deficit hyperactivity disorder
- Consultation and education; and referrals to community providers.

How do I know if my student needs psychotherapy?
It’s normal to feel overwhelmed, anxious, sad or stressed. CCPH is here to help. Therapy is a chance to talk with an objective person about what’s on your student’s mind. It can help increase your student’s level of self-awareness and understanding, explore life patterns, and gain new perspectives and problem-solving skills. Some of the issues people talk about are:

- Relationships
- Ethnic, cultural and racial issues
- Self-esteem;
- Social and academic pressures
- Sexuality and LGBTQ issues;
• Depression, anxiety, loneliness, distress, shyness, fear, or anger
• Drug, alcohol, and food issues
• Concerns about friends or family members
• Stress management
• Suicidal thoughts.

No subject is off-limits at CCPH. If something’s troubling your student, encourage them to talk it over with a clinician.

The CCPH staff includes a multidiscipline team of independently licensed clinical social workers, psychologists, psychiatrists, psychiatric nurse specialists, psychology and social work interns, and post-graduate fellows. The multicultural team is sensitive to people with a variety of needs, backgrounds, and lifestyles. Learn more about our staff at www.umass.edu/counseling/about-us/meet-our-providers.

**Appointments**
Call CCPH’s main office, 413-545-2337, weekdays from 8:30 a.m. to 5 p.m. CCPH’s main office is located at the Middlesex House.

The first time your student calls, they’ll be scheduled to talk briefly with a clinician, who’ll make recommendations based on your student’s needs. Options can include an appointment for initial consultation at CCPH, referral to campus or community resources, or both. Crisis and urgent appointments are also available as needed. CCPH provides short-term psychotherapy, consultation, crisis and medication services. If your student needs or wants a longer-term therapy relationship, the clinician will discuss local community referrals.

**Crisis intervention**
Call 413-545-2337, weekdays, 8:30 a.m. – 5 p.m. After hours, or on weekends and holidays, call UHS, 413-577-5000 and ask for the CCPH on-call clinician. **In a life-threatening emergency, always call 911 or campus police 413-545-2121.**

**Costs**
The Tuition Fee, covers the first four psychotherapy visits for students taking five or more credits per semester. After these prepaid visits, your student’s primary insurance will be billed.

All psychiatric medication visits will be billed to your primary insurance. The Tuition Fee will cover any balance not paid by primary insurance, with the exception of plan deductibles, which will be billed to your student.

**More parent/family resources**

**Transition Year:** www.transitionyear.org/
Transition Year is a partnership between the Jed Foundation and the American Psychiatric Foundation. It is an online resource center that helps students and their families focus on emotional health before, during and after the college transition.

**Set To Go:** www.settogo.org/research/
Set to Go is a program from The Jed Foundation (JED) to help high school students prepare for the transition to college and to life after high school. Research with first-year college students shows most wish they were better prepared – emotionally – for the transition from high school to college.

Transition of Care: CCPH websites Section: www.umass.edu/counseling/resources/transition-care

**APA:** www.psychiatry.org/college-students
The American Psychiatric Association provides information about mental health issues affecting college students. The website includes advice about seeking help.
**ULifeline**: www.ulifeline.org/
ULifeline.org is an anonymous online resource for learning more about your thoughts and feelings and how to reach out for help if necessary. It includes screening information and details about mental health conditions.

**Active Minds**: www.activeminds.org/
Active Minds is an organization that empowers students to change the perception about mental health on campus. Encourage your student to get involved in our campus chapter.

**StrengthofUs.org**: NAMI created this social networking website and online resource center for young adults. It includes free, downloadable resources on issues many young adults face in college, including building relationships, making friends, setting and achieving goals, gaining independence, managing money, increasing self-esteem, dating and much more.

**National Suicide Prevention Lifeline** – www.suicidepreventionlifeline.org/
24 hours 1-800-273-TALK

**NOTES:**

- Depression, anxiety, loneliness, distress, shyness, fear, or anger
- Drug, alcohol, and food issues
- Concerns about friends or family members
- Stress management
- Suicidal thoughts.

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All psychiatric medication visits will be billed to your primary insurance. The Tuition Fee will cover any balance not paid by primary insurance, with the exception of plan deductibles, which will be billed to your student.

**Pricing of services**
- Tuition Fee: covers the first four psychotherapy visits for students taking five or more credits per semester.
- After these prepaid visits, your student's primary insurance will be billed.
- All psychiatric medication visits will be billed to your primary insurance. The Tuition Fee will cover any balance not paid by primary insurance, with the exception of plan deductibles, which will be billed to your student.

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**APA**: www.psychiatry.org/college-students
The American Psychiatric Association provides information about mental health issues affecting college students. The website includes advice about seeking help.

**ULifeline**: www.ulifeline.org/
Working Together for Your Student’s Safety: Creating a Safe and Caring Community

Presenters’ Names:

Dean of Students
227 Whitmore Administration Building
Phone: 413-545-2684
Website: www.umass.edu/dean_students/
Email: doso@umass.edu

The Dean of Students Office provides students with the support, resources, and referrals for academic and personal success at the university. The Dean’s office can assists students and families regarding the following:

- Consultation and referrals for students contemplating withdrawal or re-enrollment.
- Serving as a single point of contact at the university for students and families in instances of crisis.
- Providing short-term emergency loans to students and access to Student Care Supply Closets.

In addition, staff can answer general questions, advocate on behalf of students, and connect students and their families to campus resources.

 Departments that are part of the Dean of Students Office are Student Life, Student Conduct & Compliance, Residential Education, and Off-Campus Student Life and the Office of Family Resources.

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Center for Health Promotion
Phone: 413-577-5181
BASICS (Brief Alcohol Screening and Intervention for College Students): 413-577-5071
Website: www.umass.edu/studentlife/health-safety/chp/
                     www.umass.edu/studentlife/health-safety/chp/basics

The Center for Health Promotion offers a number of programs and services to the campus community in order to promote healthy living and learning environments. We offer multiple opportunities for student involvement. For more information about any of our programs, please call or check out our website.

- **Peer Health Education** is a peer-led health education group that provides information and intervention around such issues as alcohol and other drug use, healthy sexuality, and stress management.
- **The Not Ready for Bedtime Players (NRBP)** is an award-winning peer sexuality education troupe. Free performances are held on Wednesday evenings throughout the academic year at sites across the UMass Amherst campus, and during summer orientation programs.
- **Brief Alcohol Screening and Intervention for College Students (BASICS)** is a two session intervention focused on assisting students to explore the role alcohol, marijuana and other substances have in their life. BASICS goal is to help students reduce risky behaviors and potential harmful consequences of substance use in a non-judgmental and non-confrontational manner.
- Any student who’s concerned about their alcohol or other drug use can choose to attend BASICS. Students who violate UMass Amherst’s alcohol and drug policies, those who are medically transported, held in protective custody or are court-sanctioned are required to attend BASICS.
- **AlcoholEdu** is a comprehensive approach to reducing the risk of drug and alcohol abuse among college students. All first-year and transfer students are required to complete the AlcoholEdu for College course and receive a passing score of 80% or above on the post test. Your student will receive an email with instructions for accessing the course.
Collegiate Recovery Community (CRC) In a CRC, all members of the community in recovery are supported and valued, reducing stigma associated with addiction and recovery, and increasing support systems to create a recovery-friendly campus.

What’s the truth about college drinking?
Research shows that most UMass Amherst students drink moderately, if they choose to drink at all. But glamorized college drinking stories persist and are passed on from older peers, parents/family members, and society at large. Students come to believe high-risk drinking is the norm and that alcohol abuse is tolerated which can lead to higher levels of drinking as they try to live up to these misperceptions. For those who occasionally or routinely binge drink, the consequences are real and include missed classes; poor academic performance; injury; unplanned or unprotected sexual activity; hangovers; arguments; vandalism; and violence.

What we’re doing:
UMass Amherst is at the forefront of student substance abuse prevention efforts, with programs, services and approaches that are creating positive changes on campus and in our community. These interconnected strategies include:

- The Campus and Community Coalition to Reduce High-Risk Drinking (CCC) which has influenced legislation and policies including keg registration, open container, and social host/nuisance house party town bylaws.
- Strengthened campus alcohol policies and enforcement.
- Streamlined judicial processes and parental notification for alcohol policy violations.
- BASICS, an evidence-based intervention mandated for campus alcohol policy violators.
- Use of campus data to correct misperceptions about substance use.
- AlcoholEdu, a mandatory online alcohol education program.
- Increased communication about alcohol policies and sanctions.

This cutting-edge environmental management approach has helped decrease dangerous drinking among UMass Amherst students by 34% since 2005!

What parents and caregivers can do:

- Don’t buy alcohol for students or send them to school with it.
- Help your student understand that they are responsible for knowing campus alcohol and drug policies, the Code of Student Conduct, and local drinking laws. Inform yourself, too. For links to campus policies, visit www.umass.edu/umpd/alcohol-and-drug-policies
- Remind your student to complete the AlcoholEdu by the deadline.
- Visit your student’s living space and check out their surroundings.
- Ask questions about your student’s alcohol use.
- Set high academic standards, including enrollment in Friday classes. Students tend to drink more if they have a three- or four-day weekend.
- Remind your student that, on average, GPA goes down as drinking goes up.
- Encourage involvement. Free time can lead to boredom and drinking can become a hobby.
- Try not to react angrily if your student receives an alcohol violation. Use the opportunity to discuss good decision-making and your expectations around alcohol.
- Avoid glamorizing your own college escapades.
- Keep a list of resources to share, if needed. Check out our websites above, or call the Center for Health Promotion, 413-577-5181.

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UMass Police Department
Phone: 413-545-2121
Website: www.umass.edu/umpd

UMass Amherst puts a premium on campus safety. Providing a safe environment for education and research to flourish
is essential to our mission. We create a safe campus through policing, enforcement, educational programs, state of the art technology, and most importantly, by engaging the cooperation of the entire campus community. We ask that everyone take ownership of their campus by doing very simple things: being alert, using common sense, trusting their instincts, watching out for friends and neighbors, taking advantage of our resources, and maintaining communication.

With a population of 35,000, the UMass Amherst campus is a small city and sometimes problems happen. Therefore, the Campus Police Department and other public safety personnel are unrelenting in their efforts to prevent critical incidents and criminal activities from occurring. When incidents do occur, the police provide a rapid response to restore safety and order.

Police

The first line of public safety at UMass Amherst is the Police Department (the UMPD). Our 61 sworn officers are municipal police academy trained and have the same powers, rights, and responsibilities as any municipal town or state police officers. We patrol the campus by patrol car, on foot, on motorcycles, on bicycles, or on horseback depending on the need.

- The UMPD is committed to maintaining a safe environment in which our students can live, learn and grow. The UMPD is a collaborative partner with students, staff and administrators to promote educational opportunities and positive interactions with our officers.
- Students can report crimes or suspicious situations anonymously at www.umass.edu/umpd or by calling the department at 413-577-TIPS (8477).

Residence Hall Safety and Security

UMPD works in partnership with the staff of Residential Life to ensure that students feel comfortable where they live.

- Officers are a familiar presence in the residence halls, getting to know staff and students, while helping to maintain a safe environment.
- Over 250 students assist with campus security through the Residence Hall Security Program.
- Residence Hall Security supervisors also provide Safety Walking Escorts.
- Police Cadets are students trained in police techniques, who serve as foot patrol, perform ancillary functions, and free officers for other duties.
- UMPD and residence hall staff conduct safety programs for students. Topics include campus and residence hall safety, alcohol policies, and Know Your Rights presentations. Other topics can be discussed as requested.
  - All Residence Halls have a Residence Liaison Officer (RLO) assigned and engaged in the day-to-day activities of each hall.

Students can help keep residence halls safe by:

- Not sharing keys or UCards and reporting lost keys or UCards immediately
- Showing proper ID to security staff
- Keeping Residence hall doors locked, even if leaving the room for just a moment
- Using main entrances and exits–except during a fire alarm
- Preventing “tailgating” (when someone follows you into a residence hall); registering guests, notifying staff of broken doors and security equipment, and reporting any suspicious activity
- Not signing in guests that they don’t know

Emergency Notification Tools

Campus administrators use a variety of ways to notify people of a campus emergency. The UMass Amherst Campus Alerts system includes:

- Broadcast e-mail sent to university students, faculty, and staff
Emergency Text Messages provide time-sensitive notifications to subscribers’ cell phones about situations that pose an immediate risk to the safety of the campus or could significantly disrupt its activities.

Complete instructions on subscribing are available at www.umass.edu/alerts
- Where does my student subscribe? On SPIRE at spire.umass.edu/
- What does my student need to subscribe?
  - A NetID or SPIRE Account
  - A cell phone that can receive text messages

Outdoor warning and public address system
Updates on the UMass Amherst website: www.umass.edu
External news media: radio, television, print and Internet outlets are notified by the Office of News and Information
Messages sent to key designated personnel in residence halls and academic and administrative facilities, who then personally spread the word to building occupants.
Fire alarm systems
Emergency Closing Hot Line: 413-545-3630

Getting Around Safely

- Walking Escort Service is available for safe escort across campus every night from 8:00 p.m. – 3:00a.m. during the academic year; please call 413-545-2123.
- The PVTA “Campus Shuttle” bus minimizes the need to walk alone; buses run throughout campus from early in the morning until late at night.
- Buses are also available to and from downtown Amherst, the five colleges, and other parts of the Pioneer Valley. Routes and schedules for the Campus Shuttle and buses are available at www.umass.edu/transportation/transit
- Walk for Light: The campus community participates annually in a comprehensive campus safety check, fanning across the campus to report any safety concerns they see along the way.
- Pedestrian Safety Committee – This committee consists of a cross section of university employees and students. The committee’s goal is to reduce pedestrian accidents through education, enforcement, and traffic engineering strategies.

Safety Programs

The UMPD offers a variety of safety and awareness programming for students, faculty, and staff. Below are some of our more popular programs; please refer to our website for a complete listing:

- “Like It, Lock It, Keep It” is an educational program to remind students to be vigilant in the residence halls and to practice sound safety measures at all times.
- “Watch for Me” is an educational program intended to reinforce with students the importance of pedestrian, biking, and driving safety on campus.
- Every year laptops, iPods, cell phones, and other personal items are lost or stolen on campus. Students can register their valuables such as computers, gaming systems and phones through Project Protect at www.umass.edu/umpd/project-protect
  - Project Protect greatly increases the chances of recovering lost or stolen properties. Project Protect is available to students, faculty, and staff.
  - Families should also check their homeowners’ insurance policy to see if valuables are covered on campus, or students should arrange for separate coverage.

Other Safety Measures

- Over 1,500 security cameras and more than 120 HELP phones are located throughout the campus—go to the nearest HELP phone; press the red HELP button: a police officer will be sent to that location at once.
Additional Details

- The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act requires that colleges and universities across the United States disclose information about crime on and around their campuses. UMass Amherst reports these statistics at www.umass.edu/umpd

If you have any questions or concerns, please call 413-545-2121 (Dispatch), Deputy Chief Ian Cyr at 413-545-2125 or Lt. Tom O’Donnell at 413-545-3578. Our department headquarters are located at 585 East Pleasant St, Amherst. We are on the bus route and a short walk up the hill from the Sylvan and Orchard Hill residential areas, right across the street from the Amherst Fire Department North Station.

NOTES:
Fall Transitions

Presenter’s Name:

Office of Parent Services (OPS)
Phone: 413-577-4444
Website: www.umass.edu/parents
Facebook: www.facebook.com/UMassAmherstParents

The Office of Parent Services is dedicated to working with families to help ensure the success of their student throughout the student’s time at UMass Amherst. Our office is here to answer questions, provide timely information and updates, and assist parents and guardians with questions or concerns.

Staff Members
- Jeanne Horrigan, Director
- Rose M. Boulay, Assistant Director
- Elizabeth Cleary, Assistant Director
- Laura Bourque, New Student Transition Coordinator
- Breda Paton, Administrative Assistant

The Office of Parent Services provides
- Regular e-mail updates to families about timely issues, campus happenings, important upcoming dates for students, and tips for families.
- An informative website featuring Timely Topics, Frequently Asked Questions, and Resources for Families including a guide to the area, reading list, e-postcard, links to other UMass web pages designed especially for families, and more!
- A helpful, knowledgeable staff to respond to your phone calls or email.
- A place to contact when you don’t know where to start.

Events
- Parent & Family Orientation
- Greeting families during First-Year Move-In on August 31
- Family Weekend: October 19-21, 2018 (www.umass.edu/parents/familyweekend)

UMass Amherst Parents Association
- UMass Amherst Parents Association (UMAPA) strengthens the partnership between UMass and the parents/family members of our undergraduate students. The UMass Amherst Parents Association mission is to provide support and information to the parents and guardians of UMass students to help insure a positive and successful campus experience.
- UMAPA is open to all families of UMass Amherst full-time undergraduates.
- At the start of the fall semester, families will receive a 2018-2019 UMAPA calendar and handbook. For families of students entering in the spring, calendars are provided at orientation.
- Volunteer opportunities are available for families who would like to get more involved (www.umass.edu/parents/umapa/volunteers).

UMass Amherst Parents Association Advisory Council
The UMass Amherst Parents Association Advisory Council consists of nineteen (19) family members of full-time undergraduate students. It seeks to support the University by involving families in the college experience for the purpose of improving, promoting and advancing UMass Amherst and its mission. Its goals are to:
1. Provide informational resources and other avenues for parents/families to connect with and support each other;
2. Act as liaisons between parents/families, students, UMass Amherst staff and administration;
3. Provide feedback on ways the University can better serve students and families;
4. Assist with and support program development, services, and other Office of Parent Services initiatives;
5. Serve as ambassadors on behalf of the University through volunteerism and other means.

More information is available online at www.umass.edu/parents/umapa/advisory-council.

For networking, discussions, and insights on how to parent your college student, join the Council on social media:

- Family to Family Facebook group at tinyurl.com/z2ly9ag
- Family to Family blog at tinyurl.com/zgdr4wy

NOTES:
Other Useful Information
The Ombuds Office helps UMass community members resolve university-related conflicts and concerns confidentially, informally, and impartially. The Ombuds Office offers students assistance with issues including course or degree requirements; grade disputes; academic dishonesty; ethics concerns; sexual, racial, and other types of harassment; incivility and bullying, delays in services or decisions; conflicts with instructors, employers, or administrative offices; roommate, coworker, or classroom conflicts and other disputes. Through coaching, mediation, and other resolution services we help students to understand conflict, develop options and strategies, increase communication skills, and reach fair resolution.

Out of State Information

Getting Here:

Nearby Major Airports
- Bradley International, Hartford CT (44 miles from UMass)
- Boston Logan International Airport, Boston MA (98 miles from UMass)
- TF Green International Airport, Warwick RI (99 miles from UMass)

Luggage Program
The Residence Life Luggage Program allows international and out of state students to ship their luggage to the University to be stored at an off-campus storage facility until they arrive for the fall semester. For more details visit www.umass.edu/living. Questions may be directed to Helena at 413-545-6930 or luggage@sacl.umass.edu.

Where do I send my packages?
- All packages should be addressed as follows:
  Residential Life Luggage Program
  Physical Plant/CDS
  University of Massachusetts
  360 Campus Center Way
  Amherst, MA 01003

The student’s name, student ID number and home address must be written clearly on the outside of the package. This is the only way we know the box belongs to your student so it CANNOT be a family’s name or a third party vendor (RHA linens program excluded). It is helpful to keep tracking information handy in case we need it.

Are there any restrictions?
- Due to space limitations, we CANNOT accept bicycles, refrigerators, or other boxes that cannot be carried easily by one person.
- Residential Life will not be held responsible for items lost or damaged in handling. We advise against sending valuable or fragile items (like computers) because of the amount of additional handling each box may receive. Please send these when they can be delivered directly to your student in their residence hall.
- Hazardous materials will be refused.
- We will not accept packages from a third party (i.e, Dell, Bed Bath & Beyond, Target, Amazon, etc.), with the exception of the RHA linens program. All other third party packages will be refused and returned to the sender.

When can I send my packages?
- Please plan for your packages addressed to the Luggage Program to arrive between August 1 and August 25.
- Luggage will not be accepted prior to August 1 or after August 24.
- Beginning August 27, packages must be addressed directly to the student’s residence hall address. Packages sent to residence hall addresses prior to August 27 may be refused or delayed.
How does my student get packages once they arrive on campus?

- Your student will receive two emails to their UMass account.
  - The first email will be sent from the Luggage Program when their package arrives on campus. Please note that the package will not be available for pickup at this time.
  - The second email will be sent from their Residential Service Desk. This email will include details about picking up the package.
- All packages that arrive on campus on or before August 24 will be delivered to Residential Service desks and will be available for pick up after 1 pm August 29.
- Any packages received after August 24 will be delivered and available at the Residential Service Desks September 4.

It is VERY important that students bring a few days’ worth of clothing, toiletries, and medications in case they are unable to get their packages right away.

Getting Around
UMass Transit Services
Phone: 413-545-0056
Website: www.umass.edu/transportation/transit

UMass Transit operates PVTA buses on campus, for the Five Colleges and through the towns of Amherst, Belchertown, Deerfield, Granby, Hadley, Northampton, South Hadley, and Sunderland. UMass Transit buses are fare-free for UMass students and operate approximately 7 am to 2 am during the school year. The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 174 buses, 144 vans and 24 participating member communities. In addition to the PVTA, there are numerous ways to get in and out of the Amherst area. Multiple taxi services are available, as well as shuttles to and from nearby major airports, Amtrak trains, and Peter Pan Buses.

For more information about transportation, visit: www.umass.edu/parents/transportation

Extending Your Stay

Hotel UMass
Phone: 877-822-2110
www.hotelumass.com/
Hotel UMass at the Campus Center is the place to stay when visiting your student. Experience campus life while relaxing and looking out at the campus from your completely modern hotel room!

Residential Academic Programs
Phone: 413-545-2803
Website: rap.umass.edu
Email: rap@acad.umass.edu

Residential Academic Programs (RAPs) are an opportunity for first-year students entering the university for the fall semester. These academic learning communities allow for students to enroll in one or more courses together and live in the same residence hall. RAPs facilitate the development of a community both in the classroom and the student’s living environment. Gen Ed RAP courses are small sections (30 or fewer students) of courses that are offered as large lectures on the main campus and meet the university’s General Education (Gen Ed) requirement. These courses are taught in the residential area where the students are living. RAP Gen Ed course instructors are passionate about and skilled in working with first-year college students. RAP students get support in general adjustment to college issues while they engage in exploration and activities around their area of interest.

In addition to the Gen Ed RAPs which are open to any first-year student, there are other RAP options depending on the student’s school/college affiliation. “Honors RAPs” are available for students admitted as Commonwealth Honors
College students. There are RAPs for students declared and/or in an exploratory track in some of the colleges and a few RAPs for students declared in certain majors. All RAPs are in Residential First-Year Experience halls.

Students will have a variety of opportunities during Summer NSO to learn about all the RAPs available to them prior to their Academic Advising appointment. All final decisions regarding joining a RAP will be completed at that time.

Students entering the University in January do not have an option to join a RAP.

The College Diabetes Network – A resource for students with Type 1 Diabetes
Website: www.collegediabetesnetwork.org
Facebook - College Diabetes Network: UMASS Amherst

The College Diabetes Network (CDN) is a 501c3 non-profit organization, whose mission is to empower and improve the lives of students living with Type 1 diabetes through peer support and access to information and resources. CDN’s vision is to create a college community, which will enable students with Diabetes to thrive in all of their personal, healthcare, and scholastic accomplishments. College life with diabetes can get complicated and overwhelming! CDN is a resource whose sole focus is to help students as they navigate through the wonderful chaos of college. The UMass CDN chapter is an active registered student organization. For more information about CDN, visit the organization website.

Questions can be directed to Dr. Emma Dundon in the College of Nursing at edundon@nursing.umass.edu.

UCard Office
Phone: 413-545-0197
Website: www.umass.edu/ucard

WHAT PARENTS/FAMILY MEMBERS SHOULD KNOW ABOUT THE UCARD

Q1: What is a “UCard” and how does it differ from a campus identification card?

A1: The UCard and the UMass Amherst campus identification card are one and the same. The UCard is simply the branded name for our campus ID card. In addition to being the official picture ID card, the UCard also serves as a student’s:
• meal plan card
• door access card
• library card
• athletic ticket
• campus debit card
• off-campus debit card at select local restaurants and businesses
• Student Advantage discount card (upon purchase of Student Advantage membership)

Q2: How do I submit my photo and get my UCard?

A2: Students participating in an orientation session should submit their photos online at least two business days prior to the start of their orientation session (or, in the case of students participating in an online orientation session, two business days prior to the end of the last orientation session). Submitting photos as soon as possible is strongly recommended as the first photo may not be accepted. (See the UCard website, www.umass.edu/ucard/ for more information). Students who do not participate in an orientation session must come into the UCard Office (168 Whitmore Administration Building) to have their photos taken in person.

Incoming Freshmen participating in summer orientation sessions pick up their UCards at the end of orientation at the Residence Halls where they were staying. Incoming Transfer students can pick up their UCards at the UCard Office anytime during their orientation session. Students in online orientation sessions pick up their UCards at the UCard
Office when they arrive on campus. If students need to leave orientation early for some reason, they will pick up their UCards at the UCard Office the next time they return to campus.

Q2.1 How much does a UCard cost?

A2.1 The cost of students’ initial UCards is included in the entering fees paid to the University by the students. However students attending orientation who previously received UCards (either because they were UMass students before or received UCards as part of attending Summer College at UMass) will have to pay for replacement UCards if they no longer have the ones they were initially issued.

Students whose UCards are lost, stolen, or damaged can purchase replacement UCards at the UCard Office located in room 168, Whitmore Administration Building. The normal cost to purchase a replacement UCard is $30.00 payable by cash, check, UCard Debit Account, or can be billed to the Bursar’s bill. However if the student’s current card is only damaged (not lost or stolen), the student may qualify for a reduced replacement price of $15.00. To qualify for the reduced price, the student must turn in their damaged current UCard at the time they purchase the replacement card.

Q3: How do students open UCard Debit Accounts?

A3: UCard Debit Accounts for students will be opened automatically. A mailing will be sent home to students and families with more information about the UCard Debit Account program including another copy of the terms and conditions, information about how to make deposits into the account, and guidelines to help families determine how much they should initially deposit to the account.

Q4: How does the UCard Debit Account Work?

A4: The UCard Debit Account is a University managed declining debit account. To use the account, there must be funds in the account. Because it is not a bank account, funds cannot be withdrawn from the account. Unused funds roll over from semester to semester and year to year. Funds are either spent down, or balances over $10 are refunded when the account is closed.

Q5: What happens to any leftover funds at the end of the semester or year?

A5: Any leftover funds roll over from semester to semester and year to year. When a student graduates or leaves the University for another reason, the student’s UCard Debit Account will be closed automatically, typically 4-6 weeks after having left the University. Students can also manually request to have their accounts closed by filling out a UCard Account Closure Form at the UCard Office, or by filling out the form online at the UCard website. For students who have not yet left the University, there is a $10.00 processing fee to close the account.

If the student’s account balance is at least $10.00 when the account is closed, the full balance will be refunded. A check will be mailed to the student’s permanent address. Any balances less than $10.00 are forfeited.

Q6: Where can the UCard Debit Account be used?

A6: The UCard Debit Account (or UCard for short) can be used to pay for a number of goods and services on campus, including:

- Campus dining commons
- Campus retail dining outlets
- All vending machines
- All laundry machines
- All library photocopy machines
- Computer printing stations
- Other on campus businesses
- Select off-campus restaurants and businesses

PLEASE NOTE THAT THE UCARD CANNOT CURRENTLY BE USED TO PURCHASE BOOKS OR EDUCATIONAL MATERIALS.
Q7: How do family members and students put funds onto the UCard Debit Account?

A7: There are several ways to put funds on the UCard. Customers can use the GET Funds application on the UCard website to make deposits using their VISA, Master Card, or Discover cards. Customers can also mail, or bring check deposits to the UCard Office located in room 168, Whitmore Administration Building. Customers can also make cash deposits, either at the UCard Office, or at any of the five campus Value Port kiosks located in the UCard Office, main library, physical sciences library, Hampden convenience store, and the lower level of the Campus Center.

Q8: How do students get information about their UCard Debit Accounts?

A8: The GET Funds application located on the UCard website provides balance and transaction history information on both the UCard Debit Account and Meal Plans. Students can also request information about their account by contacting the UCard office at 413-545-0197 or ucard@admin.umass.edu. Any requested reports will be emailed to the student at their official (@umass.edu) email address.

Because FERPA regulations limit the amount and type of data the UCard Office can release to parents/guardians, family members should have their students make information requests. The UCard Office will provide the information to the students who can then share it with their parents/guardians.

Q9: What is “Student Advantage” and how does it relate to the UCard?

A9: Student Advantage is a nation-wide discount program which has partnered with the University and UCard Office. Membership is completely optional and not required to get either a UCard or a UCard Debit Account. Student Advantage membership can save students quite a bit when purchasing goods and services from any of the participating merchants, including both Amtrak and Greyhound Bus Lines. Also, as part of the University’s agreement with Student Advantage, student memberships are only $45.00 for five years, a $55.00 savings off their normal price.

Parents/guardians will receive a separate mailing regarding the program. If interested, they can purchase membership online, over the phone, or by mailing in a check. If families purchase membership at least 3 days before their students’ orientation, the UCard Office should receive the membership information in time to print it on the students’ UCards at orientation. If the membership information does not come in time, all students have to do is bring their UCards to the UCard Office when they arrive on campus in the fall, and UCard Office staff will print the Student Advantage membership information on their cards.

To get more information about anything UCard related, please visit the UCard website www.umass.edu/ucard or contact the UCard Office at ucard@admin.umass.edu or 413-545-0197.

UMatter at UMass

Phone (s):
Dean of Students Office: 413-545-2684
Center for Counseling and Psychological Health: 413-545-2337
UMass Police Department: 413-545-2121
Website: www.umass.edu/umatter/


UMatter at UMass is about creating a campus community of care, compassion, connection, and active engagement. When we actively care for one another, we create a more supportive living and learning environment for everyone. We encourage students to make the most of their time here by asking for help when they need it, stepping up to help others when they need it, and using – or guiding friends to use – available support resources.

University Contact Guide

There are a number of different ways to find the right contacts, either by phone or on the UMass Amherst website.
• **A-Z Search:** [www.umass.edu/gateway/atoz](http://www.umass.edu/gateway/atoz)
  An alphabetical list of all departments and offices on campus

• **Parent Services:** [www.umass.edu/parents/resources/topic](http://www.umass.edu/parents/resources/topic)
  Sometimes you need help, but you don’t know the name of the office you want to contact. For that reason, we’ve created a contact list by topic just for parents/families.

• **People Finder:** [www.umass.edu/peoplefinder/](http://www.umass.edu/peoplefinder/)
  People Finder allows you to search for any student, faculty, or staff member by name. Searches yield an email address and major or department. Additional contact information is available for faculty/staff.

• **UMass Main Switchboard:** 413-545-0111
  The main switchboard is available between 8:00 am and 5:00 pm. Operators can answer questions about the university and direct you to different campus offices and departments.

**University Policies**

For information about these policies, consult the appropriate office by viewing their website or calling.

• **Code of Student Conduct:** [www.umass.edu/dean_students/codeofconduct](http://www.umass.edu/dean_students/codeofconduct)
  The Code of Student Conduct applies to any undergraduate student at the University. It is overseen by the Dean of Students office, which may be contacted at 413-545-2684.

• **Alcohol and Drug Policies:**
  The University Alcohol and Drug Policies conform to state and federal laws.

• **Residential Life Hall Community Standards:** [www.umass.edu/living/learning/standards](http://www.umass.edu/living/learning/standards)
  The Residence Hall Community Standards apply to any student residing in a residence hall. They are overseen by Residential Life, which may be contacted at 413-545-2100.

• **Academic Regulations:** [www.umass.edu/registrar/students/policies-and-practices/academic-regulations](http://www.umass.edu/registrar/students/policies-and-practices/academic-regulations)
  A listing of Academic Regulations is available through both the Registrar’s and Dean of Students’ websites. The University Academic Regulations are overseen by the Registrar’s Office, which may be contacted at 413-545-0555.

• **Academic Honesty Policy:** [www.umass.edu/honesty/](http://www.umass.edu/honesty/)
  Academic dishonesty is prohibited in any form at UMass Amherst. The Academic Honesty Policy is overseen by the Academic Honesty Office and questions should be directed to the Ombuds Office at 413-545-0867.

**Amazon@UMass**

Campus Center
Website: umass.amazon.com

Amazon is the official textbook provider of UMass Amherst for the Fall semester of 2018. By going to umass.amazon.com and adding our address to your account, students (and their families/guardians) can receive Free One-Day Shipping on required Prime eligible textbooks shipped to Amazon@UMass, even if you do not have a Prime account. For students living on campus, we recommend that they order textbooks no earlier than one week before the first day of class. Items shipped to the Amazon@UMass location will be held for 14 days, allowing students to order their books and have them waiting at our safe and secure location. In addition, Amazon@UMass offers Free One-Day Pickup on millions of other items for Prime and Prime Student members. We encourage students and families/guardians to ship any eligible Amazon orders to the Amazon location at Campus Center for fast, secure, and convenient pick-up throughout the fall semester!
Should you change classes or no longer need an item, you can process and return it at the store for a full refund within 30 days of purchase. Rental returns after the first 30 days or at the end of the semester can be brought directly to Amazon@UMass for immediate processing without worrying about packaging or labels.

NOTES:
New Student Checklist

Parents/guardians: Checklist items are communicated to students in a variety of ways including the NSO website, Moodle, SPIRE, and UMass email. Please help your student prepare for the semester ahead by asking if they have completed the following items. *Items are those that students and families may need to complete together.

**Finances**

- **Submit Your FAFSA (Free Application for Federal Student Aid)**
  With the assistance of your parent(s)/guardian(s), complete the FAFSA forms online at, www.fafsa.gov, for the academic year. This is required to receive any financial aid awards including the John and Abigail Adams tuition credit. The FAFSA must be completed each year.

- **Complete the FERPA Waiver in SPIRE (if applicable)**
  Waive your FERPA restriction to allow the Bursar’s office to discuss your student BILL with your parent(s) or guardian(s). Without this waiver, staff cannot discuss any financial matters with anyone other than you. To complete this waiver, log in to your SPIRE.

  Navigation: Main Menu→ My Personal Information, then FERPA Privacy Waiver.

  You will assign each parent/guardian a 4 character code which they must provide when contacting the Bursar’s Office. More information about this waiver may be found at www.umass.edu/it/support/spire/ferpa-privacy-waiver-get-started.

- **Share Your Information in SPIRE (if applicable)**
  Delegate access in SPIRE to others and choose which parts of your student records they can view. To complete this, log in to your SPIRE.

  Navigation: Student Center→ Manage Shared Access→ Delegate Access To A New Contact

  After accepting the terms and conditions, you will be able to add a Contact, along with their relationship to you and their email address. From there, you will be able to check boxes to give this contact access to your 1098-T Form, Account Summary, Financial Aid Information, Bill Information, Holds, and SPIRE To Do List Information. After completing this step, click SAVE to confirm. NOTE: This does not grant access to student grades.

- **Pay/View Your Bill**
  Check your bill online. You may view and pay your bill online through your SPIRE account by clicking the View/Pay Bill link on the Student Services Center page.

  Navigation: Main Menu→ Finances→ View & Pay Bill

- **Consider Registering for the UPay Payment Plan**
  This interest free installment plan gives you the option to pay your bill on a monthly basis. There is a small enrollment fee and the deadline to sign up is the first day of classes. Enrollment instructions can be found at www.umass.edu/bursar/UPay-payment-plan

- **Provide Details for Excess Express**
  Enroll in Excess Express, our student refund direct deposit program. If your bill is overpaid, we will issue you a refund electronically to the bank account of your choice. In order to receive a refund, you must enroll in Excess Express.

- **Make Adjustments to Your Bill – Waivers and Meal Plans**
  There are some waivable fees that appear on each bill. Talk with your family about whether or not you will waive the MassPIRG and Child Care fees. You may also want to adjust your meal plan, which will change the
charges on the bill. View Meal Plan options at www.umassdining.com/meal-plans/residential-meal-plan and make any adjustments in SPIRE.

- **Jobs**

Looking for a job on or off campus this semester? Visit the Student Employment Office www.umass.edu/umfa/seo. Auxiliary Services also posts a number of student jobs at www.umassauxiliaryservices.com/jobs/

**Health Requirements Prior to Arrival on Campus**

- **Health Insurance Waiver***

  All students are required to be covered under an approved health insurance plan. **You will be automatically enrolled** in the Student Health Benefit Plan (SHBP), the university-sponsored insurance plan. You must cancel (“waive”) the SHBP if you want to use a different health insurance plan. This may be the case if you’re already covered under their family’s health insurance plan.

  To waive the SHBP, follow the instructions in the right-hand corner of the SPIRE login page at www.spire.umass.edu. **Students who fail to waive the SHBP by the end of the Add/Drop period will be charged for the SHBP.**

  If you are staying on a family insurance plan, be sure to bring a copy of the front and back of their insurance card to school; you’ll need to bring it to UHS when seeking care.

- **Required Immunizations**

  All entering students need to submit proof of immunizations or immunity before their first semester on campus. The deadline is the end of the Add/Drop period. If you miss the deadline, a registration hold will be placed on your SPIRE account.

  Go to www.umass.edu/uhs/immunizations and follow the instructions for submitting immunization records.

- **Consent to Treat Minor Patients***

  Students enrolling before their 18th birthday must have a parent or guardian complete the Consent to Treat Minor Patients form and submit it to University Health Services. Download the form at www.umass.edu/uhs/accesstocare/forms.

- **Required Copy Of Insurance Card**

  All entering students need to have a hard or electronic copy of their health insurance card both front and back.

- **Complete your Intro to UMass Community Values and Resources Course on Moodle**

  After attending Summer NSO, students will have access to helpful resources; reminders about Action Items; and recaps of orientation presentations. Students attending Winter NSO will receive this information before their session starts. More information will be sent to students via email after NSO on how to log on to Moodle to access materials and complete Action Items.

  - **YIS: Your Intervention Strategies. Preventing Sexual Assault, Relationship Violence and Stalking.**

    This interactive graphic novel is an online module designed to meet federal mandates of the Campus Sexual Violence (SaVE) Act, which requires all new students receive primary prevention programming to prevent sexual assault, relationship violence, and stalking. It includes an overview of available campus resources, expectations and policies and can take up to an hour to complete. It is designed to be done in one sitting, please avoid closing the window and returning. All entering students must complete this course prior to the start of the semester. If you don’t complete this requirement, you won’t be able to register for classes for the following semester. Access to YIS will be available through Moodle and you will receive an email with instructions for accessing the course. If you have any questions or concerns
please email: yis@umass.edu.

- **AlcoholEdu**
  AlcoholEdu is an interactive evidence-based online program designed to reduce the negative consequences of alcohol among students. AlcoholEdu covers two of the most significant behavioral risks new college students face as they transition into a new community: alcohol use and illicit and prescription drug use. This program delivers a personalized experience to all types of students dependent on their current drinking choices. This is a required program and students who don’t complete this requirement, won’t be able to register for classes for the following semester. Access to AlcoholEdu will be available through Moodle and students will receive an email with instructions for accessing the course.

### Preparing for Move-In Day and the Start of Classes

- **Apply for On-Campus Housing**
  - Explore your housing options on the Residential Life website at www.umass.edu/living.
  - If attending in the fall, consider joining a Residential Academic Program prior to completing your housing application. View programs at www.umass.edu/rap. Space in a RAP program is first come first served and spaces can be held beginning on May 20, 2018.
  - Looking for a roommate? Fall admits can use the **Roommate Search** tool in SPIRE to find compatible roommates. The tool uses a profile of you and your ideal roommate to provide potential matches.
  - Complete the **Housing Preference Application** in SPIRE by July 13 for first-year students and July 19th for transfer students. New students entering in the spring semester will have access to the Preference Application on SPIRE from November 5, 2018 through January 7, 2019.
  - View your assignment on SPIRE starting August 3 under Housing > Assignment Notification. Spring admits can view their assignments on January 11, 2019.
  - Contact your roommate(s). Start getting to know each other and decide who will bring or rent a MicroChill®, a TV, and other shared items.
  - Understand what is expected of you as a residential student by reviewing the Code of Student Conduct and Residential Life Community Standards.

- **Prepare for Move-In**
  - Complete your **Move-In Reservation** and print your **Boarding Pass** in SPIRE from August 13 at 9am to August 27 at 11:59pm. A video tutorial is available on the Residential Life website and the Move-In section of the My UMass app.
  - Download the My UMass app from the Apple App Store or the Google Play Store for detailed and up to date information about Move-In and student life.
  - Decide what to bring. View a comprehensive checklist of suggested and prohibited items on the My UMass app and the Residential Life website. Consider University vendors Our Campus Market and MicroChill® for your linens and a combination refrigerator and microwave unit.
  - If you’re planning on shipping items through the **Luggage Program**, send them during the stated time on the Residential Life website.

- **Settle Into Your New Home**
  - Unpack and get settled. You and your roommate should work together to set up the room in a way that will work for both of you. Setting up the room together is a great way to get to know your roommate and to talk about how you will share the room.
  - Stop by one of the Dining Halls (Berkshire, Franklin, Hampshire or Worcester) for your first dining hall meal of the semester. If your family helped you move in, bring them to the Dining Hall with you so they can experience our award winning cuisine before leaving campus.
  - Meet your Resident Assistant (RA) and Peer Mentor (PM). They will be in the hall during move-in to meet you.
• Attend your first floor meeting. For first-year students entering in the fall, the floor meeting will be held on Friday evening, August 31. For transfer students and new students starting in the spring, check with your RA for day, time and location of floor meeting. The floor meeting is a great opportunity to meet your neighbors and staff.

• Take a tour of the hall – find the Residential Academic Success Center, Residential Service Desk for your hall, laundry room, bathrooms, mailboxes, lounges, vending machines and staff offices. If you can’t find something, ask your RA or PM.

• During the first weekend, your Peer Mentors will host a campus tour called “Walk Your Schedule”. Participate in this tour to find your classes and other important campus resources.

• Attend events and programs during Fall NSO and Welcome Week or Winter Welcome. Often groups of students from the hall attend together; check with your RA as to when students will meet up to walk to events.

• Consider getting involved in your Residence Hall community by joining House Council and the Residence Hall Association. Visit www.umass.edu/living/ri for more information.

Learn About Off Campus Student Life

Off Campus Student Life (OCSL) Staff are dedicated to supporting the needs of students moving or living off campus in the local area. Off Campus Assistants, undergraduates who live off campus, are available in the Off Campus Student Center to answer questions, help you meet your neighbors, party smart, and get involved.

• Check out the Off Campus Life Blog, a student’s guide to living off campus, for tips and timesavers from the Off Campus Assistants.

• Take advantage of free legal advice. UMass Student Legal Services Office will review leases for free by appointment.

• Remember renting is a family affair! Parents/families typically co-sign leases and are ultimately financially responsible, so start talking about expenses (rent, cable/internet, electricity, heat, security deposit etc.) early to make sure your student can afford to live off campus.

• Attend one of our popular Off Campus Housing Fairs in the Campus Center Concourse each Fall and Spring to meet area landlords, find out about special promotions, application processes and more.

• Browse our collection of online resources before searching to help with move in or during your tenancy.

• Call, email or visit the Off Campus Student Center
  Student Union 314
  413-577-1005
  OCSC@sacl.umass.edu
  www.umass.edu/offcampuslife/

Send in Your Test Scores and Transcripts

First-year students, make sure that Undergraduate Admissions has received an official copy of your final high school transcript with graduation notation. Any student who took college course work must send an official transcript to Undergraduate Admissions. If you have AP, IB, or SAT II scores that will yield credit at the university, request that an official copy of your scores be sent to Undergraduate Admissions.

Read the Common Read: Lab Girl, by Hope Jahren

Students Entering Fall 2018: Read Lab Girl, which you’ll receive at your Summer NSO session. Take some time this summer as you’re reading the book to write down questions for the author, Hope Jahren! Your floormates, Resident Assistants, and Peer Mentors will be excited to discuss the book and your thoughts with you when you come to campus. When the author visits campus in the fall, you will have an opportunity to hear directly from her and get your questions answered! Check out: www.umass.edu/studentlife/common-read for more information!

Students Entering Spring 2019: You will receive a copy of Lab Girl at your Winter NSO session in December or
January. Be sure to read the book before you return to campus or during the first few weeks of the semester so that you can engage with your peers in this on-going conversation.

Know Your Resources

- Log into and explore Campus Pulse www.umass.edu/campuspulse to find out about campus events, clubs, and Registered Student Organizations and build a Student Involvement Record.
- Consider joining an Intramural Team. If you're interested, sign up through IMLeagues www.umass.edu/campusrec/intramurals/
- Sign up for a RefWorks account through the library guides.library.umass.edu/refworksatumass make your research easier.

Other Important Details

- **Books**- Check out SPIRE to find out what textbooks you will need for your courses then visit umass.amazon.com
- **Out of State**- Coming in from another state? Check out our Guide to the Area www.umass.edu/parents/amherst-area-guide
- **Parking**- Want to bring a car to campus? Visit Parking Services www.umass.edu/transportation/parking, for more information.

Attend Welcome Events

**Students Entering Fall 2018:** Save the date for Fall NSO from September 1-3 (Labor Day Weekend) and read more about this exciting weekend of events at www.umass.edu/newstudent/fall-nso.

**Students Entering Spring 2019:** Get the latest news on our Winter Welcome Week at www.umass.edu/newstudent/winter-welcome.

Safety, Technology, and Communication

- **Enroll in the Emergency Notification System**
  Enroll in UMass Amherst Alerts on SPIRE to receive emergency text messages. Details on how to sign up are available at www.umass.edu/emergency/emergency-notifications. You can register two cell phone numbers to receive text messages and two e-mail addresses to receive UMass Amherst Alerts. In case of a campus emergency, always follow the university's main web page at www.umass.edu. The website will display a distinctly colored stripe at the top containing pertinent status updates and information related to ongoing emergencies.

- **Designate an Emergency Contact in SPIRE**
  Add an Emergency Contact to the My Personal Information section of your SPIRE account to identify the individual(s) who should be contacted on your behalf in case of an emergency. For instructions go to www.umass.edu/it/support/spire/emergency-contacts

- **Check Your University Email**
  Your UMass Google Mail account is your official university email account. This is the official mode of communications between the university and its students. Be sure to check it on a daily basis so you don't miss any important notices.

- **Pack Your Computer**
  While the university does not require students to bring a computer to campus, most students do. To help ensure that your computer meets our minimum standards, visit www.umass.edu/it/general/new-student-computing-dos.
Communication with Home
Communication has become instant and while text messages and emails are quick and convenient it’s also important to have regular telephone calls or video chats with family members back home. Before you arrive at UMass, be sure to have a conversation about how often you will communicate with each other via phone or video chat.

Find us on Facebook and Follow us on Twitter
Like us on Facebook www.facebook.com/UMassAmherstNewStudentsOrientation and use this page as another way to connect with us and your classmates! You can also Tweet your questions @UMassNSO.

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