A perfect spring day in the center of campus.
Dear Parents and Families,

Welcome to the University of Massachusetts Amherst!

As your student pursues academic and personal goals, we want that experience to be as enriching, engaging, and fulfilling as possible.

In support of that effort, I would like to share an initiative that will be part of your student’s experience at the university. UMatter at UMass is a campus-wide effort centered on care, compassion, connection, and active engagement.

The ability to value a connection and to feel empathy is critical to any society, including our own campus community. When we collectively practice active caring, we create a more supportive living and learning environment for everyone. In the coming months, your student will be learning about UMatter at UMass. I encourage you to find out more at umass.edu/umatter.

Ongoing communication is also a key to success and it is our sincere pleasure to interact with students and their families. I communicate regularly with our students, and I welcome your input on matters of importance to your student and the campus community.

Additionally, the Office of Parent Services is a resource for any questions or concerns. They can be reached at [413] 577-4444 or by email at umassparents@umass.edu.

I encourage you to continue communicating with your student on a regular basis. Research clearly demonstrates college students reap positive influences from ongoing parental engagement.

Thank you for the privilege of working with your student during this exciting time of academic and personal development.

Best wishes and GO UMass!

Enku Gelaye

Vice Chancellor for Student Affairs and Campus Life

Welcome, UMass Amherst parents!

As newly elected co-chairs of the University of Massachusetts Amherst Parents Association Advisory Council, we would like to personally welcome you to the UMass Amherst community. The Advisory Council, made up of 16 appointed parent representatives, is the governing body of the UMass Amherst Parents Association (UMAPA). As a group, we plan special events, assist with program developments, volunteer at UMass Amherst-sponsored activities, and most importantly, offer the parents’ perspective to the university.

We come to UMass Amherst with different backgrounds, but share the same goals. I (Ninette) am the parent of a Public Health sophomore student. In addition, I am currently a TRIO advisor for a community college in Boston and a former member of the Boston Latin Academy Parents Committee and Boston Citywide Parents Council. And I (Kathleen) am the parent of a Chemical Engineering senior in the Commonwealth Honors College. I have worked in an educational setting for more than 23 years. I am a former Parent Advisory Committee member at another university and have volunteered with UMass Amherst’s Office of Parent Services for Fall Open House.

We learned early on that student performance is largely associated with the support they receive. We also know that as parents, our involvement with our children is limited now that they are college students. We chose to become involved with the UMAPA Advisory Council to provide that support, but also for two more reasons: First, we believe in UMass Amherst and the first-rate education our son and daughter are receiving. Second, we feel that involvement at all levels is necessary to ensure the growth and excellence of UMass Amherst for generations to come.

Our vision for the UMAPA Advisory Council is to offer avenues for parents to share best practices and receive the help and information needed to better support their students. The UMAPA Advisory Council provides an opportunity for all to become involved with projects and activities that directly affect students’ academic experience. Through involvement, improvement, and promotion of UMass Amherst, we hope to make the university even greater.

Advisory Council members are a resource for all parents and will assist with questions. We invite you to share your thoughts and experiences with us.

UMass Amherst Proud Parents,

Ninette Marzouki and Kathleen Small

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UMASS AMHERST PARENTS MEMBERSHIP CARD DISCOUNT LIST

| Allen House | Eric Carle Museum |
| Amherst Victorian Inn | Fine Arts Center |
| Atkins Farms Country Market | Gallery A3 |
| Bodies in Balance Massage Therapy | GoBerry (Amherst) |
| Bruegger’s Bagels (Amherst) | Hop Brook B&B |
| Central Rock Gym (Hadley) | Hotel UMass |
| D E F Diamond Consultants and Brokers | Joseph Kushick Photography |
| Delivery Express | Midas of Hadley |
| Don Muller Gallery, Inc. | Muddy Brook Drafts |
| Emily Dickinson Museum | Naismith Memorial Basketball Hall of Fame |
| Enterprise Rent-A-Car | North Amherst Motors, Inc. |
| Enterprise Rent-A-Car | Potter’s Auto and Truck Rental, Inc. |
| Enterprise Rent-A-Car | Rafter’s Sports Bar & Restaurant |
| Enterprise Rent-A-Car | Soundscape Merchandise |
| Enterprise Rent-A-Car | The Blue Marble |
| Enterprise Rent-A-Car | The Laundry Club |
| Enterprise Rent-A-Car | The Pub Restaurant |
| Enterprise Rent-A-Car | UMass Club (Boston) |
| Enterprise Rent-A-Car | University Club and Restaurant |
| Enterprise Rent-A-Car | UMass Department of Music and Dance |

For the most up-to-date list of discounts, visit www.umass.edu/parents/umapa/umapa-discounts
Fans cheer on the Minutemen at Gillette Stadium.
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Students and families enjoy campus during Family Weekend.
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With more than 200 registered student organizations (RSOs) and co-curricular groups on campus, students can nourish current interests and explore new ones, develop skills, gain experience, help others, and have fun. Browse the A to Z student organization directory on the Student Activities and Involvement web page, [www.umass.edu/studentlife/involved](http://www.umass.edu/studentlife/involved) or log on to Campus Pulse, [www.umass.edu/campuspulse](http://www.umass.edu/campuspulse) for news and events.
A world of dining options in the remodeled Blue Wall.
It’s November: time to start planning for winter break. Residence Life, www.housing.umass.edu, and the Off Campus Student Center (OCSC) www.umass.edu/studentlife/oscc/about-campus-student-services, offer checklists to help your student leave their room or apartment safe over break. OCSC also provides resources for students who will be staying in the area over break. Students in need of break housing should contact Residential Life Student Services, (413) 545-2100.

The Herter Gallery.
Poinsettias grown in the College of Natural Sciences Research and Education greenhouse.
### December

**TIP of the Month**

Projects, finals, course registration, and getting ready to leave for intersession can make this an especially stressful time for students. If your student feels overwhelmed, suggest healthy stressbusters, like classes at the Rec Center, [www.umass.edu/campusrec](http://www.umass.edu/campusrec), the Center for Health Promotion’s “Project Paws” therapy dog program, or support groups, workshops, and counseling at the Center for Counseling and Psychological Health (CCPH), [www.umass.edu/counseling](http://www.umass.edu/counseling), (413) 545-2337.

![Image](image_url)

**Visiting dogs ease the stress of finals.**

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<td>Women’s Basketball vs Hofstra</td>
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<td>Last day of classes UMass Hockey vs Union</td>
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<td>Reading period ends</td>
<td>Final examinations begin</td>
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<td>Last day of final examinations Residence halls close</td>
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<td>Women’s Basketball vs Boston University</td>
<td>First day of optional winter term classes</td>
<td>Women’s Basketball vs Hartford</td>
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**Visiting dogs ease the stress of finals.**
Campus Pond in the heart of winter.
### SPIRE, www.spire.umass.edu

SPIRE is UMass Amherst’s secure online student information system. On SPIRE, your student will search and register for classes, sign up for on-campus housing, select a meal plan, manage university finances, get grades, request transcripts, and receive important announcements. Students should make sure that their contact information on SPIRE is up to date and sign in frequently – it’s available any place there’s Internet access.

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### January 2016 Calendar

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<td>Residence halls reopen</td>
<td>Martin Luther King Jr.’s birthday</td>
<td>First day of classes</td>
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<td>UMass Hockey vs Boston College</td>
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<td>UMass Hockey vs Maine</td>
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Student Activities Expo.
Heading to class on a snowy day.
Undergraduates and graduating seniors are likely to be considering employment, a co-op, or internship. That’s where Career Services, [www.umass.edu/careers](http://www.umass.edu/careers), comes in! Their online assessment tools, planning resources, events, and workshops help students explore options, hone their résumés and interviewing skills, evaluate graduate and professional education, and search for opportunities. Students can walk in during the semester or make an appointment with a career advisor for one-on-one guidance and feedback; call (413) 545-2224.

### February 2016

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Student-built birch bark canoe on its maiden voyage.
Spring break can be an opportunity for students to have new experiences in another part of the country or world. The International Programs Office, [www.ipo.umass.edu](http://www.ipo.umass.edu), can help your student plan to study abroad. Many university departments and programs coordinate alternative spring break programs. Talk with your student about spring break plans and remind them that wherever they go, the UMass Code of Student Conduct, [www.umass.edu/dean_students/codeofconduct](http://www.umass.edu/dean_students/codeofconduct), applies.

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- **Daylight Saving Time begins**
- **Residence halls reopen**
- **Classes resume**
- Mid-semester date: last day to drop with a "W"
- Residence halls close
- Spring recess begins after last class

Business Foundations class.
The UMass Amherst annual powwow honors Native American traditions.
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Registration begins for Fall 2016

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Patriots Day
(no classes)

Monday class schedule followed

Last day of classes

Reading day

Final examinations begin

Founders Day

Connections your student makes in college are important now and in the future. Places to connect with at UMass include the Center for Multicultural Advancement and Student Success (CMASS), the Center for Women and Community (CWC), the Men and Masculinities Center, the Office of Religious and Spiritual Life, the Stonewall Center, Veterans Services, the Off Campus Student Center, and more. The Student Life website, [www.umass.edu/studentlife/](http://www.umass.edu/studentlife/), can help your student get connected!

Old Chapel.
## May of the Month

The Five College Consortium, [www.fivecolleges.edu](http://www.fivecolleges.edu), links UMass Amherst with Amherst College, Hampshire College, Mount Holyoke College, and Smith College in a cross-campus collaboration that offers students access to classes, clubs, events, and resources at other Consortium schools. Campuses are linked by free daily bus service; visit the UMass Transit website, [www.umass.edu/transit](http://www.umass.edu/transit), for schedules, trip planners, and mobile apps.

### campus in spring.  

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<td>Second reading day</td>
<td>Final examinations resume</td>
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<td>Last day of final examinations</td>
<td>Residence halls close</td>
<td>Commencement Weekend</td>
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### JUNE 2016

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A pole vaulter clears the bar.
Does your student dream of starting their own business venture? The Berthiaume Center for Entrepreneurship, www.isenberg.umass.edu/centers/berthiaume-center-for-entrepreneurship, collaborates across campus to provide students with classroom and experiential learning opportunities designed to develop the mindset and skills underlying successful entrepreneurship. The Center for Student Business, www.umass.edu/rso/csb, coordinates seven student-run businesses and helps undergraduates develop business, management, and life skills in a diverse, supportive setting.
Students rehearse for their production of A New Brain.
Living off-campus doesn’t mean disconnecting from the university community. The Off Campus Student Center, [www.umass.edu/studentlife/community/off-campus/ocss](http://www.umass.edu/studentlife/community/off-campus/ocss), offers resources and a comfortable campus home for students living in the community. The Living Off Campus Certification program, [www.umocss.org](http://www.umocss.org), teaches students about leasing and housemates, sharing expenses, safety and security, and living responsibly in the greater Amherst community. All area apartment communities now recommend certification for prospective tenants.

The UMass Amherst Percussion Ensemble.
At work in an environmental health sciences lab.
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Optional Summer Session II classes end

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Visit the University Health Services (UHS) website, [www.umass.edu/uhs](http://www.umass.edu/uhs) to help your student get well or stay healthy. UHS provides comprehensive services including routine and walk-in care; lab, radiology and ultrasound, pharmacy; full-service eye care and optical services; physical therapy; allergy and travel medicine; sports medicine; tobacco treatment; and women’s healthcare.
First-year students gather for the Class of 2018 photograph.
The Dean of Students Office (DOSO), [www.umass.edu/dean_students](http://www.umass.edu/dean_students), provides students with support, resources, and referrals. They assist students and families in time of crisis; consult with and provide referrals to students considering withdrawing or re-enrolling; implement and monitor the university conduct process; provide short-term emergency student loans; support students through the Massachusetts Residency Reclassification process; and more. DOSO staff can answer questions, advocate on behalf of students, and connect students and their families to campus resources.

### September

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- **4** Labor Day
- **5** First day of classes

**SEPTEMBER 2016**

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UNIVERSITY OF MASSACHUSETTS AMHERST

PARENTS ASSOCIATION


UMass Amherst ranks among the nation’s Top 30 public universities (U.S. News & World Report, 2015). It is rated one of the most affordable public universities in the nation and is committed to innovation, sustainability, and social justice. Of all your student’s options, they chose UMass Amherst. And we chose them too, for the many qualities only they could bring to our diverse campus community.

Following is an overview of campus resources and general support services. If your student needs assistance with these or other issues while at UMass Amherst, these resources can help. Don’t know where to begin? Call the Office of Parent Services (413) 577-4444 or the Dean of Students Office, (413) 545-2684.

Office of Parent Services
(413) 577-4444
www.umass.edu/parents

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

Staff
Jeanne Horrigan, Director
Rose Boulay, Assistant Director
Elizabeth Cleary, Assistant Director

The Office of Parent Services provides:
- Regular e-newsletters to families about timely issues, campus happenings, important upcoming dates, and tips for families. Sign up at www.umass.edu/parents/parent-services-mailing-list.
- An informative website featuring our “Timely Topics” section, frequently asked questions, polls, and resources including a guide to the area, reading list, e-postcards, links to parent-focused UMass web pages, and more!
- A helpful, knowledgeable staff to respond to your phone calls or email.
- A point of contact to help you effectively navigate the campus.
- A UMass Amherst Parents Association Advisory Council, providing more ways for families to connect and better support their student’s undergraduate experience.

Events
Parents and Family Orientation
www.umass.edu/newstudent/welcome-parentsandfamilies

Family Weekend: October 2 – 4, 2015
www.umass.edu/parents/familyweekend

Like us on Facebook: www.facebook.com/UMassAmherstParents

The UMass Amherst Parents Fund

UMass Amherst parents have many opportunities to get involved, stay connected, and make a difference at UMass. One way that many parents choose to be involved and stay connected is by supporting the Parents Fund. The UMass Amherst Parents Fund consists of all gifts made to UMass Amherst by parents of current and former students. Last year, UMass parents contributed nearly $1.2 million to vital UMass Amherst initiatives such as attracting and retaining top-notch faculty, increasing scholarships available for students, providing stimulating co-curricular activities, and expanding library resources to ensure that students have an exceptional college experience. Parents can support the Parents Fund by making a gift to any area of campus at www.umass.edu/give.

The UMass Amherst Parents Fund


UNIVERSITY OF MASSACHUSETTS AMHERST
The Dean of Students Office provides students with the support, resources, and referrals they need to succeed at the university, including:

- Serving as a single point of contact at the university for students and families in times of crisis.
- Consultation and referrals for students contemplating withdrawal from, or reenrollment at, the university.
- Implementing and monitoring the Code of Student Conduct.
- Providing short-term emergency loans to students.
- Supporting students through the Massachusetts Residency Reclassification process.
- Overseeing Off-Campus Student Services, the university’s Help Line, and the Student Services Committee.

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

UMass stands against bias

Students have the right to not 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.

Students who have been impacted by bias, whether as a target or bystander, may report the incident online (http://bit.ly/1zNS9IF) or by contacting the Dean of Students Office or UMass Police Department.

Student success resources

Academic advising

www.umass.edu/gateway/academics/advising

Each student has an academic advisor based on major or school/college. Starting with students admitted for fall 2015 those who are still deciding on a major will be in exploratory tracks affiliated with a specific UMass school or college advising center. Students should meet with an advisor frequently (once a semester or more) to stay well informed regarding academic requirements, deadlines, course selection, and campus resources. Students can find advising information in the ‘Advisor’ box in their SPIRE Student Center, or contact their department directly.

Academic status

www.umass.edu/registrar/sites/default/files/academicregs.pdf

Students must have an overall grade point average (GPA) of 2.0 to graduate from the university. If a student’s GPA falls below 2.0 at any point, consequences can include a warning, probation, suspension, or dismissal from the university. Students who are given a warning or are put on probation should meet regularly with an academic dean to monitor their improvement. Academic dismissal or suspension may be appealed through a student’s academic dean.

Amazon

www.amazon.com

Many UMass classes require students to purchase textbooks or course packets (copied materials compiled by the instructor). Required reading materials for a course are listed on SPIRE when enrollment for the following semester begins. For most textbooks, links will be provided to the Amazon.com product page where required course materials can be purchased or rented and shipped to campus with free one-day shipping. Some professors may require that students buy custom course packets and will provide specific instructions in SPIRE for picking them up.
Attendance
www.umass.edu/registrar/students/policies-and-practices/class-absence-policy
Students should attend all classes, labs and discussions, and limit absences. Professors may specify the number of excused and unexcused absences allowed per course. The official university policy, including absences for religious observances, health reasons, and athletic events, is available on the Registrar’s website.

Digital Media Lab
www.library.umass.edu/dml
The Digital Media Lab, on the third floor of the W.E.B. Du Bois Library, is a multimedia production space available to students working on course-related presentations, projects, and portfolios. The lab’s Innovation Center includes 50 3-D printers.

Disability Services
www.umass.edu/disability
Students with disabilities must register with Disability Services to receive accommodations based on documented needs. Common accommodations include sign language interpreting, captioning, exam proctoring, extended-time, notes, classroom access assistance, assistive technology access, and document conversion.

General Education requirements
www.umass.edu/gened
All students are required to fulfill General Education (Gen Ed) requirements to prepare them for a breadth of academic and occupational experiences. Gen Ed requirements include courses in arts, literature, and social and physical sciences.

Grades
The Family Educational Rights and Privacy Act (FERPA) limits access to student grades and other educational records. Parents should consult with students to stay updated on their academic progress. Final grades are available to students in SPIRE approximately two to three weeks after the end of each semester.

Learning Commons
www.library.umass.edu/learningcommons
The Learning Commons, on the lower level of the W.E.B. Du Bois Library, brings together library, technology, and other campus services in an informal environment that fosters collaborative, creative work and social interaction.

Learning Resource Center
www.umass.edu/lrc
The Learning Resource Center, on the 10th floor of the W.E.B. Du Bois Library, provides academic support from tutors and supplemental instruction leaders trained to assist their peers.

Registration
www.umass.edu/registrar/students/registration
Enrollment appointments for course registration vary, and are based on the number of credits earned (seniors register first; freshmen, last). Students may add or drop classes any time from the start of the enrollment appointment through the first two weeks of each semester, called the add-drop period. Through the first half of the semester, students may withdraw from a course with the instructor’s signature. After withdrawal, the course appears on the transcript with a W, but does not affect the student’s GPA.
Repeat policy
www.umass.edu/registrar/sites/default/files/academicregs.pdf
A student may repeat a course after earning a grade of C- or lower. The second grade will be calculated into the GPA; both grades will be indicated on the student's transcript. Courses can only be repeated a third time with the approval of a student's academic dean. Credit for a course can only be used once. The repeat policy applies only to courses taken at UMass Amherst.

Writing Center
www.umass.edu/writingcenter
At the Writing Center, in the W.E.B. Du Bois Library, everyone from undergraduate students to faculty can work with knowledgeable tutors to obtain feedback and advice at any stage of the writing process, from initial brainstorming to revisions and editing.

Expanding academic horizons

Civic Engagement and Service-Learning
cesl.umass.edu
Civic Engagement and Service-Learning programs promote learning for lifelong, engaged citizenship, connecting students, faculty, and community organizations through meaningful, sustainable, community-based learning opportunities.

Commonwealth Honors College
www.honors.umass.edu
Commonwealth Honors College provides students with a solid foundation for lifelong learning and prepares them for success in a changing world. The curriculum encourages students to first develop broad perspectives, and then engage in deep analysis leading to original research.

UMass Five College Interchange Office
ualc.umass.edu/five_college_interchange
UMass undergraduates have the opportunity to enroll in courses at Amherst, Hampshire, Mount Holyoke, and Smith Colleges through the Five College Interchange Office, as early as their second semester on campus. Students may fulfill major, minor, and Gen Ed requirements with a Five College course, or enroll in an elective that piques their interest. In addition to academic opportunities, students have access to events, research facilities, and student organizations at the Five Colleges. Hundreds participate in the program each year. Visit the website to learn more.

Domestic exchange programs
ualc.umass.edu/domestic_exchange
Through the National Student Exchange, www.nse.org, students can spend a semester or year at one of more than 180 institutions throughout the United States. The University of Massachusetts Exchange allows students to spend a semester or year at UMass Boston, UMass Dartmouth, or UMass Lowell.

Foreign exchange
www.umass.edu/ipo/home
The International Programs Office welcomes more than 2,000 international students and scholars to campus, and sends more than 1,000 students to study abroad each year. There are over 400 study-abroad programs in more than 60 countries, available to students from all majors during the academic year and/or summer. Students must be enrolled in 12 credits or more to be considered full time.
Research opportunities
www.umass.edu/research/research-experience-undergraduates-umass-amherst
Each summer, the campus hosts Research Experience for Undergraduates (REU) programs in a wide range of subjects. Sponsored by institutions including the National Science Foundation, Howard Hughes Medical Foundation, and UMass Amherst’s Office of the Provost and Office of Research and Engagement, REU programs offer students the opportunity to be part of a community of researchers. Visit the website for information on subjects, stipends, schedules, and application details.

The Office of Undergraduate Research and Studies (OURS)
www.umass.edu/ours
The OURS is a resource for undergraduates in all majors and at all stages of experience. The office helps students find research and scholarly opportunities on and off campus throughout the year, and assists with the application process. To schedule an individual meeting, contact the OURS online or visit the office, on the 10th floor of the W. E. B. Du Bois Library.

Financial resources

Bursar
Student billing issues other than financial aid are handled through the Office of the Bursar. Tuition payments may be made online through QuikPAY, by mail, or in person, in room 215 of the Whitmore administration building.

- QuikPAY
  The university’s online billing and payment system is available through a student’s SPIRE account. To become an authorized payer, visit the Bursar’s website.

- Tuition installment payment plan
  The UPay payment plan is available to students and their authorized payers in QuikPAY. Enrolees make tuition payments in installments, rather than in one lump sum before each semester.

- Excess Express
  If a student has a positive balance in his or her Bursar’s account, funds are automatically deposited into a bank account of their choice. Students can enroll through SPIRE.

Financial Aid Services
www.umass.edu/umfa
Undergraduate financial aid can be a combination of one or more of the following: grants, scholarships, tuition waivers, loans, and work-study. To be considered, students must complete the Free Application for Federal Student Aid (FAFSA) each year and have the results sent to UMass Amherst. Nonuniversity aid and outside scholarships must also be reported to the university. More information about opportunities and eligibility requirements is on the Financial Aid website.

Family Educational Rights and Privacy Act (FERPA) Waiver
www.umass.edu/bursar/ferpa
Under FERPA, students’ records are protected from access by anyone other than themselves, including parents. Using the My Personal Information link on SPIRE, students can authorize a limited number of people as designees with whom staff can discuss a student’s financial records. Authorized people will be required to provide their FERPA PIN when contacting university offices. The FERPA waiver does not allow access to academic information.
Student employment
www.umass.edu/umfa/seo

Students awarded work-study as part of their financial aid package are responsible for finding their own job. Work-study and non-work-study jobs are posted online and on the bulletin board outside the Financial Aid Services Office, room 243 in the Whitmore administration building; call (413) 545-0801 for more information.

Building community, on campus and beyond

Residence hall staff
www.housing.umass.edu/living/rh_staff.html

Residential Life staff members create inclusive, supportive living-learning communities for residential students. Undergraduate Resident Assistants (RAs) build positive communities, connect individually with residents in their community, provide information about campus resources and events, and promote responsibility for community standards. RAs are the first contact for students who have questions or concerns. In Residential First Year Experience halls, undergraduate Peer Mentors provide academic success mentoring and support a smooth academic transition.

Residence Directors (RDs) and Assistant Residence Directors (ARDs) live in residence halls year-round and help foster positive communities, provide opportunities for leadership development and academic success, and promote community responsibility. Apartment-style residence halls (North and Lincoln) have live-in graduate student ARDs (www.housing.umass.edu/aboutus/directory) who are residents’ first contact. The RDs or Apartment Complex Coordinators (North/Lincoln) are the first contacts for parents and family members.

- **Amenities**
  www.housing.umass.edu/reshall/yourroom.html
  The university equips student rooms with a bed, wardrobe/closet, desk, chair, and bookshelf. All other furnishings, linens, and supplies must be provided by the student. For a list of what to bring and what’s not allowed, see the Residential Life website.

- **Internet Access in Residence Halls**
  www.it.umass.edu/wireless
  All residence halls have wireless Internet access. To access the Internet in residential areas, students need a computer with a Wi-Fi-certified, dual-band adapter. Students should avoid bringing devices that can cause wireless interference and slow down their connections, such as wireless printers.

- **Mail**
  www.housing.umass.edu/reshall/mail.html
  Mail is delivered to your student’s residence hall mailbox. Packages are brought to the Residential Service Desk (RSD) for your student’s residence hall; the RSD emails students to advise them a package is waiting. RSDs accept delivery from USPS, UPS, FedEx and DHL, and from local vendors who deliver to campus. For building addresses, visit www.housing.umass.edu/reshall/reshalls_alpha.html

- **Room assignments**
  All first-year students are required to live on campus. Students desiring a room assignment change should go to the Current Undergraduate Residents page of the Residential Life website. To cancel a room assignment, the student must call or visit Student Services, (413) 545-2100. A charge applies to cancelled assignments; find the fee schedule on the Residential Life website.
Commuter parking
parking.umass.edu/index.php/generalinfo/commuteroptionsprogram

Parking Services’ Commuter Options program has information about carpools, public transit, ridesharing networks, bicycling, and other transportation. Those who’ll be driving to campus, daily or periodically, must purchase a permit through Parking Services.

Dining
www.umassdining.com

Undergraduate students living in non-apartment-style campus housing are required to purchase a meal plan. Students living off-campus, graduate students, and non-first year residential students living in campus apartments can choose a meal plan, but are not required to do so. UMass Dining offers a variety of residential and commuter meal plan options.

Meal plans follow the residence hall schedule, beginning on multi-year move-in day and ending the day after move-out day. For plan information, visit the website or call the Meal Plan Office, (413) 545-5380.

For nonresidential students who plan on eating some or all meals on campus, Dining Services offers the Your Campus Meal Plan Off-Campus option (www.umassdining.com/meal-plans/ycmp), which provides access to a number of eateries, including dining halls.

Off Campus Student Services
www.umass.edu/offcampus

Off Campus Student Services (OCSS) provides guidance, resources, and programs for commuters, students living in the area, and those seeking off-campus housing. The Off Campus Student Center (OCSC), in Student Union room 314, is a casual, drop-in study and lounge space offering microwaves, refrigerators, free coffee, rental lockers, printer access, and support from trained peers and professionals. OCSS’ free online rental certification (www.umocss.org) affords information on leasing, safety and security, responsible community living and more; it’s recommended by all area apartment communities.

Off Campus Assistants are undergraduate students who live off campus, staff the OCSC, and are active in town-gown initiatives. Programs including Walk this Way and Team Positive Presence educate, build community, increase safety, and promote responsible decision-making.

Student identification card
(413) 545-0197
www.umass.edu/ucard/

The UCard is UMass Amherst’s official student identification. In addition, the UCard also serves as a student’s building (and in North Residential Area, room or apartment) access key, meal plan ticket, Five College library card, athletic event ticket, and declining balance debit card. The UCard debit account is accepted at on-campus dining and retail outlets, vending machines, laundry facilities, photocopiers, and pay-for-print computer printing stations. The UCard debit account is also accepted at a number of off-campus restaurants (see the website for participating merchants). Students and parents can deposit funds to the card in several ways, including via the website.

Staying safe on and off campus

SPIRE emergency contacts
All students are encouraged to enter an emergency contact on SPIRE, and to verify and update it each semester. Log into SPIRE, choose My Personal Information from the main menu, and then select Emergency Contacts.
Center for Women & Community (CWC)
www.umass.edu/ewc
The CWC provides education and leadership opportunities, advocacy, counseling, and specialized support services to people of all genders within the UMass and Hampshire County communities. CWC’s free, confidential rape crisis services include a 24-hour hotline; support and short-term counseling; information; referrals; and more. Services are available to all affected by sexual violence and abuse, including survivors, parents, families, and friends. CWC’s array of programs also includes the Women of Color Leadership Network, offering social, educational, and cultural events that build connections and provide support.

Help phones
www.housing.umass.edu/living/safety.html
Some 130 yellow HELP phones with blue lights are located at the entrances of all residence halls and throughout the campus. Anyone can summon help by pressing the single red button; no dialing or conversation is required.

UMass Police Department (UMPD)
www.umass.edu/umpd/
The UMPD provides law enforcement, emergency response, crime prevention, and educational services on campus and in conjunction with local and state police. Highly trained, fully authorized officers are on duty 24/7, using marked cruisers, motorcycle, bicycle, foot, and mounted patrol units. In an emergency, call (413) 545-3111 or 911; the non-emergency number is (413) 545-2121. Community outreach efforts include:

• “Like it, Lock it, Keep it” (www.umass.edu/umpd/like-lock-keep-it), a theft prevention program, reminds all to take an active role in their security by locking doors when leaving, securing valuables, and protecting passwords and sensitive digital information.
• “Project Protect” (www.umass.edu/umpd/project-protect), offering free registration for valuables such as electronics, bikes, musical instruments and more. Registration increases the likelihood of recovering lost or stolen property.
• Free walking escorts are available to all, Sunday through Wednesday, 8 p.m. – midnight; and Thursday through Saturday, 8 p.m. – 3 a.m. during the academic year. Call (413) 545-2123 to request an escort.
• The “Watch for Me” pedestrian, bicycle and motor vehicle safety campaign (www.umass.edu/umpd/watch-me) encourages everyone to be alert, limit distractions, and be aware of those around them, to improve safety for everyone.

Emergency alerts
www.umass.edu/emergency
UMass Alerts keep the campus community informed of emergency situations or conditions that could disrupt activities. Alerts may be delivered via text messages, emails, an outdoor siren and public address system, official social media channels, and messages on the university website’s home page, depending on the circumstances. Students are encouraged to sign up for text messages by logging into SPIRE and selecting the Alerts option under the main menu.

UMass Men and Masculinities Center
www.facebook.com/UMassMenandMasculinities
The UMass Men and Masculinities Center’s mission is to support the development of healthy masculinities from male-positive, multicultural, pro-feminist perspectives. In collaboration with campus programs, departments, and offices, the center examines and deconstructs traditional forms of masculinity, exploring the intersections of men’s identities through educational programming, leadership development, support groups, outreach, and advocacy. Call (413) 577-4636, or email masculinities@umass.edu.
Student Legal Services
www.umass.edu/rso/slso
The Student Legal Services Office (SLSO) is a student-funded law office providing free assistance to all fee-paying UMass Amherst students, student government organizations, and student groups. SLSO is staffed by full-time attorneys, administrative support staff, and student interns. Offerings include free legal services, low-cost representation and document preparation, legal education, and referrals to private attorneys. Common student concerns include housing, consumer issues, criminal and university disciplinary proceedings, family law, immigration, and civil rights.

Healthy living at school

University Health Services (UHS)
www.umass.edu/uhs
UHS is UMass Amherst’s fully accredited health center, offering comprehensive care and referral services. Appointments are best for acute minor illnesses and routine care; same-day or next-day appointments may be available. Call (413) 577-5101 for an appointment. Walk-in care is available for immediate health needs. Walk-in patients can wait where they’re most comfortable by texting ‘clinic’ to (413) 944-8562. They’ll receive a response text with a visit number and a reminder text when it’s almost their turn to be seen. For after-hours medical and mental health advice, call (413) 577-5000. UHS is not a hospital and does not have an emergency department. In a life-threatening situation, always call 911 for ambulance transportation to a hospital.

Center for Health Promotion (CHP)
www.umass.edu/studentlife/health/center_for_health_promotion
CHP is home to innovative programs, entertaining events, information, and resources to support healthy living. Programs include the Not Ready for Bedtime Players, a student-led theater troupe; and the Peer Health Educators. Alcohol and other drug abuse prevention initiatives include the Collegiate Recovery Drop-in Center; Fresh and Sober support program; and BASICS, a brief substance abuse screening and intervention program. For more information, call (413) 577-5181.

Center for Counseling and Psychological Health (CCPH)
www.umass.edu/counseling/
CCPH provides crisis intervention; short-term therapy for individuals, couples, and families; support and therapy groups; behavioral medicine; psychiatric services; and more. Services are by appointment; emergency on-call services are available at all times. Visit the website regularly for timely information you and your student can use.

Engaging outside the classroom

Athletics
www.umassathletics.com
Athletic events occur year-round, and all home games are free for UMass undergraduate students. Visit the website to purchase tickets and support our teams! For student athletes, tutoring and study halls available through Student-Athlete Academic Support Services help ensure success in the classroom as well as on the field.
Campus Recreation  
[www.umass.edu/campusrec](http://www.umass.edu/campusrec)

Campus Recreation, an integral part of the educational mission of the university and the Athletics department, provides recreational and student development opportunities which inspire growth, awaken potential, and change lives. By positively reflecting the UMass community’s interests and values, we actively promote and encourage a lifelong commitment to health and wellness. Campus Recreation’s exceptional programs, services, and facilities offer students numerous ways to get involved, stay active, be healthy and creative, while inspiring moments of happiness throughout the academic and calendar year.

Career Services  
[www.umass.edu/careers](http://www.umass.edu/careers)

Career Services helps students connect their UMass Amherst education to meaningful, satisfying careers through major and career exploration; internships and co-ops; workshops; networking events; career fairs; graduate and professional school applications; and job searches. We build relationships with employers, link them to our talented students, and guide parents and faculty as they partner with students in the career development process. Long after students land their first job, Career Services is here to help them continue their professional development.

Center for Multicultural Advancement and Student Success (CMASS)  
[www.umass.edu/multiculturalaffairs/](http://www.umass.edu/multiculturalaffairs/)

CMASS is a student-centered learning agency promoting the value, acknowledgment, and appreciation of multicultural understanding and exchange, while advancing the personal, academic, and professional success of students from diverse backgrounds. Students benefit from academic support, peer mentoring, cultural and social connections, leadership opportunities, assistance in navigating campus offices, and more. Together, we can help ensure your student has the resources to thrive in an inclusive, multicultural environment.

Student Activities and Involvement (SAI)  
[www.umass.edu/studentlife/involved](http://www.umass.edu/studentlife/involved)

SAI is the campus hub for involvement and leadership! Students can participate in the University Programming Council, Greek life, student government, leadership development, community service learning, cultural- and identity-based programming, and the more than 300 registered student organizations (RSOs) and student businesses that enrich campus life. Learn more about RSOs on Campus Pulse, [www.umass.edu/campuspulse](http://www.umass.edu/campuspulse).

Technology and tasks

Information Technology  
[www.it.umass.edu](http://www.it.umass.edu) • email: it@umass.edu

Help Center  
[www.it.umass.edu/support](http://www.it.umass.edu/support)

Lederle Graduate Research Center lowrise, room A109 • (413) 545-9400 • Open Mon. – Fri., 8:30 a.m. – 4:45 p.m.

The central IT Help Center is the first point of contact for university community members with computer-related questions or problems. The Help Center assists with routine computing needs and manages all aspects of university accounts, including creation of new accounts, password and tech changes, and tuition bills.
Computer Purchasing
www.it.umass.edu/hardware • www.it.umass.edu/software
Students are not required to own a computer, but most choose to purchase their own. Before buying a new computer, check the university's minimum and recommended computer configurations. Several manufacturers, including Dell and Apple, offer competitive rates on desktops, laptops, and peripherals through the U$ave program. Free and discounted software and operating systems are also available from the IT website.

GO.UMASS
go.umass.edu
Go UMass, the university’s student portal, brings together students’ personalized academic information and campus resources, such as maps, dining menus, and athletic scores. It’s available anytime, anywhere, on computers, smartphones, tablets, and other mobile devices.

i>clicker
www.it.umass.edu/audience-response-system
The i>clicker audience response tool is a polling system that uses a handheld remote to collect responses to instructor questions in real time. Students use i>clickers in many UMass Amherst classes. Information on the i>clicker is in SPIRE, under ‘View Class Schedule’ on your student's textbook summary. Students can purchase an i>clicker online through Amazon.

Protecting computers and personal information
www.it.umass.edu/security
Students are encouraged to use the university recommended free anti-virus software, update their software and operating systems, and use caution when sharing personal information. The university will never ask for NetID, passwords or other personal information via email.

SPIRE
www.spire.umass.edu
SPIRE is the university’s secure, Web-based student records system. Students use SPIRE to register for classes, view grades, sign up for on-campus housing, and manage their university finances.

OTHER RESOURCES

Parking and visiting campus

Directions
www.umass.edu/visitorsctr/Campus_Map
www.umass.edu/visitorsctr/directions
The Visitors Center website has a selection of campus maps and directions, giving you everything you need to find your way to and around campus.

Student parking
parking.umass.edu
Student parking permits may be purchased from Parking Services. Single-day and annual permits are available to both on-campus and commuter students; parking is also available at meters or the Campus Center garage.
Visitor information
www.umass.edu/parents/visiting-amherst
The Office of Parent Services website offers helpful resources to families planning a trip to the area, including transportation options (taxi services, and shuttles to and from nearby major airports), a guide to the area, and places to stay. The Hampshire County Regional Tourism Council website, www.visithampshirecounty.com/stay, is another resource for area travel information.

Visitor parking
parking.umass.edu/index.php/generalinfo/visitorparking
Visitors have several parking options, which are detailed on Parking Services’ online interactive map; printable maps are also available.

Transportation

Bikeshare
http://umass-sga.com/bike-share
The Bike Share program is free for university students, faculty, and staff. To use a bike, students can bring a valid UCard to the Student Government Association office, Student Union room 420.

Car Share Programs
Membership allows students who are licensed drivers aged 18 and older to rent a vehicle by the hour, day, or overnight for a fee.

• Enterprise CarShare
  www.enterprisecarshare.com/car-sharing/program/umass
  Cars are located on the fourth floor of the Campus Center garage.

• Zipcar
  www.zipcar.com/umass
  Cars are located in parking lots across campus: Lot 43/Northeast Area; Lot 49/Upper Central; Lot 71/Massachusetts Avenue; and Lot 21/University Drive.

UMass Transit
www.umass.edu/transit
UMass Transit operates Pioneer Valley Transit Authority (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 a.m. – 2 a.m. during the school year. The PVTA is the largest regional transit authority in Massachusetts, with 174 buses, 144 vans, and 24 member communities.

SpecTrans
www.umass.edu/transit/spectrans.html
UMass Transit operates the Special Transportation Van Service (SpecTrans) for students with mobility impairments. Students with physical disabilities or temporary injuries can arrange for rides on campus by calling SpecTrans, (413) 545-2086, Monday – Friday 7 a.m. – 5 p.m.
# Student's Contact Information and Schedule

## Student's Fall 2015 Schedule

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## Student's Contact Information

- Residence Hall ____________________________
- Room Number ____________________________
- Address __________________________________
- Cell Number ____________________________

## Related Contact Information

- Roommate's Name ____________________________
- Telephone ____________________________
- Residence Director ____________________________
- Assistant Residence Director ____________________________
- Residential Service Desk Telephone ____________________________

## Financial Account Information

- Student ID # ____________________________
- FERPA PIN ____________________________
- QuickPAY ____________________________

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UNIVERSITY OF MASSACHUSETTS AMHERST
Points of Interest on Campus

Augusta Savage Gallery
(413) 545-5177
umass.edu/fac/augusta

Durfee Conservatory and Gardens
(413) 545-5234
www.durfeeconservatory.org

Fine Arts Center
(413) 545-2511
fac.umass.edu

Hampden Gallery
(413) 545-0680
www.fineartscenter.com/hampden

Herter Art Gallery
(413) 545-0976
www.umass.edu/art/places/herterartgallery

Mullins Center
(413) 545-3001
www.mullinscenter.com

Recreation Center
(413) 545-0022
www.umass.edu/campusrec

Student Union Art Gallery
(413) 545-0792
www.umass.edu/rso/suag

Hotel UMass
(877) 822-2110
www.hotelumass.com/

University Club
(413) 545-2551
www.umassclub.com

University Museum of Contemporary Art
(413) 545-3670
fac.umass.edu/UMCA/Online/

Campus Contacts

Amazon @ UMass Amherst
220 Campus Center
1 Campus Center Way
amazon.com/umass

Career Services
511 Goodell Building
(413) 545-2224
umass.edu/careers/

Center for Counseling and Psychological Health
127 Hills North
(413) 545-2337
umass.edu/counseling/

Center for Health Promotion
3rd Floor, University Health Services
(413) 577-5181
umass.edu/studentlife/health/

Center for Multicultural Advancement and Student Success (CMASS)
221 Stockbridge Road—Wildier Hall
(413) 545-2517
umass.edu/multiculturalaffairs/

Center for Men and Masculinities
120 Thoreau
(413) 577-4636
masculinities@umass.edu
facebook.com/UMassMenandMasculinities

Herter Art Gallery
(413) 545-0680
www.fineartscenter.com/hampden

Center for Women and Community
180 Infirmary Way—New Africa House
(413) 577-1005
umass.edu/ewc/

Office of the Bursar
215 Whitmore Administration Building
(413) 545-2368
umass.edu/bursar/

Off Campus Student Center
314 Student Union
(413) 577-1005
umass.edu/offcampus

Ombuds Office
823 Campus Center
(413) 545-0867
umass.edu/ombuds/

Parent Services
Room 5 Arnold
(413) 577-4444
umass.edu/parents/

Parking Services
51 Forestry Way, Lot 25
(413) 577-PARK
parking.umass.edu

University Museum of Contemporary Art
(413) 545-0892
umass.edu/disability/

Emergency Closing Information
(413) 545-3630
umass.edu/closing/

Financial Aid Services
243 Whitmore Administration Building
(413) 545-0801
umass.edu/umfa/

Gifts from Home: Dining Services
umassdining.com/services/gifts-home/

Meal Plan Office
3rd Floor Worcester Dining Commons
(413) 545-5380
umassdining.com/meal-plans/

Food Services
235 Whitmore Administration Building
(413) 545-0199
umass.edu/foodservices/

UCard Office
168 Whitmore Administration Building
(413) 545-0111
umass.edu/ucard/

UMass Police Department
585 East Pleasant Street
Non-Emergency: (413) 545-2121
umass.edu/umpd/

UMass Switchboard
(413) 545-0111
umass.edu/contactumass-amherst

UMass Transit Services
255 Governor’s Drive
University Bus Garage
(413) 545-0056
umass.edu/transit/

UMatter at UMass
umass.edu/umatter

University Registrar
213 Whitmore Administration Building
(413) 545-0555
umass.edu/registrar/

University Health Services
150 Infirmary Way
Main Number: (413) 577-5000
umass.edu/uhs/

UStore
Campus Center Concourse
(413) 545-4396
bkstr.com/mass-amherststore/home
Office of Parent Services
Room 5 Arnold House
715 North Pleasant Street
University of Massachusetts
Amherst, MA 01003-9291

UMass Amherst
The Commonwealth's Flagship Campus