



University of Massachusetts Amherst  
**Office of Parent Services**

**September 14, 2009**

**Greetings from the Office of Parent Services**

We hope that you and your son or daughter have settled into the first couple of weeks of school and that everyone is adapting to the new routines. This email includes information about add/drop, textbooks, and roommate issues, among other things.

**Add/Drop Period**

The final day for the add/drop period is Monday, September 21. Hopefully, your student has finalized his or her schedule and has been busy attending classes. Students need to be registered for at least 12 credits to be considered full-time students. Students who are not registered for a full load and who need assistance finding another course to add, should contact their advisor. Students who have not declared a major should make an appointment with Undergraduate Advising (413-545-2191). Students who have declared a major should contact their department for assistance. Information about a student's advisor may be listed in his or her SPIRE account, under the academics link. Students with declared majors can also call their department for more advising information.

Students will find the complete listing of courses offered this semester on the Registrar's website at [www.umass.edu/registrar/media/sched\\_1097.pdf](http://www.umass.edu/registrar/media/sched_1097.pdf), as well as on SPIRE.

Students in need of general education requirement courses will find a complete listing of courses offered this fall at [www.umass.edu/registrar/media/gen\\_ed.pdf](http://www.umass.edu/registrar/media/gen_ed.pdf), and on SPIRE as well.

**Textbooks**

Please encourage your students to purchase their textbooks if they haven't done so already. It is important that they keep up with their reading assignments and do not fall behind. The required texts will be listed on the syllabus the professor handed out on the first day of class.

Students may be able to save some money by purchasing used books (if available), paperbacks instead of hardcovers, sharing book purchases with a friend or classmate, or by looking online for deals.

**Living on Campus - Roommate Issues**

It is not unusual at this point in the semester for students to experience some conflicts with their roommate. The newness has worn off and little things that were easy to ignore in the beginning may now become annoying habits. For many students, this is their first experience sharing a room. As we all know, it isn't easy sharing a small space. Please encourage your student to talk to his or her roommate, especially if there are areas of disagreement.

All first year students were strongly encouraged to complete the **Roommate Agreement**, and returning students also have it available to them as a resource. This document provides residents with an opportunity to discuss issues that often lead to disagreements, such as cleaning the room, use of electronic equipment, visitors and guests, and quiet/study time. It may be worthwhile for roommates to review the agreement they established, to make sure that what they agreed to is still viable.

If your student is experiencing a roommate conflict, and has not filled out the Roommate Agreement, encourage him or her to complete the form, as it is an extremely useful way to learn how to live with someone. If the roommate situation is not resolved, urge your student to seek out a Resident Assistant (RA), Assistant Residence Director (ARD), or Residence Director (RD). Residence hall staff is always willing and available to assist with roommate conflicts.

### **Room Maintenance Issues**

Students who are experiencing maintenance issues in their rooms, such as phone, cable, or internet problems, should report these to their Resident Assistant (RA), Assistant Residence Director (ARD), or Residence Director (RD). Students may also visit the Housing and Residence Life website at [www.housing.umass.edu](http://www.housing.umass.edu) and complete an online service request form.

### **Mail and Packages**

Sending mail from home is a great way to brighten your student's day. On the Housing and Residence Life website you will find detailed information on sending mail and packages to on-campus residents ([www.housing.umass.edu/hallserv/mail\\_del.html](http://www.housing.umass.edu/hallserv/mail_del.html)). Packages that do not fit in a student's mail slot will be left in the hall's mailroom or cluster office, and students will be notified that a package has arrived. Please note that U.S. Mail delivers Express Mail packages to the residence halls only when the sender checks the "Waiver of Signature" box on the Express Mail label. Express Mail without a signed waiver, Certified Mail, Registered Mail, Insured Mail, and postage-due letters are held at the Amherst Post Office (141 N. Pleasant Street), and can be picked up during regular business hours, Monday through Saturday. Students who are having problems with the mail should contact the Residence Hall Director (RD) or Assistant RD.

While U.S. Mail, UPS, and Federal Express (FedEx) Ground (not express) deliver packages to residence halls, FedEx will only deliver express student packages to the FedEx World Service Center located on the second floor of the Campus Center. The Campus Center FedEx facility (413-549-4784) is open weekdays from 9:30 a.m. to 5:00 p.m. Please address FedEx packages using the student's residence hall address. Include a contact number for the student on the label as well.

Any items sent to students in the residence hall should be addressed as follows:

Student's Name  
Name of Residence Hall, UMass  
Residence Hall Street Address, Room #  
Amherst, MA 01003 - (4-digit extended ZIP)

You'll find the street address for each residence hall at [www.umass.edu/mail/bldglist.html](http://www.umass.edu/mail/bldglist.html).

## **Flu Update**

H1N1 flu continues to make headlines, but it's important not to forget about seasonal flu. University Health Services (UHS) is offering seasonal flu vaccinations every Thursday 1:00 p.m. - 4:00 p.m. from Sept. 17 through Dec. 17. Students and UHS patients should call the health center (413-577-5101) to reserve a clinic slot. Those who already have an appointment scheduled with a UHS provider can receive a seasonal flu vaccination at that time.

When H1N1 vaccine becomes available, UHS will conduct campus clinics. For the latest information and flu prevention tips, visit [www.umass.edu/uhs/services/publichealth](http://www.umass.edu/uhs/services/publichealth).

## **Important Dates**

September 21 - Last day to add/drop

September 25-27 – Family Weekend

October 12 - Columbus Day Holiday – No Classes

October 13 – Monday class schedule will be followed

October 17 - Fall Open House for prospective students and Homecoming

October 22 - Last day to drop with "W" - Undergraduate, Stockbridge, Continuing & Professional Education

## **Links to Other UMass Amherst Websites**

Mail Delivery in the Residence Halls - [www.housing.umass.edu/hallserv/mail\\_del.html](http://www.housing.umass.edu/hallserv/mail_del.html)

UMass Amherst Events - [www.umass.edu/umhome/events](http://www.umass.edu/umhome/events)

Housing and Residence Life - [www.housing.umass.edu](http://www.housing.umass.edu)

University Health Services – [www.umass.edu/uhs](http://www.umass.edu/uhs)

As always, if you have any questions or concerns, feel free to contact the Office of Parent Services. Our office is open Monday - Friday from 8:30 a.m.-5:00 p.m. We are more than happy to assist you.

Sincerely,

Jeanne Horrigan, Director  
Office of Parent Services  
37 Mather Drive  
University of Massachusetts Amherst  
Amherst, Massachusetts 01003

Email: [umassparents@acad.umass.edu](mailto:umassparents@acad.umass.edu)

Phone: 413-577-4444

Fax: 413-545-9631

<http://www.umass.edu/parents>

*Treating Our Parents as Partners*