Greetings from UMass Amherst Office of Parent Services (OPS)!
Your student is less than a month away from Move-In. We can’t wait to welcome them, help with the move-in process, and support them toward achieving their academic, extracurricular, and career goals. This email includes Move-In reservation information, “To Dos,” and tips for new and returning students.

Before your student arrives this fall…

Enrollment Verification
Students and families needing verification of full-time enrollment for insurance coverage, financial aid, or other purposes can request it through SPIRE’s Student Center. Using the “Other Academic” drop-down menu, your student should select “Enrollment Verification,” and follow the instructions. For questions, contact the Office of the University Registrar, (413) 545-0555.

Become an Authorized Payer
SPIRE, the university’s secure online student information system, is where students register for classes, sign up for on-campus housing, manage their university finances, and more. Be sure your student is staying up to date on their holds, “to-do” items, financial aid awards, and payments through their SPIRE account. If you’re contributing financially to your student’s education, be sure you’re an authorized payer in accordance with the Family Educational Rights and Privacy Act (FERPA). For information on how your student can complete the FERPA Privacy Waiver to allow the University to discuss their Bursar billing, financial aid, and housing information with you, visit the Office of the Bursar.

Fall Semester Bills
Fall semester bills are due August 10. All financial information is posted on SPIRE and can be viewed and paid online through QuikPAY. Paper invoices will not be mailed. You’ll find additional information on the Bursar’s website.

My UMass App
Download the My UMass app for iPhone and Android before Move-In. It’s packed with important information including reservation instructions, a detailed families/caregiver checklist, and weather and traffic updates. The app includes all of the maps you will need; printed maps will not be available on site.

Move-In
Beginning August 13, every student with an on-campus housing assignment must complete a Move-In reservation and print their boarding pass for Fall 2018 Move-In. Residential Life’s Move-In website has the information you and your student need, including the reservation schedule, video tutorials, guides and checklists, driving directions, and more.

Luggage Program for International and Out-Of-State Students
International and out-of-state students are able to mail belongings before arriving to campus. For more information, please read the Summer Luggage Program doc.

Mail and Package Delivery
The Residential Service Desks will begin processing mail and packages for your students starting Monday, August 27. Please note that mail delivery will be suspended from August 31 through September 3 due to Fall Move-In. Normal package delivery will resume on September 4. Students who need packages delivered over the weekend can order directly from Amazon.com. The Amazon Pickup point in the Campus Center will be accepting packages through Fall Move-In.

Student Health Insurance
Students taking five or more credits in a semester are automatically enrolled in the Student Health Benefit Plan (SHBP) and charged on the semester’s tuition bill. Students may be eligible to waive the plan. Waivers
must be completed before the end of the add/drop period, September 17. SHBP information, waiver eligibility guidelines, and instructions are on the University Health Services website. A link is also posted on the SPIRE home page under Additional Links > Health Insurance Waiver.

If your student has MassHealth or a MassHealth-based insurance plan, the state requires them to apply for the SHBP. If approved, the state covers the cost of the plan. You can apply using SPIRE. A successful application submission results in verification email; approved students will receive an acceptance letter. Once approved, the SHBP becomes your student's primary insurance; MassHealth is secondary coverage. Not applying may result in loss of MassHealth coverage, a policy enforced by the state.

Student Employment
The Student Employment Office (SEO) website is a great place to find part-time and seasonal job opportunities. Students beginning their first job at UMass Amherst must complete several forms and provide specific types of identification before starting work. Questions should be directed to SEO.

UMass Amherst Alerts and Emergency Contacts
Check with your student to ensure they’ve enrolled in UMass Amherst Alerts, the campus emergency text messaging system. Subscribers receive immediate updates on ongoing emergencies and campus closures, along with instructions on staying safe. It's quick and easy to sign up: from the SPIRE menu, choose UMass Amherst Alerts > Cell Phone Info.

Also encourage your student to supply emergency contact information. On SPIRE, go to Main Menu > My Personal Information > Emergency Contacts. Students should check their UMass Amherst Alerts and emergency contact information once a semester to make sure it’s up-to-date.

Amazon@UMass Amherst
Amazon@UMass Amherst is our official online bookstore for the fall semester only. Depending on the course, students can purchase or rent textbooks online and take advantage of free one-day pickup at the Amazon@UMass Amherst location in the Campus Center. Here’s what students need to know before ordering:

- Students must add the Amazon@UMass location to their address book by visiting umass.amazon.com
- Amazon@UMass will hold their package(s) for up to 15 days, so they may order textbooks prior to the start of school.
- Required course materials are listed on SPIRE. Students should log into their SPIRE account to view their class schedule and requirements.
- Amazon does not accept the UCard debit account as payment. Do not deposit funds to your student's UCard account for book purchases; use a debit card, credit card, or another form of payment accepted by Amazon. Get more information on the UCard website.
- Students may return most Amazon purchases for a full refund within 30 days. This is especially helpful when students switch or drop a class and no longer need their course materials. Students may return their book rentals directly to the Campus Center location at the end of the semester. They will not need to box their book or print a shipping label.

Note: Some instructors may require students to buy custom course packets that may not be available on Amazon. In that case, the instructor will provide specific instructions via SPIRE on where to purchase and pick up materials.

University Helpline
The University Helpline provides students with answers to a range of basic questions, including billing, financial aid, student health insurance, class registration, meal plans, parking, and more. Helpline staff can only provide student-specific information directly to the student, unless the student has designated an authorized payer and/or completed a FERPA privacy waiver. To reach the Helpline, call (413) 545-6900, Monday – Friday, 10:00 a.m. – 5:00 p.m., until August 31.

Get vaccinated against meningitis B
UMass and the Five Colleges remain in an “outbreak” status following three confirmed cases of meningococcal B between October 2017 and February 2018. According to state and federal health officials, this designation extends for one year after the last case was diagnosed. It remains vitally important that UMass students continue getting vaccinated against meningitis B. The two-shot Bexsero series will be available at University Health Services (UHS) flu clinics this fall—remind your
student to check the UHS website for dates and details. Vaccinations with Bexsero and the three-dose Trumebma series are also available by appointment at UHS; call (413) 577-5101. For more information, go to the UMass Amherst meningitis information page. If you have questions, call the UHS Triage Advice Nurse, (413) 577-5229.

For new students…
New Student Immunization Program (NSIP)
College students must have certain immunizations and provide documentation to the university before coming to school. Learn what’s required and how to submit information on the University Health Services’ immunization web page. The deadline is the end of the add/drop period, September 17.

Mandatory Action Items to Complete on Moodle
All new students, including transfers, are required to complete AlcoholEdu and YIS (Your Intervention Strategies – Preventing Sexual Assault, Relationship Violence, and Stalking) by August 30. Students received a “Countdown to Fall Semester: Getting Connected” email on August 6 with information about the two courses and instructions on accessing and completing them. To complete the courses, students need to log into Moodle using their NetID and password, select Intro to UMass Community Values and Resources, and click on the Action Items section. Online Orientation students access the courses in Moodle as well, by selecting Online Orientation and clicking on the Action Items section. Learn more about YIS and AlcoholEdu by visiting the New Student checklist.

Transcripts and Test Scores
All first-year students must send an official, final high school transcript to Undergraduate Admissions by the beginning of the semester, if they haven’t already. Those who do not will have a hold placed on their record, preventing them from registering for spring courses. Transfer students and any other new student who took college courses elsewhere must send official, final transcript(s) if they were enrolled in courses in the spring or summer.

Students may earn advanced standing and/or credit based on their AP or SAT II scores. Official score reports must be sent to UMass Amherst’s admissions office to receive credit. Students may have already requested this when they took the test; if not, they should go to the College Board website to make arrangements. The mailing address for Undergraduate Admissions is 37 Mather Drive, UMass Amherst, Amherst, MA 01003.

What to Bring
Navigate the What to Bring page for an overview of suggested items your student will need. Still looking for XL twin sheets and room décor? Check out the Linens Program for all your room needs and have them shipped directly to campus. Considering a mini fridge or microwave? Rent a MicroChill by August 15 and it will be in the room on Move-In day!

Advisory Council Application
The UMAPA Advisory Council is in the process of recruiting new members for the 2018-2020 term. The council represents UMass Amherst parents/family members by taking an active role in the experience of undergraduate students and advising the Office of Parent Services and other departments on matters of concern to all parents and family members of undergraduates. To learn more about the council and to complete an application, visit the UMAPA website. Applications are due August 24.

August Polling Question
How confident are you in your ability to support your student while they are at college? Participate in the poll and view previous results on the OPS website.

Important dates
August 10: Fall semester bills due
August 13: Move-in reservation process begins
August 30: Last day to complete YIS and AlcoholEdu (new students only)
August 31: First-year Move-In, 8:00 a.m. – 5:00 p.m.
September 1: Transfer Move-In, 8:00 a.m. – 2:00 p.m.
September 1-3: Fall NSO for first-year and transfer students
September 2: Multi-year Move-In
September 4: First day of classes
September 17: Last day to add/drop classes, waive the Student Health Benefit Plan, and submit immunization record
As always, if you have any questions or concerns, feel free to contact the Office of Parent Services, Monday through Friday, 8:30 a.m. to 5 p.m. We’re more than happy to assist you.

Sincerely,
Jeanne Horrigan, Director
Office of Parent Services
Knowlton Hall
691 North Pleasant Street OFC
University of Massachusetts Amherst
Amherst, Massachusetts 01003-9399

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.