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. 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
319 Whitmore Administration Building
181 Presidents Drive, Amherst, MA 01003-9313
Tel: (413) 545-2300 Fax: (413) 545-1838
Email: egelaye@umass.edu
Welcome from the UMass Amherst Parents Association Advisory Council!

Meet the Council Co-chairs

Hello from Boston! My name is Ninette, and I am beginning my second year as co-chair. I have a junior studying public health. Over the last two years, my daughter has been involved with clubs, joined Commonwealth Honors College and a sorority, and participated in a study-abroad program in India. As my daughter continues to grow and learn, I feel my involvement as a council member has impacted her success and has changed my perception about the university as a whole.

Greetings! I am Kathleen Small from Newbury, Massachusetts. This is also my second year as co-chair on the Advisory Council. I am the parent of a chemical engineering senior in Commonwealth Honors College. I am constantly amazed at the growth and redevelopment of UMass Amherst, as well as the varied and numerous opportunities available to students. I think UMass offers a top-rated education at an exceptional value. I am excited about the direction that UMass is headed and love to impart this to prospective and current families.

In conclusion, whether you need help reaching out to the Office of Parent Services or joining a discussion on our Facebook group, we are here to make the college experience easier for parents and families. Advisory Council members are a resource for all families and will assist with questions. We invite you to share your thoughts and experiences with us through our Family to Family Facebook group http://tinyurl.com/hwa72ct or simply by contacting one of us using the council member directory www.umass.edu/parents/umapa/advisory-council.

UMass Amherst Proud Parents,
Ninette Marzouki and Kathleen Small

UMass Amherst Parents Association (UMAPA)

www.umass.edu/parents/umapa

Open to all parents of UMass Amherst undergraduates. Members have the opportunity to volunteer at campus events such as open houses and Family Weekend. Parents receive a key fob (located on the cover of this calendar) offering discounts and other benefits at area vendors including:

- Allen House Victorian Inn
- Amherst Inn
- Atkins Farms Country Market
- Bodies in Balance Massage Therapy
- Central Rock Gym (Hadley)
- Don Muller Gallery, Inc.
- Enterprise Holdings
- Eric Carle Museum of Picture Book Art
- Fox Hub
- Gallery A3
- GoBerry (Amherst)
- Hotel UMass
- Joseph Kushick Photography
- Midas of Hadley
- Muddy Brook Drafts
- Naismith Memorial Basketball Hall of Fame
- North Amherst Motors, Inc.
- Potter's Auto and Truck Rental, Inc.
- Rafters Sports Bar & Restaurant
- Soundscape Merchandise
- Sunset Grill and Pizza
- The Laundry Club
- The Pub Restaurant
- UMass Club (Boston)
- UMass Department of Music and Dance
- UMass Fine Arts Center
- University Club and Restaurant
- Yoga Center Amherst

For the most up-to-date list of discounts, visit: www.umass.edu/parents/umapa/umapa-discounts.
An incoming first-year class gathers in UMass formation to celebrate the beginning of the semester.
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**TIP of the Month**

An engaged student is a successful student. The heart of the immersive UMass experience is reflected in our Student Life events, programs, offices, and resources such as the Center for Multicultural Advancement and Student Success (CMASS), the Stonewall Center, Veterans Services, Religious and Spiritual Life, and more. Encourage your student to make friends, find resources, and understand our values and community standards.

[www.umass.edu/studentlife](http://www.umass.edu/studentlife)
Students celebrate Homecoming.
More than 200 Registered Student Organizations (RSOs) and co-curricular campus groups can be found in the A to Z student organization directory at Student Activities and Involvement. From club sports to theater troupes to community service to honor societies, there are many avenues toward a robust and fulfilling college experience.

Can the university reach you in an emergency?
Students should make sure that their phone number and emergency contact information on SPIRE is up to date.

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<tr>
<td>1</td>
<td>UMass Football vs Tulane at Gillette</td>
<td>Homecoming</td>
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**NOVEMBER 2016**
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**October**

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**Columbus Day**

Monday class schedule followed

Mid-semester date: last day to drop with “W”

Family Weekend

Family Weekend

Family Weekend

umass.edu/studentlife/involved
The UMass Amherst Department of Music and Dance inspires students to realize their full artistic potential while equipping them with skills to succeed in today’s world.
**November**

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<td>Daylight Saving Time ends</td>
<td>Registration for Spring 2017 begins</td>
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<td>Veterans Day (no classes)</td>
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<td>Residence halls re-open at 10:00 a.m.</td>
<td>Classes resume</td>
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**Tip of the Month**

The second half of the semester can be especially stressful. Check in with your student to see how they are managing. The Recreation Center has workout equipment, intramurals, and exercise classes to help decrease stress. The Center for Counseling and Psychological Health (CCPH) offers workshops, groups, and therapy to help your student learn skills for managing anxiety, depression, stress, sleep issues, and more.

[umass.edu/campusrec](http://umass.edu/campusrec)
[umass.edu/counseling](http://umass.edu/counseling)
The annual Smart Car Extravaganza, a project in an electrical engineering course, provides hands-on learning for students building models of smart cars.
## December

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<td>Last day of classes</td>
<td>Reading Day</td>
<td>Final examinations begin</td>
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<td>Last day of final examinations</td>
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<td>Residence halls close at 10:00 a.m.</td>
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<td>First day of optional winter term classes</td>
<td>Campus closure day</td>
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**Fuel your student’s studying with a healthy treat basket from Gifts From Home. Checklists from Residence Life and Off Campus Student Center (OCSC) help your student keep their room or apartment safe over break. OCSC also provides resources for students staying in the area over break. Residential Life Student Services at (413) 545-2100 helps campus residents in need of intersession housing.**

[umassdining.com/services/gifts-home/product-catalog](umassdining.com/services/gifts-home/product-catalog)
[umass.edu/living](umass.edu/living)
[umass.edu/studentlife/ocsc](umass.edu/studentlife/ocsc)
A student walks through campus on a snowy day.
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<td>Residence halls reopen at 9:00 a.m.</td>
<td>First day of classes</td>
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<td>DECEMBER 2016</td>
<td>FEBRUARY 2017</td>
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It’s cold and flu season. The University Health Services (UHS) website has health tips and information on getting flu vaccinations on campus. The Triage Advice Nurse at (413) 577-5229 can help your student assess their medical needs. Dining Services prepares special “Get Well Meals” for students who are too sick to go out. A friend, roommate, or RA can pick up the meal using your student’s UCard.

umass.edu/uhs
umassdining.com/about-us/
umass-get-well-meals
Award-winning food and entertainment can be found in the dining halls.
Internships can lead to a great job after college. Career Services’ Career Connect is your student’s portal to internships, co-op opportunities, employers, and career planning resources. FOCUS assessment tools on the Career Services website help students connect their interests to a career path. Career advisors are available for one-on-one guidance and feedback. Learn about walk-in hours or make an appointment at (413) 545-2224.

HealthRide offers round-trip transportation to off-campus medical appointments. Find out more at www.umass.edu/uhs/accessstocare/rides/healthride.
The emerging signs of spring are always welcome on campus.
### March

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- **March 5**: Daylight Saving Time begins
- **March 6**: Spring recess begins
- **March 11**: Residence halls close at 6:00 p.m.
- **March 12**: Mid-semester date: last day to drop with “W”
- **March 13**: Residence halls re-open at 10:00 a.m.
- **March 20**: Classes resume

Spring break is an opportunity for students to participate in meaningful local, national, or international community service. UMass CALLS (UMass Community Action through Leadership, Learning, and Service) is a hub of volunteer, service, and leadership opportunities including Alternative Spring Break. Students thinking of studying abroad next year can explore options through the International Programs Office.

[umassamherst.collegiatelink.net/organization/volunteerumass](umassamherst.collegiatelink.net/organization/volunteerumass)

[ipo.umass.edu](ipo.umass.edu)
The Women’s Rowing Team takes to the Connecticut River for an early morning practice.
The Dean of Students Office (DOSO) assists students and families who need support or are experiencing a crisis. If your student is having academic difficulties or needs a short-term emergency loan, help with Massachusetts Residency Reclassification, or just some advice about how best to address a problem, DOSO staff are available to answer questions, provide advocacy, and connect your student (and you) to campus resources.
Personalized mortarboards are a tradition at Commencement.

- How lucky am I to have something so hard to say goodbye to.
- Thanks, Grandma.
- If opportunity doesn't knock, build a door.
- Thanks, Mom.
- Thanks, Dad.
The Student Alumni Association (SAA) builds UMass pride by linking current students with alumni, offering leadership opportunities, and hosting annual events and campus traditions. Within the SAA, a select group of student ambassadors serve as student hosts on behalf of the chancellor and other senior university officials at campus and state functions. SAA participants are eligible to apply for two scholarships available only to SAA members.

http://tinyurl.com/znjjs3f
Three new fountains installed in the campus pond improve the health of the pond.
With the University of Massachusetts Police Department’s (UMPD) dedicated team of officers, your student’s safety is in good hands. The UMPD Community Outreach unit partners with residential communities to facilitate crime prevention and safety awareness. Project Protect allows students to register valuables including laptops and cell phones. The Safe Escort program provides campus walking companions every night. UMPD offers an eleven-week, hands-on Citizens Police Academy for students interested in learning more about law enforcement.

http://www.umass.edu/umpd/
Flowers beautify the courtyard at the W.E.B. Du Bois Library.
For off-campus students, commuting doesn’t mean disconnecting from our university community. The Off Campus Student Center offers resources and a comfortable campus “home base.” The Living Off Campus Certification program at umocss.org teaches students about leasing, housemates, sharing expenses, safety, apartment security, and being a responsible neighbor. All local apartment communities now recommend this certification for their prospective tenants.

www.umass.edu/studentlife/community/off-campus/ocss

**TIP of the Month**

**Special Transportation** helps people with temporary or permanent disabilities travel around campus. www.umass.edu/transportation/special-transportation
Fruit trees flourish at the permaculture garden in front of the Franklin Dining Commons.
Amazon@UMass has your back-to-school shopping list covered. Order everything from textbooks to your student’s room and life essentials and ship straight to campus. Residential Service Desks are not able to accept packages over Labor Day weekend, so if you want your student to receive your order then, choose the Campus Center Amazon@UMass location as your shipping address at checkout.

umass.amazon.com
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The Five College Consortium connects your student to hundreds of classes, clubs, events, and resources at Amherst, Hampshire, Mount Holyoke, and Smith Colleges. Daily bus service is free. Bus schedules, trip planners, and mobile apps are available on the UMass Transit website, www.umass.edu/transit. Information about the consortium is available here — www.fivecolleges.edu.

**The UPay** plan lets you pay your student’s tuition bill in installments. [www.umass.edu/bursar/upay-payment-plan](http://www.umass.edu/bursar/upay-payment-plan)
Welcome to the University of Massachusetts! We are proud to be one of the top 30 public universities in the nation, and we are pleased that you and your student have chosen to join us. Our deep commitment to innovation, sustainability, social justice, compassion, and active inclusion will be reflected throughout your student’s campus experience. You and your student are part of a diverse and caring community that contains a wide variety of resources to provide support, connection, and engagement. A selection of the most frequently used resources is profiled in the pages that follow.

If you or your student have an issue or problem and don’t know where to begin, call us at 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. 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 emails.
- 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. Join the council Family to Family Facebook group at http://tinyurl.com/hwa72ct.

EVENTS
Parents and Family Orientation
www.umass.edu/newstudent/welcome-parents-and-families

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 $1.3 million to vital UMass Amherst initiatives such as attracting and retaining top-notch faculty, increasing scholarships available for students, providing stimulating cocurricular 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.
DEAN OF STUDENTS OFFICE
www.umass.edu/dean_students/

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 re-enrollment 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.

Student Success Information and Resources

ACADEMIC ADVISING
Each student is provided with academic advising assistance through multiple avenues including assistance from their school/college central advising center and advising by departmental academic advisors and faculty members. 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 contact information in the “Advisor” box in their SPIRE Student Center, or contact their department or school/college central advising office 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.

TEXTBOOKS VIA AMAZON@UMASS
umass.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 prior to the start of the semester. 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.

UMASS STANDS AGAINST BIAS
As the commonwealth's flagship campus, the University of Massachusetts Amherst has a responsibility to provide access and opportunities for all people, while demonstrating our commitment to inclusion of historically underrepresented groups. We believe that a culturally diverse campus is integral to academic excellence and that our students, faculty, and staff should reflect the diverse world in which we live. A cornerstone of the work of Student Affairs and Campus Life and UMatter at UMass is to proactively empower faculty, staff, and students to foster inclusion and equity and to engage the campus community to understand the impact of bias and hate on our individual community members and the campus climate. Students and other members of the university community who have been impacted by bias, whether as a target or bystander, may report the incident online (http://bit.ly/1zN59I) or by contacting the Dean of Students Office or UMass Police Department.
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, diversity, literature, reasoning, 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 (LRC) is the academic and research support department for the University of Massachusetts Amherst. The LRC offers University of Massachusetts Amherst students a peer-supported environment to meet academic challenges. Tutors, Supplemental Instruction Leaders, and ExSEL Leaders are model students trained to assist their peers in achieving academic success. The entire staff of the LRC welcomes your student to the 10th floor of the W.E.B. Du Bois Library and encourages them to take advantage of our services.

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.

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; first-year students, 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.

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.
UMASS CIVIC ENGAGEMENT AND SERVICE-LEARNING
cesl.umass.edu

Civic Engagement and Service-Learning (CESL) collaborates with faculty, staff, and students in many UMass academic departments to develop and support courses and programs that engage students in learning for a life of engaged citizenship, and connects the campus with community organizations through meaningful, sustainable, community-based learning opportunities. CESL is also the home of the UMass Certificate in Civic Engagement & Public Service.

COMMONWEALTH HONORS COLLEGE
www.honors.umass.edu

The honors college at UMass Amherst provides a close-knit community with small honors classes, strong ties with faculty, individualized advising, and access to special programs, merit scholarships, and research grants. The honors curriculum encourages students to first develop broad perspectives and explore questions of humanity while building the skills and knowledge to grapple with difficult issues. Students then engage in deep analysis, leading to original research with the culmination of a thesis or project. This endeavor gives students the opportunity to exercise their curiosity and research the questions they have developed throughout their honors experience.

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/

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.

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
www.umass.edu/bursar

Student tuition bills are issued from the Bursar’s Office. Tuition bills are sent each semester and are viewed and paid online through the university’s QuikPAY system. Payments are also accepted by mail or in person. The Bursar’s Office offers UPay, an interest-free installment payment plan to students and families who wish to pay in installments rather than one lump-sum payment. The Bursar’s Office also offers the Excess Express program, allowing students to have any overpayments directly deposited to the bank account of their choice.

All tuition bills are available electronically. Students are notified by email (UMass email address) when a new bill is available. Parents who wish to be included on the notification should be added as an “Authorized Payer” by the student. Authorized payers will be notified directly about all billing-related matters and will be able to view and pay bills online.

FINANCIAL AID SERVICES
www.umass.edu/umfa

Undergraduate financial aid can be a combination of one or more of the following: grants, scholarships, tuition credits, 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. Non-university aid and outside scholarships must also be reported to the university. More information about opportunities and eligibility requirements is on the Financial Aid Services website.

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 on the Financial Aid Services 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 and caregivers. 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.
Building Community, On Campus and Beyond

RESIDENCE HALL STAFF
www.umass.edu/living/learning/hall-staff

Residential Life staff members create inclusive, supportive living-learning communities for residential students. Undergraduate Resident Assistants (RAs) build positive communities, connect individually with residents, 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 who are residents’ first contacts. The RDs or Apartment Complex Coordinators (North/Lincoln) are the first contacts for parents and family members.
(www.umass.edu/living/directory)

RESIDENTIAL LIFE STUDENT SERVICES
www.umass.edu/living/

Amenities
www.umass.edu/living/residence/your-room
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/wireless-residence-halls-installation-project
All residence halls have wireless Internet access. To access the Internet in residential areas, students need a computer with a Wi-Fi-certified, dual-hand adapter. Students should avoid bringing devices that can cause wireless interference and slow down their connections, such as wireless printers.

Mail
www.umass.edu/living/residence/rsd-mail
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, FedExm and DHL, and from local vendors who deliver to campus. For building addresses, visit www.umass.edu/living/residence/dir.

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 at www.umass.edu/living/assign/rates-and-fees/cancellation-refund.

COMMUTER OPTIONS PROGRAM
www.umass.edu/transportation/commuter-options
The UMass Commuter Options Program helps students get to campus by mixing up their trips using public transit, bicycling, walking, carpooling, or vanpools that helps to reduce the number of times they’ll need to drive alone. UMass has an award-winning Transportation Demand Management program and public transit options balance convenience with flexibility. UMass Parking and Transit Services are committed to providing transportation options for all members of the campus community. Check out the available options that encourage your student to leave their car at home and use more environmentally friendly methods to get onto campus.

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 non-residential 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 university’s off-campus housing website, umossc.org, provides fully vetted rental listings, tenant and landlord resources, and information on rental scams. Living Off Campus Certification, via our free online module, is strongly recommended for student renters and required by many area landlords. 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.

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.

UCARD STUDENT IDENTIFICATION CARD
www.umass.edu/ucard/

The UCard is UMass Amherst’s official student identification. In addition, the UCard also serves as a student’s building access key, (in North Residential and CHCRC area, room, suite, or apartment) meal plan ticket, Five College library card, athletic event e-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.

Demand Management program and public transit options balance convenience with flexibility. UMass Parking and Transit Services are committed to providing transportation options for all members of the campus community. Check out the available options that encourage your student to leave their car at home and use more environmentally friendly methods to get onto campus.

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 non-residential 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 university’s off-campus housing website, umossc.org, provides fully vetted rental listings, tenant and landlord resources, and information on rental scams. Living Off Campus Certification, via our free online module, is strongly recommended for student renters and required by many area landlords. 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.

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.

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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. Ask your student to log into SPIRE, choose “My Personal Information” from the main menu, and then select “Emergency Contacts.”

EMERGENCY ALERTS
www.umass.edu/emergency
UMass Emergency Alerts keep the campus community informed of emergency situations or conditions that could disrupt activities. Alerts may be delivered via text messages, emails, outdoor sirens, official social media channels, and messages on the university’s home page, depending on the circumstances. Students are encouraged to sign up for emergency alert text messages by logging into SPIRE and selecting the “Alerts” option under the main menu. They can register two cell phone numbers to receive text messages and two email addresses to receive UMass Amherst alerts in SPIRE. The one additional non-UMass email address is in addition to every active student’s primary umass.edu email address which is automatically included in the emergency notification system.

CENTER FOR WOMEN & COMMUNITY (CWC)
www.umass.edu/cwc
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. The Women of Color Leadership Network (WOCLN) offers social, educational, and cultural events that build connections and provide support to students. Employment and internship opportunities at CWC foster community and include excellent training and professional development. CWC’s free, confidential rape crisis services include a 24-hour hotline, support, and short-term counseling available to all affected by sexual violence and abuse, including survivors, parents, families, and friends.

HELP PHONES
www.umass.edu/umpd/help-phones
Some 135 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 nonemergency number is (413) 545-2121. Community outreach efforts include:

- “Like It. Lock It. Keep It.”—a theft prevention program (www.umass.edu/umpd/it-lock-it-keep-it), 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.

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 OFFICE
www.umass.edu/rsso/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 text response 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 offers innovative programs, outreach and consultation services, entertaining events, and information to support healthy living and environments. Programs include our student-led theater troupe, the Not Ready for Bedtime Players, as well as a Peer Health Education program. 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
UMass Athletics.com

Athletic events occur year-round, and all home games are free for UMass undergraduate students. Visit UMassAthletics.com or call 1-866-UMASS-TIX 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

Campus Recreation, an integral part of the educational mission of the university and Division of Student Affairs and Campus Life, 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, and be healthy and creative, while inspiring moments of happiness throughout the academic and calendar year.

Career Services
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, academic advisors, and faculty as they partner with students in the career development process for successful transitions and professional outcomes.

Center for Multicultural Advancement and Student Success (CMASS)
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

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.
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 antivirus 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’s website has a selection of campus maps and directions, giving you everything you need to find your way to and around campus.

PARKING ON CAMPUS
www.umass.edu/transportation/parking

Student parking permits may be purchased from Parking Services. Permits may be purchased online for daily and annual parking permits. Parking is also available at meters, pay stations, 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.

VISITORS PARKING
www.umass.edu/transportation/where-park

Visitors have numerous parking options on campus, all of which are detailed on Parking Services’ website; printable maps are also available to assist the visitors with navigating the campus.

TRANSPORTATION

BIKESHARE
Students can rent a bicycle with their UCard at the Student Government Association office in Room 420 of the Student Union. (Note that rentals are subject to availability.)

CARPOOL AND RIDESHARE
www.nuride.com/

NuRide is a free incentive program that rewards members for walking, biking, or carpooling. Its network connects members with one another for carpooling and commuter company. NuRide is available to all students, faculty, and staff at UMass Amherst.

ENTERPRISE RENT-A-CAR
www.umass.edu/transportation/car-rentals

The UMass Amherst Vehicle Rental Services contract provides excellent prices and an online reservation link for faculty, staff, and students.

ZIPCAR
www.zipcar.com/umass

UMass Amherst has a partnership with ZipCar that offers students, faculty, and staff easy access to a fleet of vehicles. On-campus ZipCars are available on demand and can be reserved 24 hours a day, seven days a week.

UMASS TRANSIT
www.umass.edu/transportation/pvta-buses

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/transportation/special-transportation

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 Contact Information

- Residence Hall: _____________________________________________________
- Room Number: _____________________________________________________
- Address: ___________________________________________________________
- Cell Number: ______________________________________________________

### Related Contact Information

- Roommate’s Name and Number: _________________________________________
- Residence Director’s Name and Number: _______________________________
- Assistant Director’s Name and Number: ________________________________
- Residential Service Desk Number: _____________________________________

### Financial Account Information

- Student ID#: _______________________________________________________
- FERPA PIN: ________________________________________________________
- Quik PAY: _________________________________________________________

### Student’s Fall 2016 Schedule

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Points of Interest on Campus

Augusta Savage Gallery
(413) 545-5177
https://fac.umass.edu/Online/default.asp

Durfee Conservatory
(413) 545-5234
http://durfeeconservatory.umass.edu/

Fine Arts Center Box Office
(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/herter-art-gallery

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

Mullins Center
(413) 545-3040
http://www.mullinscenter.com/

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

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

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

University Museum of Contemporary Art
(413) 545-3672
https://lac.umass.edu/UMCA/Online/

Campus Contacts

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

Campus Center Parking Office
Level 2 Concourse, Room 229
(413) 577-6593
www.umass.edu/transportation/parking

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

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

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

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

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

Center for Women and Community
New Africa House
180 Infirmary Way
(413) 545-0883
www.umass.edu/ewc/

Dean of Students
227 Whitmore Administration Building
(413) 545-2684
www.umass.edu/dean_students/

Disability Services
161 Whitmore Administration Building
(413) 545-0892
www.umass.edu/disability/

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

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

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

International Programs Office
467 Hills South, 4th Floor
111 Thatcher Road
(413) 545-2710
www.umass.edu/ipo/

Meal Plan Office
3rd Floor Worcester Dining Commons
(413) 545-1362
www.umassdining.com/meal-plans/

Off Campus Student Center
314 Student Union
(413) 577-1005
www.umassdining.com/off-campus

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

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

Parent Services
107 Knowlton Hall
691 N. Pleasant Street OFC
(413) 577-4444
www.umass.edu/parents

Parking Services
51 Forestry Way, Lot 25
(413) 577-7275
www.umass.edu/transportation/parking

Residential Life Student Services
235 Whitmore Administration Building
(413) 545-2100
www.umass.edu/living

Student Legal Services
922 Campus Center
1 Campus Center Way
(413) 545-1995
www.umass.edu/rsolslso/

UCard Office
168 Whitmore Administration Building
(413) 545-0197
www.umass.edu/ucard/

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

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

UMass Transit Services
University Bus Garage
255 Governors Drive
(413) 545-0056
www.umass.edu/transit/

UMatter at UMass
www.umass.edu/umatter

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

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

UStore
Campus Center Concourse
(413) 545-2619
www.bkstr.com/mass-amherststore/home
Office of Parent Services
Room 107 Knowlton Hall
691 North Pleasant Street OFC
University of Massachusetts Amherst
Amherst, MA 01003-9399