



### **Student Services Update August 2017**

Hello Eagle Families. It is hard to believe, but the beginning of the semester is right around the corner. We hope you enjoy the next few weeks with your students. As your students prepare to move to campus, we wanted to share the topics of importance for August. Enjoy the rest of your summer.

**Fall Move In** – The Office of Campus Life Housing and Dining Programs has provided information about fall move in here. For our new students coming to campus and living in the residence halls, click [here](#) for details on what to bring to campus

**Academic Calendar** – The link below will take you to our Academic Calendar. There are many important dates that your student will need to note. Items of importance include dates in which your student can add and drop courses and the possible impact on tuition refunds, final exam days, Thanksgiving and winter breaks, and enrollment for Spring 2018. For additional information, please click [here](#)

**How to Obtain an Enrollment Verification** - Students may need to provide proof of their current enrollment from American University to a prospective employer, an insurance company, or other organizations. Current students may access the National Student Clearinghouse through their student portal and print their own enrollment verification for a current semester. Students may also print an advanced registration certificate for a future fall or spring semester in which they have already registered. For additional information, please click [here](#)

**Student Account Refunds and How to Sign up for ACH** - Students who have a credit balance on their account are eligible to receive a refund. The type of credit on a students' account will determine the method of initiating the refund and the length of time for a student to receive their refund.

Students have the option of receiving their refund via ACH Direct Deposit, which allows American University to electronically transfer funds into the checking or savings account designated by the student, or having a paper check mailed. We encourage all students to sign up for ACH Direct Deposit through the student portal by signing into the Student Portal. For more information, please click [here](#)

**Veterans Benefits** - Students that intend to utilize Veterans Educational Benefits will need to complete a request for certification every semester after they have enrolled in classes and apply for Yellow Ribbon (if eligible). For more information, please click [here](#)

**Tuition Refund Insurance** - AU has worked with Dewar Insurance Company for many years to offer [tuition insurance](#) that extends and enhances the University's published refund policy. In cases of withdrawals due to accident, illness or mental health conditions as defined in the plan, the plan assures up to a 75% refund for tuition and housing throughout the term.

Full-time students will have the option of enrolling in the Tuition Refund Plan by checking an enrollment box when they login to the <https://myau.american.edu/> portal, beginning June 16, 2017. The premium for the plan is **\$150 per semester**, and **students have until the end of the second week of classes to enroll in the plan**. Enrollment in the plan is for both the fall and spring semesters. Click [here](#) for more information

**Student Health and Well-Being for Academic Success** – The Office of Campus Life would like to share Ten Ways AU Parents and Families can help to promote their student's health and well-being for academic success. Please see next page for tips

**AU Alerts** – In an emergency, AU will use the communication tools the university has at its disposal in as timely a manner as possible using AU Alerts. These messages will provide information on what is happening, what to do, and links to available additional information. Our communication tools include text and email alerts, the university's [home page](#), [Facebook](#), and [Twitter](#), the general information line 202-885-1100, indoor yellow AlertUs emergency beacon boxes and outdoor speakers located throughout campus.

Students and families can customize whether they receive alerts as e-mail and/or text messages. Add additional work or home phone numbers and e-mail addresses so AU Alerts reach you no matter where you are when an emergency occurs. For more information about AU Alerts please follow this [link](#)

Additional tips from the Office of Public Safety can be found [here](#)

**If you or your student have any questions, please do not hesitate to contact AU Central at [aucentral@american.edu](mailto:aucentral@american.edu) .**



## Ten Ways AU Parents & Families Can Promote Their Student's Health and Well-Being for Academic Success

1. Stress the importance of basic **“good health practices.”** Getting enough sleep, proper nutrition, exercise, etc. are important for health and academic success. **Proper sleep, nutrition and exercise are important for good emotional and physical health.**
2. Ensure that your student has a plan for **managing all medications** they are currently taking and will continue to need while living on campus. Explain the importance of following the provider's directions. Talk with your medical provider before starting/stopping or changing the dosage of any of your student's medications.
3. Be sure to send a **copy of your student's health insurance information card** with them to campus, and to explain how important it is to keep this card with them at all times. Spend the time to teach your student about their plan and what benefits their plan covers (i.e. mental health coverage, co-pay's, etc). Have your student create a user account on your plan's website so they can access information and ask questions when needed.
4. Call your student periodically to check in and to show you're interested in their success. You may hear some moodiness, homesickness, or stress reactions. These are normal, but monitor how these feelings affect their emotional well-being or their ability to function as a student. If they are feeling overwhelmed and/or their feelings are impacting their ability to function, remind them that they can get free short-term help at the Counseling Center. They can either call 202-885-3500 or walk in to make an initial appointment with a counselor.

**Collegiate Assistance Program**

1-855-678-8679

24/7 Hotline for Medical, Psychological, Legal, Financial or Crisis Advice

5. The transition to college can be challenging for some students. Make time to talk with your student about their values and choices regarding friends, alcohol, other drug use and sex. Talk through and practice the strategies they can use if they are confronted with situations that are challenging to them.

6. Going to class is strongly associated with success. Encourage your student to attend every class. Find out which classes they're taking, and ask now and then about each one. Have them tell you what's going on in each class and when they have assignments due and/or exams. Your support matters.
7. Encourage your student to get involved in student organizations, recreational sports, and campus events. Encourage them to stay on campus, especially during those first few weekends. By staying on campus they become more involved in campus life and begin to feel a part of the community more quickly.
8. Review campus resources with your students. Remind them that there are several offices on campus to help with everything from tutoring, to managing stress, to working out conflict with a roommate.
9. Help your student manage their finances. Educate them on credit card use and debt management. Unmanageable levels of debt can enhance a student's stress. The competing demands of academic achievement and financial obligations can have negative impacts on academic success. Periodically ask your student about their finances and include a question to them about credit card debt.
10. Send a care package to your student sometime in the first few weeks that they can use in case of emergencies. Make sure to include a thermometer, a fever-reducer (i.e. Ibuprofen or Tylenol), antibacterial wipes/gel, and Band-Aids & ointment. Consider including some things that might help them relax or destress such as a sleep mask, nice body lotion, tea packets, or a framed picture of the family pet. Students love receiving mail and it would be a welcome surprise for them to get a gift from home after being away for a couple of weeks!

### **REMINDERS:**

Submit Health Immunization Forms by July 15!

Waive Out-Of or Accept Health Insurance by September 22!

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| Counseling Center:     | <a href="http://www.american.edu/ocl/counseling/">http://www.american.edu/ocl/counseling/</a>     | 202-885-3500 |
| Student Health Center: | <a href="http://www.american.edu/ocl/healthcenter/">http://www.american.edu/ocl/healthcenter/</a> | 202-885-3380 |
| Wellness Center:       | <a href="http://www.american.edu/ocl/wellness/">http://www.american.edu/ocl/wellness/</a>         | 202-885-3276 |