



Student Services Update April 2019

Hello Eagle Families. The spring semester is almost over. Here are some topics of interest for April.

Commencement and Ticket pick up :

Because of limited seating in Bender Arena, tickets are required for guest admittance to certain ceremonies. Graduates participating in the ceremony will not need a ticket for themselves. Children under age 3 who will be sitting in an adult's lap during the entire ceremony do not require a ticket. If the child needs a seat of their own, they will require a ticket.

Graduates who do not need all of their tickets and have not promised them to friends or classmates can turn them back in during ticket pick-up for redistribution.

An allotment of six (6) tickets will be distributed to SIS and CAS students who have rented regalia and registered to participate in the ceremony. SIS and CAS students participating in the ceremony will not need a ticket for themselves. Ticket distribution will begin Wednesday, May 1, in AU Central, Asbury Building, and run through Tuesday, May 7, during normal business hours (Wednesday from 10 a.m. to 5 p.m.; 9 a.m. to 5 p.m. Monday, Tuesday, Thursday and Friday).

<https://www.american.edu/events/commencement/ceremony/tickets.cfm>

Summer Bills:

Payment for students taking summer classes at AU is due May 1. Payment is due at the time of registration for students registering after April 30. The American Payment Plan is not available for summer charges

Housing and Residence Life:

- **Returning Student Room Selection** for rising sophomores and upper-class students has concluded on March 26, 2019 for all on-campus assignments for the 2019-2020 academic year. We are in the process of confirming a new off-campus housing facility and will then work with on-time applicants to fill these spaces. We will then conduct a wait list process through the summer to fill spaces that open following cancellations. We will continue to communicate

regularly with applicants and welcome students to apply to the wait list through the AU Housing Portal.

- **First-Year Housing Application:** The online application is now available for students who have already submitted a housing deposit with AU Admissions. Housing and Residence Life will also email students inviting them to apply.
- **Spring 2019 Closing:** It's time to start planning for the end of the semester. Residence halls close on May 8 at noon for students who are not graduating and May 13 at noon for students who are graduating this semester.
 - **Mail services:** The last day the University will receive packages is May 6. We will distribute packages to residents until noon on May 8. After May 8 all packages will be returned to sender.
- **Spring 2019 Maintenance:** As Washington, DC warms up in the coming month, we'll be switching from heating to cold air. We will notify students of the specific week of the "seasonal switch-over." As our campus system will be providing either hot or cold air – not both – it won't always be perfectly in sync with the day's unpredictable weather, so students should be prepared to adjust layers until weather patterns stabilize. Report problems by contacting 2Fix (our facilities team) in one of several ways:
 - Online – submit a work order via your AU portal (myAU Home page > Services > 2Fix).
 - Tip: This is best; it allows for most follow-up and accountability.
 - Calling - ext. 2359, "2Fix," answered 24/7.
 - Tip: Try to limit this to emergencies.
 - Email – 2fix@american.edu.

End of Semester Important Reminders from One Card & Dining Services:

- The Spring 2019 Meal Plan will end on May 8th 2019
 - Any Fall unused meal swipes **will not rollover**
 - As a reminder unused Dining Dollars at the end of the Spring 2019 semester **will** expire

April Swipe Add-On Special

We have announced our April Swipe Add-On Special for students who are running low on Meal Swipes for the remainder of the semester.

There are two options for purchase:

- 25 Swipe Add-On for \$300
- 75 Swipe Add-On for \$892

Students seeking to participate in the April Add-On Special must email One Card & Dining Services at mealplans@american.edu no later than 11:59pm EST April 15.

For more information regarding One Card & Dining Services please check out our website <https://www.american.edu/ocl/onecarddining/index.cfm> or through [Just Ask](#) or feel free to contact us at 202-885-CARD (2273)

Orientation for New Students:

Registration for June and July Eagle Summit orientation is now open for Fall 2019 students. Incoming students receive an invitation to register via email sent to their AU email account within 48 hours of deposit. August Eagle Summit registration opens on May 6. AU offers six 2-day summer orientation sessions throughout June and July and two 1-day orientation sessions during All-American Welcome in August. Both program types offer concurrent parent and guest orientation sessions. We encourage students to register by June 14. For more information visit the [Eagle Summit website](#).

AU's online pre-orientation for Fall 2019 students is now live. We designed online pre-orientation help ensure your student has a smooth transition to AU and is prepared for life as an Eagle. Sections include: Academics, Support Services, Life at AU, Financing Your Education, and Policies & Safety. The orientation should take about 45 minutes to complete and is available to refer back to at any time. Visit [online pre-orientation](#). Student should select "Student" and log in with their AU username and password. Family members can also create a "Guest" account to access the online pre-orientation.

Social Media Pages to Follow

American University Parents - <https://www.facebook.com/AmericanUParents/>

American University Orientation - <https://www.facebook.com/OrientationAU/>

AU President, Sylvia Burwell - <https://twitter.com/SylviaBurwell>

Vice President of Campus Life, Fanta Aw - <https://twitter.com/VPCampusLifeAU>

Provost, Dan Myers - <https://twitter.com/myersdanielj>

Save the Date: All-American Weekend (Family Weekend)

October 4-6, 2019

Open to alumni, families, students, and community members, this weekend celebrates the memories, the fun, and the future of AU. With 40+ events planned, there will be something for everyone.

Registration for All-American Weekend 2019 will open in summer 2019. More information will be updated this spring on our [website](#).

Veterans Services :

For students using VA Benefits, please be sure to complete a Request for Certification (RFC) after you've registered for class(es) for Summer 2019 and/or Fall 2019. The RFC is located on our website <https://www.american.edu/veterans/> in the Green Box on the "Applications and Information" tab. For newly admitted students using VA Benefits, AU Veteran Services

welcomes you to campus and invites you to visit us in AU Central - 201 Asbury building for a meet and greet. If you're an online students and have questions, please e-mail veterans@american.edu

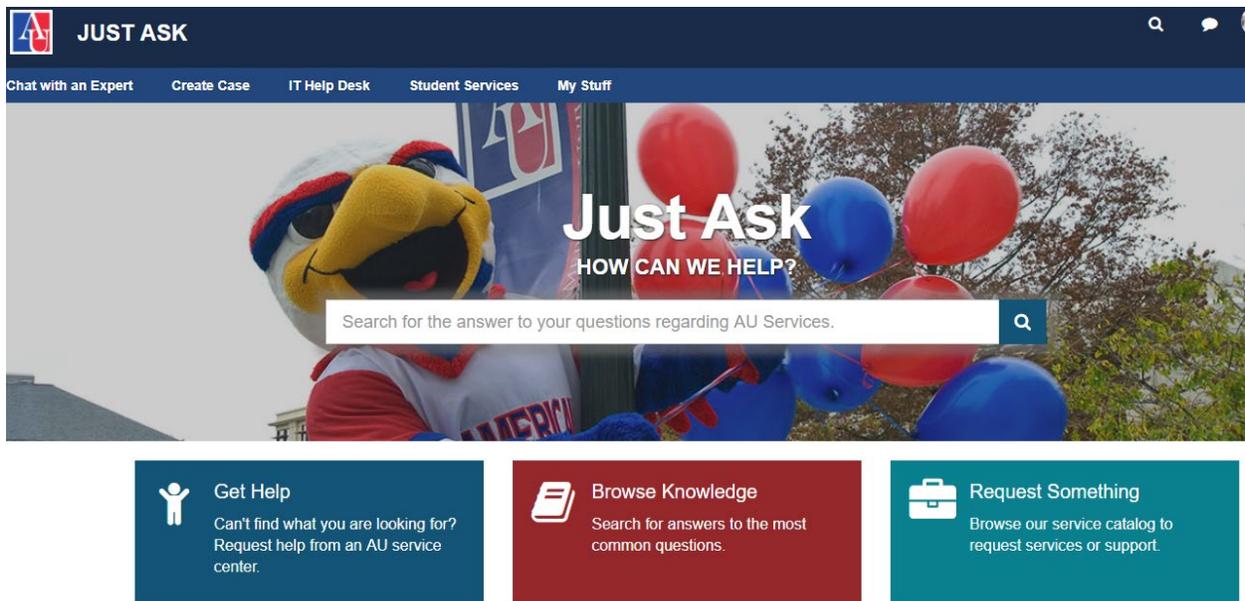
Final Exam Schedule:

The end of the spring semester is right around the corner. Here is additional information on when final exams will be held:

<https://www.american.edu/provost/registrar/finalexamschedule/spring-2019.cfm>

JustAsk.American.edu:

The University has a resource to better provide an integrated experience for our students and parents. At JustAsk.American.edu, you can browse knowledge articles about your frequently asked questions concerning different student's services, chat with an expert, or request help from AU Central, Financial Aid, or the IT help desk. Students who access the site will be prompted to log in. Parents and other first time users are prompted to create a user name and password if they request to be contacted



Question of the month: Can students take summer classes?

Yes! AU offers classes on campus and online during several different summer sessions. For more information, visit:

<https://www.american.edu/summer/>

If you or your student have any questions, please do not hesitate to contact AU Central at aucentral@american.edu.