



## Student Services Update August 2019

Hello Eagle Families. Summer has flown by, and students will soon arrive back on campus. Here are some updates for the start of the semester:

**AU Health Insurance Waiver:** All **full-time** students entering or returning to American University this fall are automatically charged for AU's health insurance. The cost is \$1,890 and provides coverage from August 2018–August 2019. **Students who are covered under another eligible health insurance plan must submit a waiver on their student portal by September 20**, to have this charge removed from their student account. This must be completed every year. For more information about the plan, or to access the waiver, please visit the Student Health Center's website:

<https://www.american.edu/ocl/healthcenter/about-student-health-insurance-plan.cfm>

## **Save the Date! All-American Weekend 2019**

This All-American Weekend—AU's fall celebration for parents, families, students, and AU alumni—the future is in focus at American University. Join fellow changemakers October 4–6 and discover where the university is headed next. The weekend is full of fun family-friendly events that allow you to connect to life at AU and spend quality time with your AU Eagle. Registration opens in late August. For more information and schedule details, visit our website: <https://www.american.edu/events/all-american-weekend/>

## **Housing and Residence Life:**

First-Year Student Move-In Survey: Students are requested to complete the [First-Year Move-In Survey](#) before move-in to help us better prepare for their arrival.

Returning Student Move-In Survey: We ask that students complete the [Returning Student Move-In Survey](#) before move-in to help us better prepare for their arrival.

Mail & Packages Services: Packages can be received starting Monday, August 19, with distribution beginning at noon on Thursday, August 22. The mail center will not be open during move-in days (Tuesday, August 20; Wednesday, August 21, and Thursday morning, August 22). Therefore, we strongly urge students to NOT mail any items they will need immediately after move-in such as medication, bed linens, or toiletries. We expect large volumes of deliveries through September 19, so plan accordingly, particularly for essentials.

## Information from One Card & Dining Services

The Meal Plan Portal for fall 2019 enrollments and changes is now open through Tuesday, September 10, 2019 at 11:59 pm ET

All first and second-year residential students will be default enrolled into their minimum meal plan requirements by One Card & Dining Services:

First-year students will be on a 175 Block Meal Plan, and second-year students will be on a 100 Block Meal Plan.

Students who want to increase their plans can complete this step via the Meal Plan Portal at [MYAU.american.edu](http://MYAU.american.edu)

For dietary/medical considerations, please complete the notification process with the Academic Support and Access Center by visiting this link (<https://www.american.edu/provost/academic-access/documentation-and-eligibility.cfm>)

For religious considerations, please complete the notification process with the Kay Spiritual Life Center by visiting this link (<https://www.american.edu/ocl/kay/Request-for-Religious-Accommodation.cfm>)

American University has selected a new dining partner, Chartwells Higher Ed. With this new partnership:

- We welcome a new management team including, Directors, Catering, Marketing, Dietetic Professionals, and more!
- We welcome new Concepts, including: Wonk Burger, District Pickle (Kosher Deli), Absurd Bird, Pom + Honey and more!
- We welcome new partnerships with Airlie Farms and Foodworks D.C.
- We welcome new technology to connect with us: [dineoncampus.com/au](http://dineoncampus.com/au) and Dine on Campus App

Have questions regarding your One Card & Dining Services needs?—[JUST ASK!](#)

Connect with us through [Just Ask](#), where you will have access to Knowledge Base Articles and other resources specific to One Card & Dining Services.

## JustAsk.American.edu:

The screenshot shows the homepage of the JustAsk.American.edu website. At the top left is the 'JUST ASK' logo. Below it is a navigation bar with links: 'Chat with an Expert', 'Create Case', 'IT Help Desk', 'Student Services', and 'My Stuff'. The main banner features a mascot character and balloons with the text 'Just Ask HOW CAN WE HELP?' and a search bar containing the text 'Search for the answer to your questions regarding AU Services.' Below the banner are three service tiles: 'Get Help' (with a person icon), 'Browse Knowledge' (with a book icon), and 'Request Something' (with a briefcase icon).

**Useful Links:** 2019-2020 Academic Calendar:

<https://www.american.edu/provost/registrar/academiccalendar/academic-calendar-2019-2020.cfm>

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