



Student Services Update December 2019

Hello Eagle Families. As we near the end of the fall semester, here are some updates of interest. Enjoy the winter break!

University Closure for Winter Break

As a reminder to families, American University is closed December 21, 2019, through January 1, 2020, for winter break. Spring semester classes begin on Monday, January 13.

Tuition refund Insurance

Tuition insurance acts as an extension of the [University's refund policy](#), reimbursing you for your tuition payment, housing and meal fees, and other nonrefundable expenses if you withdraw for a covered reason at any time during the semester. Coverage for the spring semester must be purchased prior to the first day of classes.

The fee for the tuition insurance will not be charged to your student account and must be paid directly to Allianz. GradGuard will allow any student to enroll and select the amount of coverage they wish to purchase. Coverage must be purchased by the day before your classes start each semester.

To get a quote or learn more about the tuition insurance, call GradGuard Customer Service at 1-866-724-4384 or visit their website at www.gradguard.com/tuition/american

Financial Aid Update

The Free Application for Federal Student Aid (FAFSA) is now available for the 2020–2021 year. File your FAFSA today and be sure to use the Data Retrieval Tool (DRT) to expedite the filing of your application.

Spring 2020 Payment Due Date

The spring 2020 payment is due January 6, 2020. Payment is due at the time of registration for students registering after January 5, 2020. If you are expecting any additional payment that does not reflect on your bill, please deduct that amount from the total due and only pay the difference. Examples include: additional financial aid (except work study), outside scholarships, outside alternative loans, and 529 payments.

One Card & Dining Services

- Fall 2019 Meal Plan will end on Saturday, December 14, 2019 with the conclusion of lunch.
- Unused Meal Swipes will not roll over to the next academic year and will not be refunded.
- Is your student graduating this semester? Encourage them to utilize their remaining Eaglebucks balances at the Campus Store for AU gear in commemoration of their time at AU!

The Meal Plan Portal is now open for students interested in enrolling, modifying, or requesting to cancel their meal plan enrollments for spring 2020.

- Meal Plan holders in the fall semester have automatically been enrolled in the same meal plan from the fall semester for spring.
- Students who are confirmed to be going abroad will have their spring 2020 enrollments automatically cancelled by One Card & Dining Services.
- Students registered for on-campus housing for spring 2020 will be default enrolled in a meal plan if:
 - First-year student and living on-campus will be default enrolled in the 175 Block meal plan.
 - Second-year student and living on-campus will be default enrolled in the 100 Block meal plan.
- The meal plan portal will remain open through **Tuesday, January 28, 2020, at 11:59 p.m. EST.**
- Meal Plan begins Sunday, January 12, 2020.
- Meal Plan ends Tuesday, May 5, 2020.

Student One Cards issued are utilized for the lifespan of a student's experience, barring any change in academic status, loss, or need for replacement due to damage. Encourage students to keep their One Card safe during the break, they will need it upon their return in the spring semester to avoid the \$20 replacement fee.

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).

Monthly Wellness Tip

Finals Week is underway! This is a good time to try and check in with your student a bit more than usual to see how they are handling the stress and balancing their health and wellness needs. Remember: a happy body = a happy brain! Here are some tips you could offer your student if you think they are struggling or needing some advice/support:

1. **Get enough sleep.** Pulling all-nighters to study for an exam might seem like a college right-of-passage or something that has minimal consequences if done infrequently. But the research is clear: even getting a few hours of sleep is better than none. Sleep helps students process, store, and retain what they learn through class and studying. Also, sleep deprivation can worsen symptoms of depression and anxiety, which can wreak havoc in an exam setting. If they're cramming for an exam, it's better to set a time limit, do as much as they can within that frame, and then get a few hours of sleep. At least that way they will retain some of what they crammed, as opposed to staying up all night trying to learn everything and remembering nothing.
2. **Eat healthy meals/snacks when they can.** Start the day off right with the most important meal of the day—breakfast. College students will perform better on exams if they aren't distracted by a rumbling belly that is crying to be fed. If they have a final later in the day, they should fuel their minds and bodies with a nutritious lunch or dinner.
3. **Take breaks.** Studying is tedious and draining. Scheduling in small breaks throughout the day will benefit a student by clearing their minds and getting time to take care of essential needs such as eating and using the restroom. Encourage them to get away from their laptops/desks every hour for at least 5-10 minutes to walk around, get some air, or refocus their eyes, and then to schedule in 2–3 longer breaks throughout the day to eat a full meal, chat with friends, go for a run, or take a nap. To ensure a continued and productive study day, limit the longer breaks to 30–60 minutes.
4. **Breathe.** As you probably know, anxiety decreases performance mainly because it interferes with our concentration. Research shows one of the quickest ways to reduce feeling anxious is to change your breathing. Remind students to do this: A few minutes before an exam, tune into your breath and slow it down by breathing deeply. Practicing some deep breathing right before an exam can drastically improve your mental state and have amazing benefits on performance.
5. **Keep things in perspective.** Students may see the outcome of their academic performance as an almost “life or death” situation, when in fact each grade is just a small part of their overall academic performance. Urge them to keep in mind that their future is not determined by their grades for one semester and to a large degree probably isn't going to be determined by their grades at all. Quality of life is enjoying what you're doing in the moment, rather than working really hard and suffering so that someday you might have a happy life. Research finds great benefits in the ability to stay in the present moment.

6. **Utilize campus resources.** Jacobs and Cassell Fitness Centers are great for students to take advantage of so they can let off some steam through exercise. The Health Promotion and Advocacy Center has a relaxation room open for free! Tons of offices have free coffee/tea available. And the Counseling Center has urgent care drop-in hours Mon–Fri from 2–4 p.m.

If all else fails and your student is in need of medical or mental health support after-hours, remember that the Collegiate Assistance Program or "Nurse Advice Line" is free and available 24/7 for all AU students (**1-855-678-8679**). They are staffed with Registered Nurses and Licensed Clinicians who can help students determine if they need to seek medical care, need legal or financial advice, or may need to talk to someone about everyday issues that can be overwhelming.

Health Insurance Waiver-Spring 2020

The health insurance waiver for the spring 2020 semester is now available. The deadline to submit a waiver is February 14, 2020. New students or students who were part-time in the fall will need to submit a waiver. Students who submitted waivers in the fall will not need to submit a new waiver.

For more information, please visit <https://www.american.edu/ocl/healthcenter/Health-Insurance-Waiver-Information.cfm>

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