



Student Services Update June 2018

Hello Eagle Families. To our new students and families joining us this academic year, welcome to American University. For our continuing students and families, we hope you are enjoying your summer and we look forward to seeing our students back on campus in August. June is a very busy month for our students. There are many important administrative tasks that we will ask them to manage before the start of classes this fall. Students are contacted about these tasks directly, but we wanted to ensure you were aware of them as well. Topics of importance for June are listed below with links to additional information.

AU System Upgrade: The university will be migrating to a new operating system this summer. Because of the complexity of this transition, **all online university systems will be inaccessible from 5:00 PM on Tuesday, July 3, until 8:00 AM on Monday, July 9.** This includes Student Finance, where students (and proxy) view and pay their bill.

Mental Health Reminder from the Counseling Center: The summer months are a good time to help prepare your student for the mental health needs they may have during the school year. The American University Counseling Center (AUCC) remains open in the summer for initial consultations for continuing students. Incoming students can meet with a clinician starting Welcome Week. For more information, please visit: <https://www.american.edu/ocl/counseling/FAQ-Students.cfm>

Health Insurance Requirement: Health insurance is required for all students in any of the following categories: full-time degree; resident; international students on an F1 or J1 visa.

Students will be automatically billed \$1,960 for the AU Student Health Insurance Plan. You may waive this charge if you provide proof of comparable coverage by completing an [online waiver](#) for fall 2018 by **September 14, 2018**. Students must waive the AU Student Health Insurance Plan every year they are enrolled at AU and in a category that requires coverage. Once a waiver is submitted, the health insurance charge will be removed from the account within 5 business days. Additional information on the AU Student Health Insurance Plan is available on the Health Insurance page: <https://www.american.edu/ocl/healthcenter/About-Student-Health-Insurance-Plan.cfm>

Immunization Requirement: The District of Columbia Immunization Law requires that **all students under the age of 26** provide proof of immunizations prior to attending classes at AU. Immunization records must be submitted on the AU immunization form. *Immunization records not submitted on the Mandatory Immunization Form will not be accepted.* The deadline to submit your immunization records is **July 15, 2018**.

For more information, please visit:

<https://www.american.edu/ocl/healthcenter/Immunization-FAQs.cfm>

Proxy access to Student Finance: Students may grant their parents, guardians, or other users access to make a payment and/or view their account activity. To protect the student's privacy, the Family Educational Rights and Privacy Act (FERPA) requires us to obtain student permission before sharing their educational records. For more information, please visit:

<https://www.american.edu/finance/studentaccounts/eagleservice.cfm>

Students may view the billing statement in Eagle Service on the student portal. Throughout the month of June, tuition and fees, financial aid, and housing and dining charges are posted to the bill. Students (and others granted proxy access) will be sent an email notification around July 1 when the billing statement is finalized.

The fall 2018 bill is due on August 1. Anticipated financial aid will show as pending on the bill. You may subtract any other anticipated aid—such as parent loans, outside scholarships, VA benefits, 529 plan payments, etc.—to determine what, if anything, is due by August 1, 2018.

Tuition Refund Insurance: AU will be working with a new partner this year, Allianz Global Assistance, to provide tuition refund insurance to our students.

Tuition insurance acts as an extension of the university's refund policy, reimbursing tuition payments, housing and meal fees, and other nonrefundable expenses if students withdraw for a covered reason at any time during the semester. Students must elect to participate in the plan before the first day of classes. For more information, please visit: https://gradguard.com/tuition-insurance/partners?refCode=american&tracking_codes=american,school_link

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