



Student Services Update June 2019

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.

What is AU Central?

AU Central is the one-stop student service center for student accounts, registration, and Veterans Services. AU Central counselors are cross-trained and are able to assist students and parents with their student services related questions. If we do not know the answer to your question, we will know who on campus does. We also work closely with the First Year Advisors to ensure that our new students have a smooth transition to AU and complete the necessary administrative tasks. We are located in Asbury 201, and no appointment is needed to meet with an adviser. We can also be reached at AUCentral@american.edu

Housing & Residence Life:

- **Summer Housing:** Is available to current American University students who are enrolled in summer classes, participating in a summer internship, or staying in D.C. with plans to return to AU during the fall semester. Full details are available on our [website](#).
- **Returning Students:** Wait List housing applications are still being accepted through the AU Housing Portal. Wait List space is limited and have been primarily in traditional style halls.
- **First-Year Housing Application:** We will continue to communicate with students primarily through their AU email account and encourage students to monitor this account regularly throughout the summer for important information. First-Year housing information can be found on our [website](#).
- **2019-2020 Housing License Agreement:** Is available on our [website](#) for the coming year. This document includes details about dates of occupancy, policies, procedures, cancellation details, dining plan requirements, and other important information for all applicants to review.

- **Cancellation Fees will Increase:** from \$1,000 to \$1,500 beginning June 4th. The cancellation schedule is also summarized on our [webpage](#).
- **Fall Move-In:** Details to help you plan and have a great fall move-in can be found on our [website](#) and will be updated throughout the summer.

One Card & Dining Services

- The Meal Plan Portal for fall 2019 enrollments and changes is now open through Tuesday, September 10th, 2019 at 11:59 pm (EDT).
- 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.
- For dietary/medical considerations, please complete the notification process with 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 Kay Spiritual Life Center by visiting this link (<https://www.american.edu/ocl/kay/Request-for-Religious-Accommodation.cfm>).

One Card for New Incoming Students

- The online photo submission deadline is Wednesday, July 31st at 11:59 pm (EDT). Complete this step as part of your student checklist to avoid the lines in August at the start of the semester.

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

Health Insurance Requirement

Health insurance is required for all students in any of the following categories: full-time degree; resident; or international students on an F-1 or J-1 visa

Students will be automatically billed \$1,890 for the AU Student Health Insurance Plan. You may waive this charge if you provide proof of comparable coverage by completing an online waiver. All students will receive an email from the university about the health insurance waiver/enrollment process once the waiver is available in June.

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 2019 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, 2019.

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 August 2019. More information will be updated this summer on our [website](#).

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 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.

The screenshot shows the homepage of the JustAsk.American.edu website. At the top left is the AU logo and the text "JUST ASK". Below this 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 (Eagle) and the text "Just Ask HOW CAN WE HELP?". Below the banner is a search bar with the placeholder text "Search for the answer to your questions regarding AU Services." and a magnifying glass icon. At the bottom, there are three service tiles: "Get Help" (with a person icon), "Browse Knowledge" (with a book icon), and "Request Something" (with a briefcase icon).

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