

PARENT

& FAMILY

RESOURCE

GUIDE

**FROM THE OFFICE OF PARENT AND FAMILY PROGRAMS
AT AUBURN UNIVERSITY™**

ABOUT
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The Office of Parent and Family Programs keeps you informed about campus news, dates to remember, resources to ensure your student's academic success, and exciting campus events.

CONTACT
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WEBSITE	auburn.edu/aupa
PHONE	(334) 844-1493
EMAIL	parent@auburn.edu
ADDRESS	255 Heisman Drive Student Center 3248 Auburn, AL 36849

ABOUT THE OFFICE OF PARENT AND FAMILY PROGRAMS

The Office of Parent and Family Programs is your one-stop-shop for all questions while your student is at Auburn University. Located in the Division of Student Affairs, Parent and Family Programs is the one office on campus designed specifically to serve you.

MEET THE STAFF:

Tess Gibson joined the Office of Parent and Family Programs as Coordinator in May 2014. Tess is a two-time alumna from Auburn University. She earned her Bachelor of Arts in Political Science with a concentration in Public Administration, and then completed her Masters in Administration of Higher Education. Prior to her time working with Parent and Family Programs, Tess served as a graduate assistant in both First Year Experience and Student Involvement.



AUBURN UNIVERSITY PARENTS' ASSOCIATION:

Participating in the Auburn University Parents' Association (AUPA) is an excellent way to stay connected as a part of the Auburn Family and support the education of your student. As a member, you will receive information regarding important dates, deadlines and events that are relevant to you and your student.

Through activities such as Home Sweet Auburn and Fall Family Weekend, the Parents' Association provides you with opportunities to meet Auburn administrators and faculty, socialize with other parents, and actively participate in the Auburn Family.

HOW TO JOIN:

- Online at www.auburn.edu/joinaupa.
- Email parent@auburn.edu.
- Parent and Family Programs guide within the free mobile application, Auburn Guides.

BENEFITS OF MEMBERSHIP:

- Joining the AUPA is free! Here are some of the benefits of membership:
- Access to the Auburn University Family Portal, customized to your needs and interests.
 - Access to dedicated AUPA Board representative.
 - Higher student retention from first to second year.
 - Increased 4-year student graduation rates.
 - Eligibility to serve on the AUPA Board of Directors.



ENGAGE WITH PARENT & FAMILY PROGRAMS

SOCIAL MEDIA:

The Office of Parent and Family Programs strives to provide families with current and relevant information to help your students' success. Follow Parent and Family Programs on social media to join fellow Auburn parents in the conversation of what matters to your student.

AUBURN GUIDES:

Auburn Guides is a free mobile application that brings Auburn to your fingertips. Within Auburn Guides, download the Parent and Family Programs guide for parent-specific tips, resources, and contacts.



FACEBOOK: facebook.com/AuburnParents



TWITTER: twitter.com/AuburnParents



LINKEDIN: Auburn University Parents' Association

Save the Date:

HOME SWEET AUBURN

Join the Office of Parent and Family Programs for Home Sweet Auburn, an event welcoming parents and students to Auburn University and the city of Auburn. Through collaboration with the Auburn Chamber of Commerce, Welcome Week, and the Student Government Association, Home Sweet Auburn will introduce you to all of the fantastic places to eat in town. Home Sweet Auburn will take place on Thursday, August 16, 2018 on the Campus Green, adjacent to the Auburn University Student Center.



FALL FAMILY
• AUPA •
WEEKEND
• SEPTEMBER 28-30, 2018 •
AUBURN UNIVERSITY

FALL FAMILY WEEKEND

This annual event serves as an opportunity for families to experience campus life while attending activities during Homecoming weekend. Fall Family Weekend will take place September 28 - 30, 2018. Registration begins on Monday, July 30, and will close on Sunday, September 23. Register online at www.auburn.edu/aupa.

In the past, events range from lunch with the Office of the Registrar and Jordan-Hare Stadium Locker Room tours to Tailgating with the Exploratory Advising Center. Last year, over 1,600 family members visited the plains for the AUPA Tailgate, making the largest tailgate on the plains!



INTERPRETING RESOURCES

How can you help your student succeed at Auburn?

SETTING EXPECTATIONS WITH YOUR STUDENT:



It is important to set expectations with your student each semester. This helps to proactively prevent any confusion. Key areas that are important to discuss are grades, schedule course load, and involvement opportunities. When setting expectations, keep the following things in mind:

- **Be realistic.** If your student was a B student in high school, it is not likely they will earn a 4.0 each semester – especially their first semester.
- **Be adventurous.** This is important when thinking of extracurricular activities. Auburn has over 500 student organizations; encourage your student to try something new!
- **Be consistent.** Get in the routine of setting expectations each semester. This should become a consistent process for you and your student.

I LOVE YOU; GO TO CLASS.

This one is simple. End every conversation with, "I love you; go to class." One of the key factors of student success is whether or not they are regularly attending class. This simple phrase serves as a gentle reminder of the importance of attending class. It may sound silly, but each year we have parents let us know that they use this little trick, and it makes a huge difference!

COLLEGE CONTRACT FAMILY COMMITMENT:



Attending college is a tremendous privilege, but there is also significant responsibility and financial obligation. It is important that all parties involved clearly understand their obligations. This college contract outlines the responsibilities that both students and parents (or guardians) have to ensure that expectations for the upcoming semester are met. Please use the page to the right as a sample college contract.

HOW ARE YOU GOING TO HANDLE THAT?

As a parent, it is so easy to swoop in and save the day. Now that your student is in college, it is time to perform the tough task of letting your student start to figure things out on their own. Development and maturity comes from thinking critically to solve problems.

Rather than solving the problem for them, it is important to ask questions that are supportive and encourage them to find a solution. A great thing to say is, "*How are you going to handle that?*" Through asking this open-ended question, your student is encouraged to have an open dialogue with you to discuss options of how to solve the situation. Your student will grow from learning how to handle problems on their own. When your daughter's roommate borrows her favorite sweater without asking, or when your son forgets that he has a paper due tomorrow morning, they will learn valuable problem-solving skills.



COMPLETE THIS SECTION PRIOR TO THE BEGINNING OF EACH SEMESTER.

Date: _____

Semester: Fall / Spring / Summer
(CIRCLE)

As a student, I _____ understand that my focus should be on my college career. To further my education, I will:
(STUDENT NAME)

- Complete _____ hours of college credit in my plan of study.
- Earn a _____ grade point average.
- Participate in _____ extracurricular activities.

As a parent or guardian, I _____ have the opportunity to contribute to my student's education. To participate, I will:
(PARENT OR GUARDIAN NAME)

- Contribute \$ _____ this semester toward the cost of college.

(STUDENT SIGNATURE)

(PARENT OR GUARDIAN SIGNATURE)

(PARENT OR GUARDIAN SIGNATURE)



COMPLETE THIS SECTION AT THE END OF EACH SEMESTER.

Date: _____

Semester: Fall / Spring / Summer
(CIRCLE)

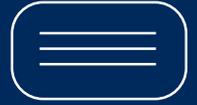
This semester, the following was completed:

- _____ hours of college credit in my plan of study were completed.
 - _____ grade point average was earned.
 - _____ was the number of extracurricular activities in which I participated.
- Those activities were: _____

CONGRATULATIONS!
NOW YOU ARE READY TO PREPARE ANOTHER CONTRACT FOR NEXT SEMESTER!

Homework for Parents

Being the parent of a college student is not an easy task. Below is a homework assignment that will help prepare both you and your student for a smooth transition and a successful year ahead!



* Instructions on all homework assignments and extra credit opportunities can be found at auburn.edu/aupa.

1. JOIN THE AUBURN UNIVERSITY PARENTS' ASSOCIATION (AUPA).

The AUPA is a great way to stay up-to-date with what is going on at Auburn. By joining you will have access to the Family Portal that will customize relevant Auburn information to fit your needs and interests.

2. COMPLETE THE COLLEGE CONTRACT WITH YOUR STUDENT.

Take time to have a discussion with your student about what is expected next year. Then, mutually sign the agreement before the fall semester begins.

3. FILL OUT THE SEMESTER BUDGET WORKSHEET.

Know exactly where the money is going each semester. Plan out how much your student should spend and save. After the first semester, you can readjust based on the numbers.

4. CONNECT TO YOUR STUDENT IN THE FAMILY PORTAL

Connect to your Auburn University student in the brand-new Family Portal. Through this connection, you can access grades, schedule, bills, and more! To request a connection, visit familyportal.auburn.edu and create an account. Once created, click the graduation cap in the top right corner to initiate the request. Remember – your student must be registered for classes in order to create a connection.

5. UPDATE EMERGENCY CONTACT INFORMATION.

Encourage your student to fill out contact information should an emergency ever occur. To update information, your student can fill out the My Contacts form within the Campus Life tab of AU Access.

6. BECOME AN AUTHORIZED USER ON YOUR STUDENT'S EBILL ACCOUNT.

Though the Family Portal will allow for you to view your student's financial information, becoming an eBill Authorized User will allow for you to pay bills. Your student can add you as an authorized user through AU Access.

7. ATTEND HOME SWEET AUBURN.

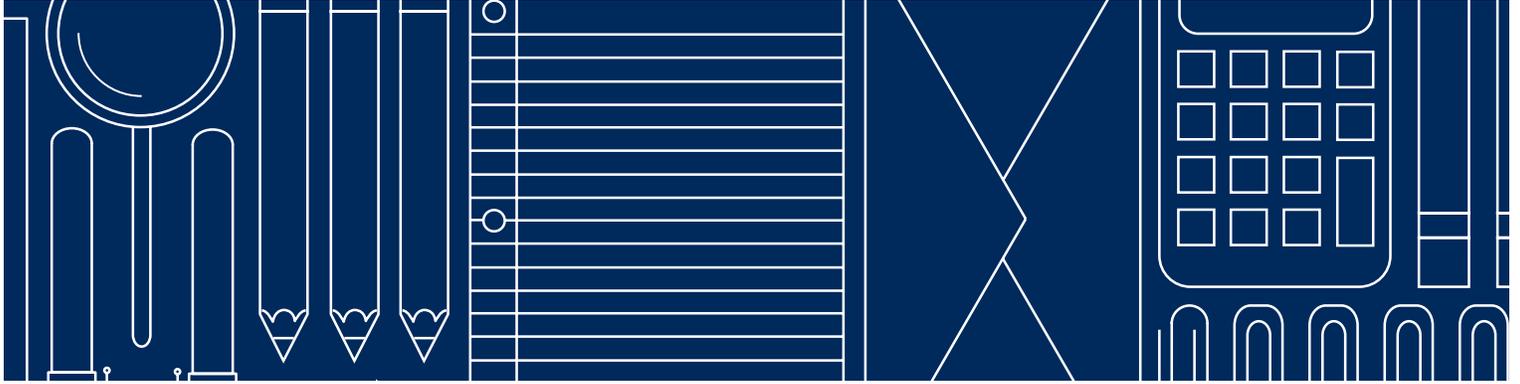
Home Sweet Auburn is the perfect last hoorah for you and your student to be together before they begin classes this fall. The event will follow move-in on August 16.

8. PLAN A TRIP FOR FALL FAMILY WEEKEND.

Mark your calendar for September 28-30 for a weekend of fun events and a tailgate three hours prior to the Southern Miss football game.



Extra Credit: Like the Auburn University Parents' Association on Facebook, Twitter, and LinkedIn.



HOMESICKNESS:

Homesickness is experiencing a longing for home during a period of absence. This is a feeling that your student may face during college. For many students, this is the first time they have been away from home for an extended period of time, and it is very common to miss family and friends from back home. If you think your student is homesick, encourage him or her to seek involvement opportunities. Joining an organization, attending University Program Council events, or even talking to a neighbor in class is a great way to meet fellow students. It is amazing what making a few friends will do to help distract your student from missing home.

Also consider sending a thoughtful care package to let your student know that you miss them as well. Providing a little piece of home can help ease the sadness.

We know that you love to have your student home, but returning home can often prolong homesickness. If you feel as though your student is coming home too often, set a schedule with your student for trips. If they come home on an off weekend during football in the beginning of the semester, challenge them to stay at school until the next away game, or Thanksgiving break. After all, your student has to be on campus in order to meet friends and find opportunities for involvement.

If your student doesn't seem homesick, don't worry! The transition from high school to college is a huge one, and there is a lot on your student's plate. Your son or daughter may be more focused on acclimating to this new life rather than missing home – which is completely fine.

SHARE RESOURCES:

This tip piggybacks on asking *"How are you going to handle that?"* As a parent, you may be more concerned with resources on campus than your student is. Exploring campus resources as a parent is great and helps connect you to the university. When it is mid-semester and your daughter has her first big history exam, tell her about opportunities such as Study Partners and Supplemental Instruction rather than signing her up and telling her that she is going. Auburn has numerous resources to help your student succeed, but your student has to want to utilize these resources in order for them to help.

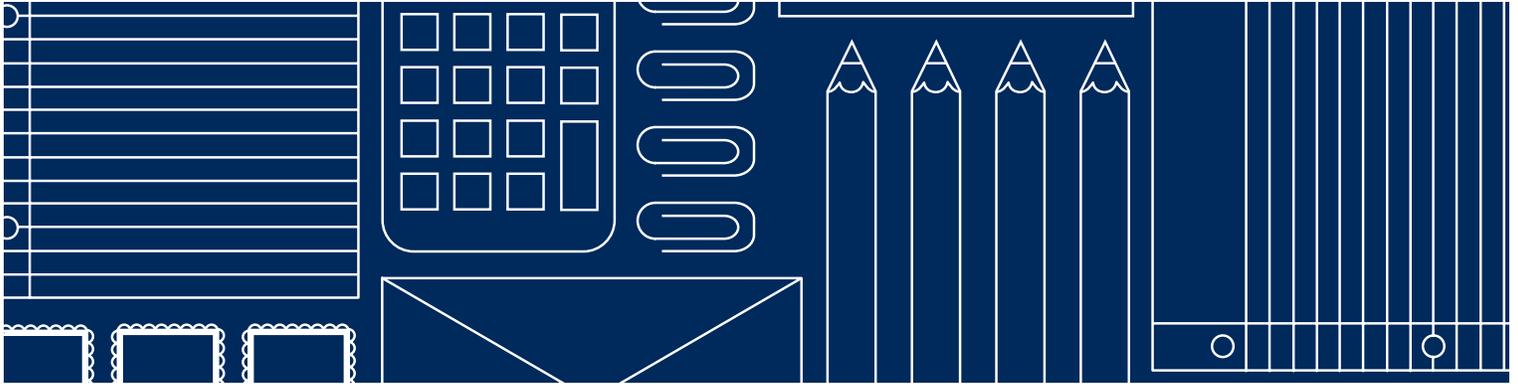
It is always best for communication with professors to be with students and not with parents. If your student is facing difficulties in class, encourage them to visit their professor's office hours, which are listed on the course syllabus.

COMMUNICATION TIMELINE:



At certain points in the year, there will be issues on the forefront of your student's mind. August is all about transition. Whether your student is a freshman or senior, each year is a new one, and everyone gets the chance to start over with a new academic year. During November, your student may be getting burned out. Talk about things in their classes that are exciting them and ask about how they are preparing for final exams. February and March revolve around finding a place to live for the upcoming year. Discuss whether or not your student wants to live on campus or off, alone or with roommates, etc.

Regardless of the conversations, always ask open-ended questions. Questions that require a yes or no answer are going to get a yes or no answer. For better conversations, ask about things that are going on in their lives and on campus to give you more common ground to talk.



NEWFOUND FREEDOM:

For the first time in your student's lives, they are completely on their own. This can be overwhelming for some students and terrifying for most parents. Decisions that you have helped your student make their entire lives are now up to them. Your student is now deciding what they are going to eat and when, what their sleep schedule will be, and how much time they are spending watching television. As they adjust to their newfound freedom and schedule, be flexible.

We now live in an age of technology at our fingertips. It is easy to pick up the phone and call your student or send a quick text at any time during the day. Know that as your student is adjusting to their schedule, they will find times in their day that are not as good as others for catching up. After the first few weeks of school, talk to your student about ideal times to call during the week. Setting this schedule early on will help both you and your student have consistency in your communication, as well as keep you from calling during the middle of class.

It is completely fine to give your suggestions, but know that trust is a must, and your student will soon figure out what works best for them. When your student comes home for the first time, they are likely going to try to live the same way they do at college (not doing dishes, not having a curfew, not having a set time to be up in the mornings, etc.). If there are important rules in your home, make certain you remind your student about them before they return home for a visit.

BUILDING A TRUSTING RELATIONSHIP:

With students having a newfound freedom, building a trusting relationship can be difficult at first. Know that having trust as the foundation for your relationship, on both sides, is critical in having a positive college experience. Your student is much more likely to be open and honest with you if you support and trust their decisions.

EXPECT CHANGE:

It is inevitable. Your student will change while they are in college. As a parent, your role in this process is to help them to the best of your ability. College years are formative years. Although it may be drastic or minimal, your child is gaining a larger perspective in a mature environment that will stretch them. Anticipating these ahead of time will help both you and your student as these changes begin to take place.

TRUST YOUR GUT:

As a parent, you have known your student longer than anyone else. If you have a gut feeling that something is wrong, don't ignore that feeling. When you check in with your son or daughter and something big seems wrong, please call our office. We can direct you to resources that can help.



ACADEMICS

STUDENT COURSE LOAD AND SCHEDULE:



The typical student course load is 15 credit hours. For your student to graduate on time, it is important that they are taking 15 hours every semester. If a student falls below 12 credit hours, it can affect their status with financial aid, loans, and eligibility to serve in organization leadership positions.

The maximum number of credit hours that students may take in one semester is 18 credit hours. Because you want your student to graduate in four years, it is important to consider these limitations and have a conversation about how many hours your student is able to take per semester in order to graduate in a timely manner. Also keep in mind there will be no charge for credit hours exceeding 12 hours.

STUDENT CLASSIFICATION:

Freshman	30 or fewer semester hours
Sophomore	31 – 60 semester hours
Junior	61 – 90 semester hours
Senior	91 or more semester hours

Classification is important when registering for classes as well as for scholarship consideration. The classification may determine whether your student is eligible to take needed classes.

COURSE SYLLABUS:

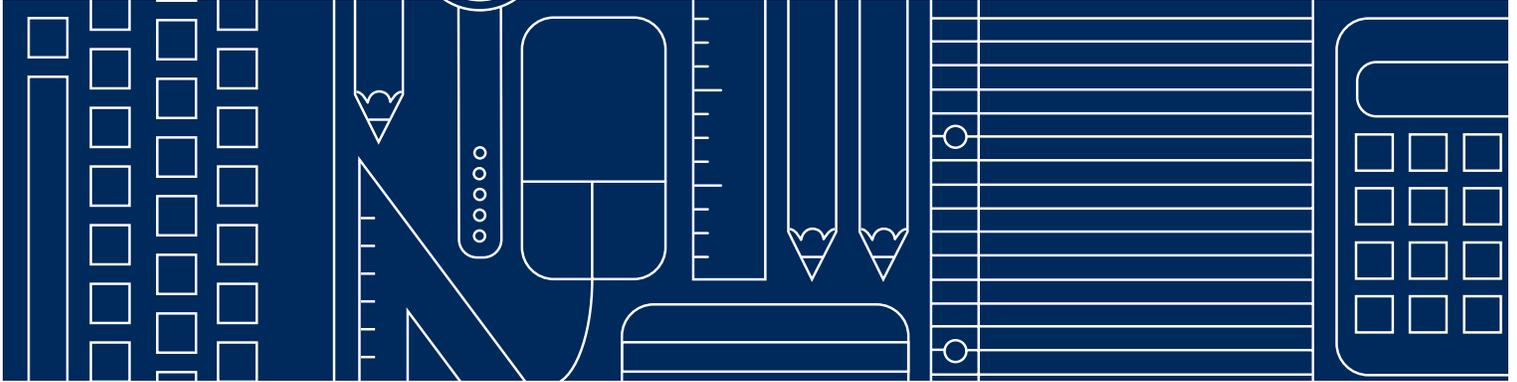
In every class, your student will receive a syllabus, which outlines the entire class for your student. The class attendance policy, required textbooks, and assignments are located on the syllabus. Talk to your student at the beginning of each semester about the courses that they are taking. Encourage them to plan out their classes by mapping out assignments. Not only will this help teach your student time management, it will also show them when busier times in the semester will be so they can plan accordingly.

CLASS ATTENDANCE POLICY:

One of the most important factors in academic success is attending class and ensuring that your student is mentally present while there. Attending a class and browsing the internet the entire time is the same as not attending the class at all. Not only is it crucial to make this habit early on, your student's grade depends on it.

Individual attendance policies are left to the discretion of the professor and are clearly listed in each course syllabus. Students who fail to comply with course attendance policy risk earning an "F" in a course, or it can be classified as an "FA" on their academic transcript, which means failure to attend.

Though attending class is the foundation of academic success, unforeseen circumstances may arise. If this happens, remind your student to contact his or her professors as soon as possible.



HOW TO CALCULATE GPA:

Your student's grade point average, or GPA, is their cumulative grade average. Auburn University uses a 4.0 grading scale. The following grades and the quality hours associated with them are used for determining the grade point average. In order to determine student's GPA, multiply the grade quality points by course hours; then divide by the total number of hours.

- A** (*superior*) equals 4.0
- B** (*good*) equals 3.0
- C** (*acceptable*) equals 2.0
- D** (*passing*) equals 1.0 (*D is failing for graduate students*)
- F** (*failure*) equals 0.0
- FA** (*failure/absences*) equals 0.0
- WF** (*withdrawn failing*) equals 0.0

COURSE ADD POLICY:

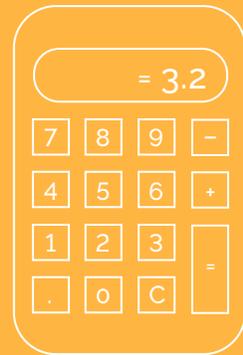
Within the first five days of classes each fall and spring semester, your student can add themselves to a course through AU Access. After the fifth class day, if your student wishes to add a course, he or she needs to go directly to the academic department to register for that request.

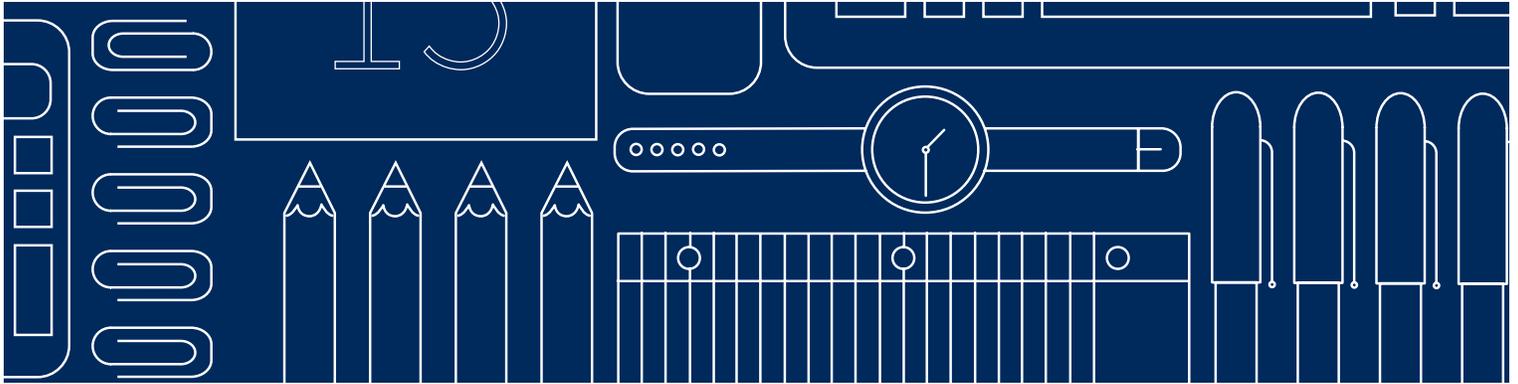
The university allows each department the ability to add students to courses though the 15th day of classes. As a practical matter, if a student wishes to add a course, it is strongly recommended that he or she do so no later than the first day of the semester.

SAMPLE GRADE REPORT:

COURSE	HOURS	GRADE	QUALITY POINTS
Biology 1020	4	A (4 points)	16 (4 x 4 = 16)
English 1100	3	B (3 points)	9 (3 x 3 = 9)
History 1010	3	A (4 points)	12 (3 x 4 = 12)
Math 1610	4	C (2 points)	8 (4 x 2 = 8)
UNIV1050: <i>Success Strategies</i>	1	B (3 points)	3 (1 x 3 = 3)
	15 Hours		48 Quality Points

48 Quality Points divided by 15 Credit Hours = 3.2 GPA





DROP POLICY:

In the university's academic calendar, three periods of each fall and spring semester are noted:

- Within the first 15 days of the semester your student may drop a course online, receive a refund if necessary, and the course will not become part of the student's permanent transcript. Note that a \$100 fee may be charged for each course dropped on the 6th - 15th days of class.
- Between the 16th day of the semester and the 36th class day, your student may drop the course online, but cannot receive a refund and the course will be recorded on your student's permanent transcript as withdrawn.
- After the 36th class day, your son or daughter may not drop a course except in cases of extremely unusual circumstances (chronic illness, death in the immediate family, etc.), in which documentation is required. If permission to drop is granted, a grade of "W" or "WF" will be recorded on the permanent transcript.

For summer semesters the academic calendar is modified.

WITHDRAWAL POLICY:

No grade penalty is assigned for withdrawing from a course on or before the 36th class day. A student who withdraws from a course prior to the 15th class day will have no grade assignment; however after the first 15 days a "W" (withdrawn passing) grade will be recorded for the course.

A "WF" (withdrawal failing) occurs if your student officially dropped a course with the permission of their dean, but is failing at the time of withdrawal. If a "WF" is recorded, it is considered the same as an "F" and will be calculated as such.

ACADEMIC WARNING AND SUSPENSION:



You may know this policy as "Academic Probation," but at Auburn, Academic Warning occurs when a student's cumulative GPA falls below a 2.0. If your student is placed on Academic Warning, they must do one of two things in order to avoid Academic Suspension. Your student must earn a semester GPA of 2.2 or higher, or earn a cumulative GPA based on the table below:

If your student has earned this amount of credit hours...	...he or she must meet or exceed this cumulative GPA in order to avoid suspension.
0 - 30.999 (freshman)	1.50
31 - 60.999 (sophomore)	1.80
61 - 90.999 (junior)	1.90
91 or more	1.97

If your student is unable to meet the requirements of this scale, he or she is placed on Academic Suspension. During this time, your student may not be enrolled at the university for a minimum of one semester, not including the summer semester. If your student is placed on Academic Suspension for a second time, they must wait two semesters to re-enroll. A student who receives a third Academic Suspension will be expelled from Auburn.



STUDENT POLICIES



STUDENT POLICY EHANDBOOK:

During your student's time at Auburn, it is important to be familiar with the eHandbook and the policies that it outlines. You can view the eHandbook at www.auburn.edu/policies. Below are a few of the policies that you may want to be familiar with:

ACADEMIC HONESTY CODE:

At Auburn, we value honesty and integrity in all students. It is important to understand the Academic Honesty Code in order to ensure that your student never violates this policy. To review policies listed in the honesty code, please visit www.auburn.edu/studentpolicies.



STUDENT CONDUCT:

Auburn University Student Center, Suite 3231
255 Heisman Drive
www.auburn.edu/studentconduct
(334) 844-1305



The Office of Student Conduct is responsible for the administration of the Code of Student Conduct and provides a fair and educational student conduct process for students and student organizations. The Office of Student Conduct educates the Auburn University community about student's responsibilities, rights, and expectations. Additionally, Dean's Certification, or disciplinary clearance requests, are processed and completed by the Office of Student Conduct.

The most common violation of the Code of Student Discipline relates to the underage consumption/possession of an alcoholic beverage or public intoxication. Students found responsible for violating the alcohol policy may be required to participate in Tiger Education Screening Intervention (TESI), an Auburn University sponsored alcohol education program. Students could also be assigned community service or disciplinary probation. Students who are found in violation of the alcohol policy at an Auburn University athletic event will be

removed from the event and may face the loss of student ticket privileges in addition to the above sanctions.

When students under the age of 21 are found responsible either for an alcohol or drug violation of the Code of Student Conduct, the Office of Student Conduct will notify parents/guardians in writing. The letter will contain information regarding the violation of the code that occurred.

Should your student be referred to Student Conduct, your best role is to serve as a support system and encourage them to take an active role in resolving the issue. Your student can be instrumental in improving the Auburn experience for all students by reporting inappropriate conduct. Parental involvement and support greatly increases the likelihood of a student reporting concerns to Student Conduct.

The Office of Student Conduct sponsors the campus-wide Be The Creed campaign. The campaign utilizes the existing Auburn Creed to promote good decision making, honesty, and respect among Auburn students. Students are able to actively participate in the campaign by applying to be a Creed Ambassador. Dr. George Petrie wrote the Creed, the Auburn family believes in the Creed, and we want all students to live the Creed.



ACADEMIC SERVICES

OFFICE OF THE REGISTRAR:

Langdon Hall Basement
152 S. College Street
www.auburn.edu/registrar
(334) 844-2544

The Office of the Registrar assists students with a myriad of academic issues including registration, maintaining academic records, and verifying transcripts.

Services offered through the Office of the Registrar:

- Addresses registration concerns for adding and dropping classes
- Administers letters of verification and enrollment certification
- Confers degrees and issues Auburn University Diplomas
- Determines graduation status of students
- Establishes and assigns registration time tickets
- Evaluates transfer credit
- Grants and processes all documentation regarding in-state residency
- Houses and generates official transcripts
- Informs students of their academic standing and processes academic appeals
- Offers Advance Placement (AP), International Baccalaureate (IB), and College Level Examination Program (CLEP) information
- Oversees the final exam schedule, AU Bulletin, and Degree Works
- Processes readmissions
- Provides letters of verification and enrollment certification
- Serves as a point of contact for students to update information changes such as name, address, and points of contact
- Withdrawal and resignation information

RALPH BROWN DRAUGHON LIBRARY:

231 Mell Street
www.lib.auburn.edu
(334) 844-1738

Commonly referred to as "RBD," the Ralph Brown Draughon Library contains over 3.2 million volumes, 2.6 million government documents, 2.5 million microforms, and over 148,000 maps for students to utilize. The library is home to Academic Support, a Media and Digital Resource Laboratory, Special Collections and Archives, Miller Writing Center, and the Learning Commons. Library hours are extremely flexible to meet the needs of students and their schedules.

MILLER WRITING CENTER:

Ralph Brown Draughon Library, 2nd Floor
231 Mell Street
*Additional locations listed at the website below
www.auburn.edu/writingcenter
(334) 844-7475



The Miller Writing Center, a component of the Office of University Writing, offers free, one-on-one consultations for all students. The highly trained staff of undergraduate and graduate peer tutors can help students at any point in their writing process. Students can bring in a variety of assignments including, but not limited to: essays, research papers, lab reports, presentations, and cover letters. The Writing Center helps students' writing skills, regardless of their major.

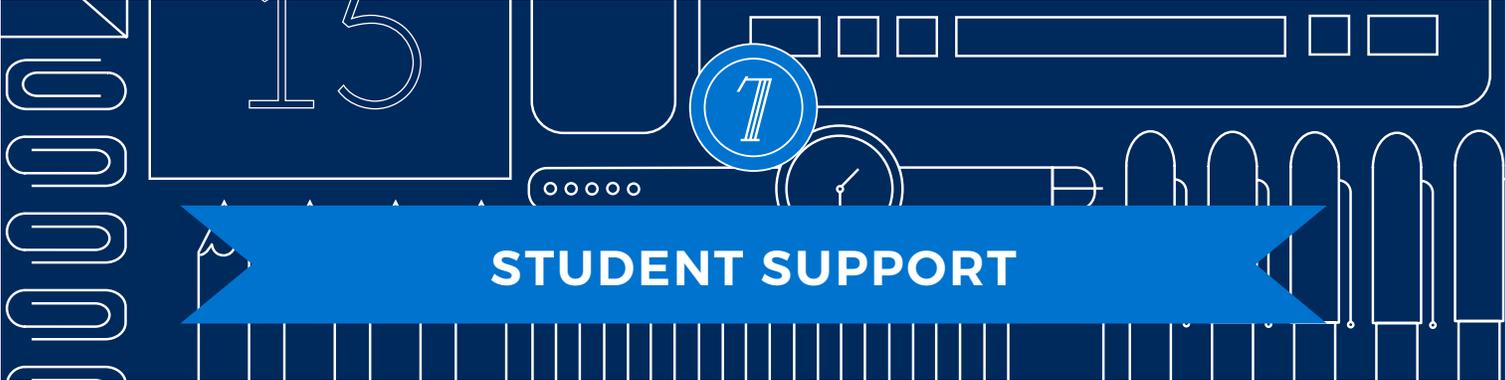
ACADEMIC SUPPORT:

0176B Ralph Brown Draughon Library
321 Mell Street
www.auburn.edu/academicsupport
(334) 844-5972

Academic Support is an office dedicated to helping students refine and strengthen the academic skills necessary for success at Auburn University. The goal of Academic Support is not only to help students pass their classes, but to assist them in becoming independent learners. The strategies that students gain by using their services will enhance their learning in and out of the classroom during their time at Auburn and beyond.

Their services include:

- Study Partners – free, one-on-one peer tutoring
- Supplemental Instruction (SI) – directed course specific study groups
- Academic Coaching – individual sessions to help students with specific academic skills
- Study Smart – a non-credit class for students on academic suspension.



STUDENT SUPPORT

AUBURN CARES

Auburn University Student Center, Suite 3231
255 Heisman Drive
www.auburn.edu/studentadvocacy
(334) 844-1305

Many students experience difficulties during college from either academic or personal causes. Common stressors include medical, mental health, personal or family crisis, illness, or injury. These life events can interfere with a student's ability to attain their goals, both inside and outside the classroom.

Auburn Cares works collaboratively with students to identify resources and develop personal action plans. Services offered include, but are not limited to: navigating campus and community resources, exploration of and referral for mental health concerns, coordination and follow-up during and after an illness or injury, financial hardship assistance, problem resolution, and crisis management. The Auburn Cares office also operates the Campus Food Pantry, which assists students struggling with food insecurity.

STUDENT COUNSELING SERVICES

Auburn University Medical Clinic, Suite 2086
400 Lem Morrison Drive
www.auburn.edu/scs
(334) 844-5123



Student Counseling Services (SCS) provides comprehensive preventative and clinical mental health services to Auburn students. All enrolled Auburn University students are eligible for free psychological counseling. Psychiatric services are available on a limited basis and may require utilization of your family or student's health insurance. Both the counseling and psychiatric services of SCS are intended to provide short-term assistance to students dealing with personal, mental health, and educational concerns that may be barriers to their academic progress.

OFFICE OF ACCESSIBILITY

1228 Haley Center
351 W. Thach Concourse
accessibility.auburn.edu
(334) 844-2096

The Office of Accessibility provides academic accommodations to students with disabilities. In order to receive special accommodations, the student must initiate and participate in the process of applying for and receiving accommodations.

This process begins with your student completing our online intake and FERPA forms which can be found in AU Access on the My Academics Tab > Academic Accommodations and Accessibility > Begin the Process for Accommodations. The next step is submitting disability documentation for our office to review. Once this occurs, we will email your student's Tigermail account and request an appointment to establish accommodations. Any questions you may have in the meantime, please do not hesitate to contact our office at (334) 844-2096 or visit the Office of Accessibility website.

VETERANS RESOURCE CENTER

217 Foy Hall
282 W. Thach Avenue
www.auburn.edu/veterans
(334) 844-8167

The mission of the Auburn University Veterans Resource Center (AUVRC) is to assist veterans, guardsmen, reservists, active duty, military dependents and survivors, who receive Veteran Affairs (VA) educational benefits, to transition successfully into both campus and community

The AUVRC devotes timely and comprehensive support and a range of services for current and former military service members, including eligible military dependents, by collaborating with VA representatives, the AU community, and civilian-advocate organizations.



CAMPUS LIFE

OFFICE OF STUDENT INVOLVEMENT

Auburn University Student Center, Suite 3130
255 Heisman Drive
www.auburn.edu/involve
(334) 844-4788

The Service branch provides opportunities for students to serve the local. In this area your student will find programs like AU Dance Marathon, Alternative Student Breaks, IMPACT, The Big Event and many more.

The Student Organizations branch is home to more than 400 student-run organizations on campus. These organizations range from honors and academic groups to special interests to cultural groups. If there is an organization that we don't offer, then your student can start that group on campus.

The Student Governance branch is home to the Student Government Association (SGA). SGA is also constantly working with administrators on campus to ensure that the students' needs are being met while also providing fun programming activities for all students. SGA implemented a feedback system called Auburn Answers that students can submit their concerns through regarding anything on campus; a student serving in SGA will relay that concern to an administrator and work to resolve the problem.

The Student Programming branch houses University Program Council, known around campus as UPC. UPC is a student-led programming board that works to bring a variety of events to campus for students to enjoy. All UPC events are free to students.

Students can find a full listing of organizations by logging on to www.auburn.edu/auinvolve.

OFFICE OF GREEK LIFE

Auburn University Student Center, Suite 1115
255 Heisman Drive
www.auburn.edu/greeklife
(334) 844-4600



The Office of Greek Life is home to 53 fraternity and sorority chapters that are all nationally recognized as members of the Interfraternity Council (IFC), Multicultural Greek Council (MGC), National Pan-Hellenic Council (NPHC), and National Panhellenic Council (Panhellenic). Over one-third of Auburn's undergraduates are members of these groups.

Auburn University has a strict no-hazing policy. If your student joins an organization and you feel like hazing is happening, please contact the Office of Greek Life to make a confidential report. The more information you are able to provide, the better prepared Greek Life will be to initiate an investigation and make students safer.

STUDENT LEADERSHIP PROGRAMS

Auburn University Student Center, Suite 3130
255 Heisman Drive
emerge.auburn.edu
(334) 844-4233

Student Leadership Programs is home to Emerge at Auburn University. Emerge is a dynamic leadership program aimed at helping Auburn students develop the leadership skills to lead on campus, in the community, and in their future career field. In its first year, Emerge was home to over 1,000 freshman students.

CROSS CULTURAL CENTER FOR EXCELLENCE

Auburn University Student Center Suite 1330
255 Heisman Drive
www.auburn.edu/diversity
(334) 844-2976

The Cross-Cultural Center is here to help facilitate an inclusive learning experience and provide multiple support services, for current and prospective underrepresented students, at Auburn University. The Cross-Cultural Center will promote student growth and engagement by providing programming, advocacy, dialogue, academic support, and mentoring to build collaborative and inclusive relationships; while establishing diversity as a core value at Auburn University.

MONEY MATTERS

STUDENT FINANCIAL SERVICES

203 Mary Martin Hall
211 West Thach Avenue
www.auburn.edu/finaid
(334) 844-4634

Student Financial Services is home to Financial Aid, Cashiering, Billing, and Account Services. Students may view their Financial Aid requirements and awards on their My Finances page of AU Access. To provide parent access to student's financial matters, students must complete the Financial Release Form on their My Finances page of AU Access. In addition to filling out the financial release form, students must make parents or family members an authorized user through eBill to give them access to their billing. It is important to have this conversation with your student prior to the first billing cycle, so you have a clear understanding of who will be making payments on the account.

eBill is the hub to all student bills at Auburn. This includes tuition and mandatory fees, dining plan, residence hall, parking tickets and other miscellaneous charges.



BUDGETING

Knowing how to budget for students college expenses is one of the most important aspects of sending your child to school. To view sample semester budgets, or to create your own, visit www.auburn.edu/aupa. Budgets can be found under the "Money Matters" tab within "Helping You."

OFFICE OF UNIVERSITY SCHOLARSHIPS

108 Mary Martin Hall
www.auburn.edu/scholarship
(334) 844-7570

Finding and applying for scholarships can be hard work. With the Auburn University Scholarship Opportunity Manager (AUSOM), it is much easier. Students can search and apply for scholarships, accept available offers, and more.

Current Auburn must complete the scholarship application through AUSOM each year by the scholarship deadline to receive consideration for General and Departmental Scholarships for the upcoming academic year. To receive consideration for need-based scholarships each year, students must complete the Free Application for Federal Student Aid (FAFSA) at fafsa.ed.gov. The FAFSA must be received by the financial aid priority deadline.

Students can find AUSOM on My Finances within AU Access. Additional information about AUSOM, including application completion and submission information, may be found on the Office of University Scholarship's website at auburn.edu/ausom.

BANKING

Something that often falls through the cracks when sending your student to college is discussing who will handle the money. Your student needs access to a bank where they can make transactions, deposit and withdraw cash, and write checks if they plan on living somewhere with rent or split bills. A trick to finding the right bank is finding one that the student and parent both have access. It helps to have a physical bank location in the student's hometown, as well as Auburn.

Semester Budget WORKSHEET

	ITEMS	SEMESTER
STUDENT FUNDING	Allowance from Parents	
	Scholarships/Grants	
	Financial Aid	
	Total Student Income/Funding	
UNIVERSITY EXPENSES	Tuition/Fees	
	Books/Supplies	
	Total University Expenses	
FOOD	Dining Plan	
	Meals (Off-Campus)	
	Groceries	
	Total Food Expenses	
HOUSING	On/Off-Campus Housing	
	Household Goods (cleaning supplies, etc.)	
	Renters' Insurance	
	Total Housing Expenses	
UTILITIES	Electricity	
	Other Utilities (water, garbage, etc.)	
	Cable/Internet	
	Total Utilities	
AUTOMOBILE	Payment	
	Insurance	
	Gas	
	Maintenance	
	Total Automobile	
INVOLVEMENT	Greek Life (dues, fees)	
	Student Organization Fees	
	Membership Fees	
	Total Involvement Expenses	
HEALTH	Insurance	
	Doctor Visits	
	Prescriptions	
	Total Health Expenses	
MISCELLANEOUS	Cell Phone	
	Entertainment	
	Personal Care	
	Clothing	
	Laundry	
	Furnishings	
	Other	
	Total Miscellaneous Expenses	

GRAND TOTAL



HEALTH AND SAFETY

HEALTH PROMOTION AND WELLNESS SERVICES

Auburn University Student Center, Suite 1206
255 Heisman Drive
www.auburn.edu/healthandwellness
(334) 844-1528

Health Promotion and Wellness Services offers several resources for students abusing drugs and alcohol. Not only does this office provide information regarding drugs or alcohol, it also provides resources for those in recovery from addictions. Alcoholics and Narcotics Anonymous meetings, as well as Self-Management and Recovery Training groups, can offer that support.

The office has two Registered Dietitian/Nutritionists and a host of undergraduate Nutrition Team members on our staff to help with your student's nutrition needs. Nutrition services for students include individual consultations, grocery store tours, dining hall tours, and group presentations. The Nutrition Team dietitians will spend time with your student to discuss goals and potential barriers to accomplishing those goals.

If you fear your student has experienced sexual violence, stalking, harassment, or other sexual misconduct situations, refer them to Safe Harbor. Safe Harbor is a group of on-campus advocates who work directly with your student to provide support and information on survivor resources.

AUBURN UNIVERSITY STUDENT HEALTH INSURANCE

The Auburn University Student Insurance Plan is offered through United Healthcare, and offers lower out-of-pocket rates on prescriptions and doctor visits at the Student Pharmacy. Before sending your student to Auburn, check with your current insurance provider and see if enrolling your student in the student insurance plan is a better option. For more information regarding Auburn's United Healthcare Insurance plan, visit www.uhcsr.com, and select "Find My School's Plan."

AUBURN UNIVERSITY MEDICAL CLINIC

400 Lem Morrison Drive
www.auburn.edu/medical
(334) 844-4416



The Auburn University Medical Clinic is the on-campus clinic for primary, preventative and urgent health care. The available on-site services include lab work, X-rays, chiropractic care, minor procedures, mental health, and women's health. The Medical Clinic is available for appointments or walk-ins, and services are provided on a fee-for-service basis. Contact your insurance company to verify coverage for your student.

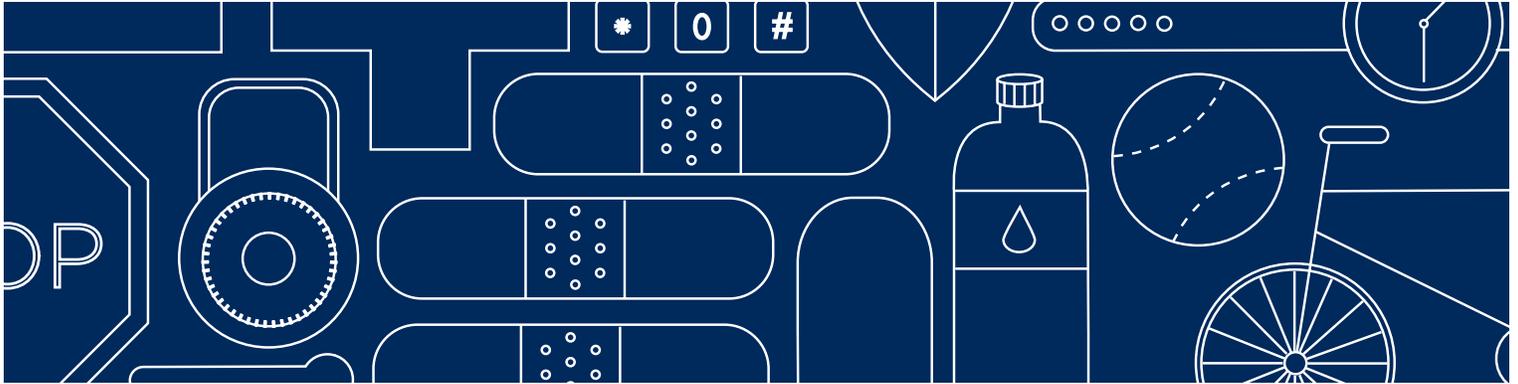
Students have 30 days from orientation to submit the REQUIRED Medical Information Forms. Please visit our website, www.auburn.edu/medical, and click on the "Forms and Records" tab for more information regarding the Medical Information Form. Students should notify the Medical Clinic of any chronic health conditions in order to provide the best possible care.

AA/EEO AND TITLE IX OFFICE

317 James E. Foy Hall
www.auburn.edu/titleix
(334) 844-4794

Auburn University's Office of Affirmative Action/Equal Employment Opportunity (AA/EEO) & Title IX is responsible for enforcing the University's Policies Prohibiting Discrimination and Harassment based on protected class status by investigating and resolving reports of policy violations.

Students and other members of the campus community can report incidents of harassment -- including sexual assault, stalking, and relationship violence -- any time at <http://bit.ly/aureport>, by emailing eeo@auburn.edu, or by talking with professional staff by calling (334) 844-4794.



AUBURN UNIVERSITY STUDENT PHARMACY

400 Lem Morrison Drive
Inside the Auburn University Medical Clinic
www.auburn.edu/studentpharmacy
(334) 844-4641



If your student is feeling under the weather, they can stop by the Auburn University Student Pharmacy, conveniently located inside the Medical Clinic. The Student Pharmacy is the preferred pharmacy for the Auburn University Student Health Insurance Plan which has lower medication co-pays. The pharmacy also accepts most major insurance cards (including Blue Cross Blue Shield of Alabama and Tricare). The pharmacy can charge all prescription charges and over-the-counter products to a student eBill. For questions regarding the student pharmacy, email austudentrx@auburn.edu.

CAMPUS RECREATION AND THE RECREATION & WELLNESS CENTER

601 Heisman Drive
www.campusrec.auburn.edu
(334) 844-0023
Social: @AuburnCampusRec
Blog: bewellauburn.com

The Recreation and Wellness Center provides state-of-the-art recreation and wellness opportunities for Auburn University students. Club sports, intramural sports, outdoor recreation, personal training, and fitness programs enhance the student experience and promote lifelong patterns of healthy living. The center also offers a sand volleyball court, dozens of tennis courts, an outdoor track, and more than 15 acres of outdoor field space.

With up to 4,000 visitors per day, the Recreation and Wellness Center is one of the largest student employers on campus, providing job opportunities in aquatics, facility management, membership, marketing, personal training, officiating, and group fitness.

DEPARTMENT OF PUBLIC SAFETY AND SECURITY

543 A Magnolia Avenue
www.auburn.edu/publicsafety
(334) 844-8888

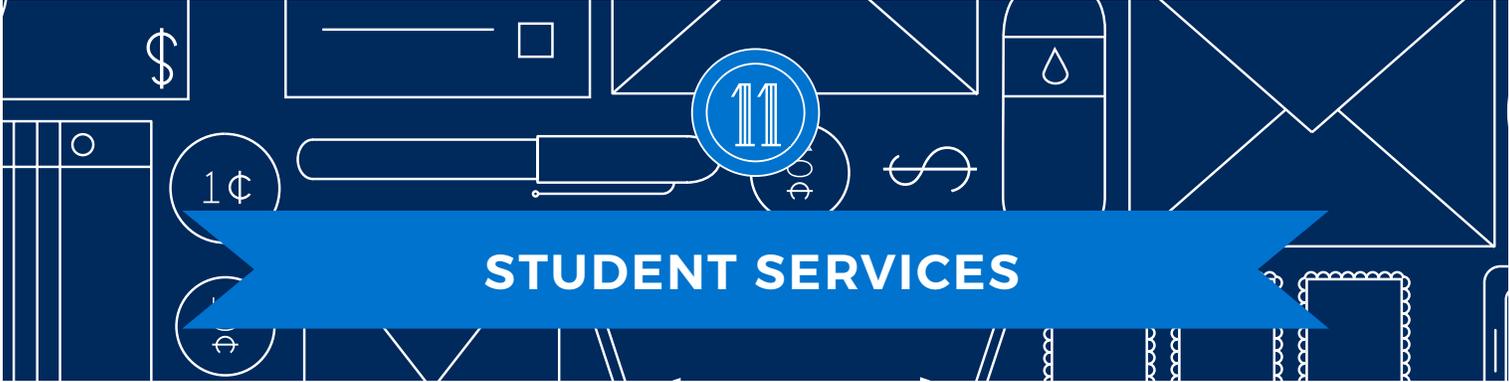


The Department of Campus Safety and Security strives to provide a safe and secure campus environment through educational programming, collaboration with university constituents, and provision of various safety and security services. Campus Safety and Security is responsible for the university's comprehensive emergency management program; the Night Security Shuttle, which provides door-to-door transportation on campus at night; the campus security camera system; contract security services; and administration of the contract with the City of Auburn for police and fire services. The department maintains campus crime statistics and publishes the Annual Security and Fire Safety Report, available at www.auburn.edu/campussafety.

Campus Safety and Security sends AU ALERT messages for campus emergencies requiring immediate action and to convey critical, time-sensitive information. Follow @AUALERT on Twitter, like the Facebook page at www.facebook.com/aualert, or send the phrase "Follow @AUALERT" to the number "40404" to receive text alerts through Twitter (no Twitter account or app required).

BIAS EDUCATION AND RESPONSE TEAM

Auburn University values freedom of expression and the open exchange of ideas. While openness protects controversial ideas, it does not protect acts, behaviors, conduct or communication aimed at individuals or groups that is motivated by someone's bias against age, disability, ethnicity, nationality, race, religion, sex, sexual orientation, gender identity, or gender expression. These acts, behaviors, conduct or communication may produce an unsafe or unwelcoming environment for Auburn family members. To learn more about how you or your student may report a potentially bias-related incident, please read aub.ie/BERT.



STUDENT SERVICES

AUBURN UNIVERSITY HOUSING

Lucille Burton Hall
305 West Samford Avenue
www.auburn.edu/housing
(334) 844-4580

Auburn University Housing cultivates and supports living environments rooted in tradition with a commitment to providing well-maintained residence halls that are safe, welcoming, and inclusive. Housing staff foster holistic student development to prepare residents for success in a global society. Living on campus provides a unique experience for students to live in the heart of campus and make friends with fellow Auburn students. Living on campus also comes with community standards. Before your student moves in, encourage them to read the Guide to Residential Living at auburn.edu/housing. Reading the Guide will ensure that they are familiar with what items are permissible on campus, safety regulations, roommate discussions, and much more. Parents are encouraged to read the Guide too!

Learning to live with people from diverse backgrounds is a skill that lasts a lifetime. Encourage your student to talk with their roommate(s) about their preferred hours for quiet, study, sleep and guests; developing a cleaning schedule; respecting each other's property; and developing rules for keeping their living space secure. Should conflicts arise, students living on campus should talk with their Resident Assistant for advice or assistance.

For information regarding move-in, download the Fall 2018 Move-In guide in the free mobile application, Auburn Guides.

LAUNDRY

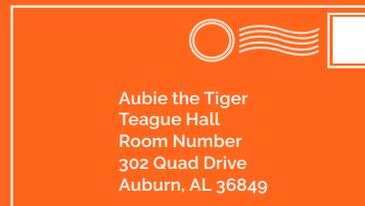
Each residence hall has its own laundry facility. Whether that is in each specific hall, or in a designated area, students have access to wash their clothes. Unless you want to spend each time your student comes home doing their laundry, now is the time to teach them how to separate their colors and the correct amount of detergent to add. A fun trick is to type out instructions and tape them to the bottom of his or her laundry basket. Each resident is responsible for his or her own detergent and other laundry supplies.

OFF-CAMPUS HOUSING

If living on campus is not for your student, services provided by Off-Campus Housing can help your student find the perfect place to live. When living off campus, keep in mind that leases are signed individually or as a group, what the rent covers, and when the lease ends. To view off-campus housing options, visit www.offcampushousing.auburn.edu.

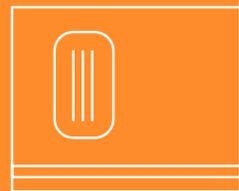
CAMPUS MAIL SERVICES

Each housing area provides mail services for each resident. For more information on addressing mail to specific residential areas, visit auburn.edu/mailservices.

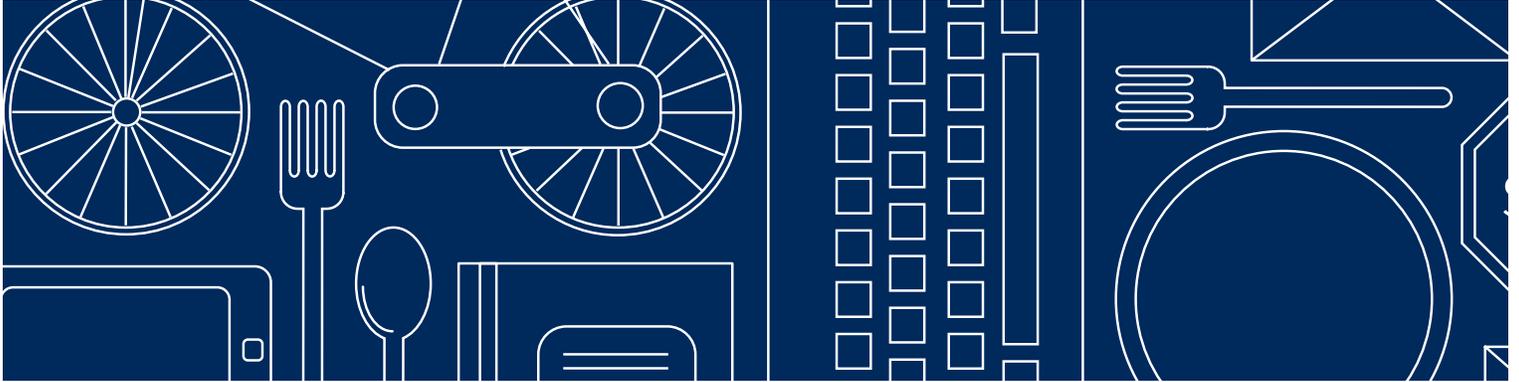


AUBURN UNIVERSITY BOOKSTORE

1360 Haley Center
351 W. Thach Concourse
www.aubookstore.com
(334) 844-4241



The campus bookstore provides the flexibility and convenience students need to be ready for class. By offering the option to rent or purchase textbooks digitally or in print, students can find the materials they will need for class in the format that best suits their study needs. The bookstore also facilitates course materials for All-Access courses. At the bookstore, students can take advantage of special discounts, find great gameday gear, and stock up on school supplies, including technology and software. The bookstore Tech Desk offers technology support to students with general technology issues and for certified repair of Apple products. All revenue after expenses return to campus in support of Auburn University.



TIGER CARD

Auburn University Student Center, Suite 1330
255 Heisman Drive
www.auburn.edu/tigercard
(334) 844-4507

The Tiger Card is the student's official identification at Auburn University. This photo ID is used to gain access to their residence hall, swiped to eat food from their dining plan, and check out books at the RBD Library. Depending on where a student lives, residence hall access and meal plan money is automatically uploaded to the card. Information regarding this price difference and specifics on roll-over dining money can be found under the "Dining Services" section. At any point in time, students may load additional funds to their Tiger Card by visiting the Tiger Card website.

Please note that a Tiger Card is separate from the Ignited Card. Ignited Cards are used for admittance into sporting events. All purchased home game tickets are found on this card. If your schedule allows, Ignited Cards may be picked up at the Auburn Arena during your orientation session. If a student has not picked up their Ignited Card, it may be picked up at the Auburn Ticket Office on the bottom floor of the Auburn Arena during the semester.

OFFICE OF INFORMATION TECHNOLOGY

300 Lem Morrison Drive
www.auburn.edu/oit
(334) 844-4944

Office of Information Technology (OIT) can help students troubleshoot any technological problem that they may be having. By calling or stopping by the OIT Helpdesk, your student can ask technology-related questions. In addition to the OIT Helpdesk, students with a PC may also utilize the Student PC shop in the library satellite office to help solve problems with his or her personal computer.

DINING SERVICES

Auburn University Student Center, Suite 1203
255 Heisman Drive
www.auburn.edu/dining
(334) 844-8504



Tiger Dining is committed to serving a robust variety of fresh, delicious foods for our diverse student body. Located throughout campus, students will discover new tastes and enjoy traditional favorites at our 30+ dining locations.

When students register for classes at Auburn, they're enrolled in a dining plan that will be available via their Tiger Card ID. The base on-campus dining plan is \$1100, which covers about half of the average student's dining budget. The off-campus base plan is \$350 which provides funds for lunch, snacks and beverages. For those looking for plans that encompass more of their students dining needs, new optional plans have been added this year. Students may choose to upgrade to a variety of hybrid plans that include a combination of meal swipes that may be used in our traditional dining halls in Foy Union and in the Tiger Zone in the Village as well as declining balance dollars that may be used at all dining locations on campus. Be sure to check auburn.edu/dining for details.

Tiger Dining has procedures that allow an exemption or a reduction for a serious medical condition, religious prohibition, campus organization membership (if the campus organization requires participation in a large meal plan), or a student's being away from campus. Exemption requests are due by the 20th class day of each semester. If you require one of these exemptions, please consult the Tiger Dining website or call the office for details 334-844-8504.



AUBURN UNIVERSITY CAREER CENTER

303 Mary Martin Hall
211 West Thach Avenue
www.auburn.edu/career
(334) 844-4744



It is important for first-year students to engage in the career planning process early in their freshman year. Experts recommend that students visit their career center early and often. Encouraging students to take advantage of the many resources and services offered by the AU Career Center is a great first step in facilitating their career development. Career Counselors are available to meet with students to help them get on track with their career goals. Services available include:

- Major and career exploration
- Career assessments and career counseling
- Resume and cover letter writing
- Part-time job, internship, and full-time job search
- On-line resources
- Interview skills development
- Career fairs and networking events

Students can drop in the AU Career Center Monday-Friday between the hours of 9:00 am and 4:00 pm for assistance.

5 TIPS FOR YOU AND YOUR FIRST YEAR STUDENT

1. **Support Their Exploration** – If undecided, exposure to new areas could help your student identify potential majors of interest.
2. **Affirm Their Skills** – You know your student well. Help them discover areas that align with their skillset by drawing attention to strengths.
3. **Discuss What They Enjoy and Encourage Involvement**– When talking to your student about their experiences, focus on what they enjoy and encourage them to seek experiences outside of the classroom.
4. **Do Not Panic** – Students graduate and are employed in all majors. Rather than panicking, encourage them to gain experience early.
5. **Urge Them to Seek Help Early** – It is never too early to seek aid, but it can be too late. Urge your student to ask for help early and regularly.

PARKING SERVICES

2nd Floor
330 Lem Morrison Drive
www.auburn.edu/parking
(334) 844-4143

All students who plan to commute or live on campus with a vehicle must register their vehicles online through AU Access to avoid receiving a ticket, wheel lock, or tow during their time spent on campus at Auburn University. For additional information on how to properly register your personal vehicle, visit the Parking Services vehicle registration page found on AU Access to view step-by-step instructions to complete the online registration process.

In addition to registering personal vehicles, all bicycles on

campus are required to be registered through the AU Access. Parking Services provides bicycle permits that will need to be displayed on the bicycle throughout the year in which it is valid. While there is no cost associated with the bicycle permits, after the second week of class any unregistered bicycle on campus will be placed in the Auburn University impound lot at the owner's expense.

Auburn University's Parking Services encourages all parents and students to review the parking rules and regulations along with necessary information regarding visiting the campus on our website before coming to campus. This will ensure that you will avoid receiving any tickets, wheel locks or towing expenses. The Parking Services website also provides a digital map for visitors and students to assist with navigating around campus.



FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA):

Many parents want to find out their student's grades, ask about their student's academic performance, or check on their student's finances. Access to all of these falls under the federal Family Educational Rights and Privacy Act (FERPA), which places limits on the right to review educational records. Once your student is enrolled, regardless of age, you will not have access to their educational information unless your student specifically grants it to you.

It's worth reading the FERPA information and then discussing with your student the types of protected information and how they will share that information with you. Your student can also add you as an Authorized User to view and pay their student account.

CONNECT TO YOUR STUDENT:

Request access to view your student's grades, schedule, and financial information through the Family Portal. Once your account is set up at familyportal.auburn.edu, click the graduation cap in the top right corner. All you will need to register is your student's Auburn University email address.

E-BILL AUTHORIZED USER:

Your student can register you as an Authorized User on their E-Bill account to give you access to view records and pay bills. To add you as a user, your student should log into their AU Access Account, click the My Finances tab, select the eBill icon, and select Authorized Users. Please note this is a separate process from the Family Portal financial information request. The Family Portal will allow you to see when a bill is due, but will direct you to the E-Bill to pay.

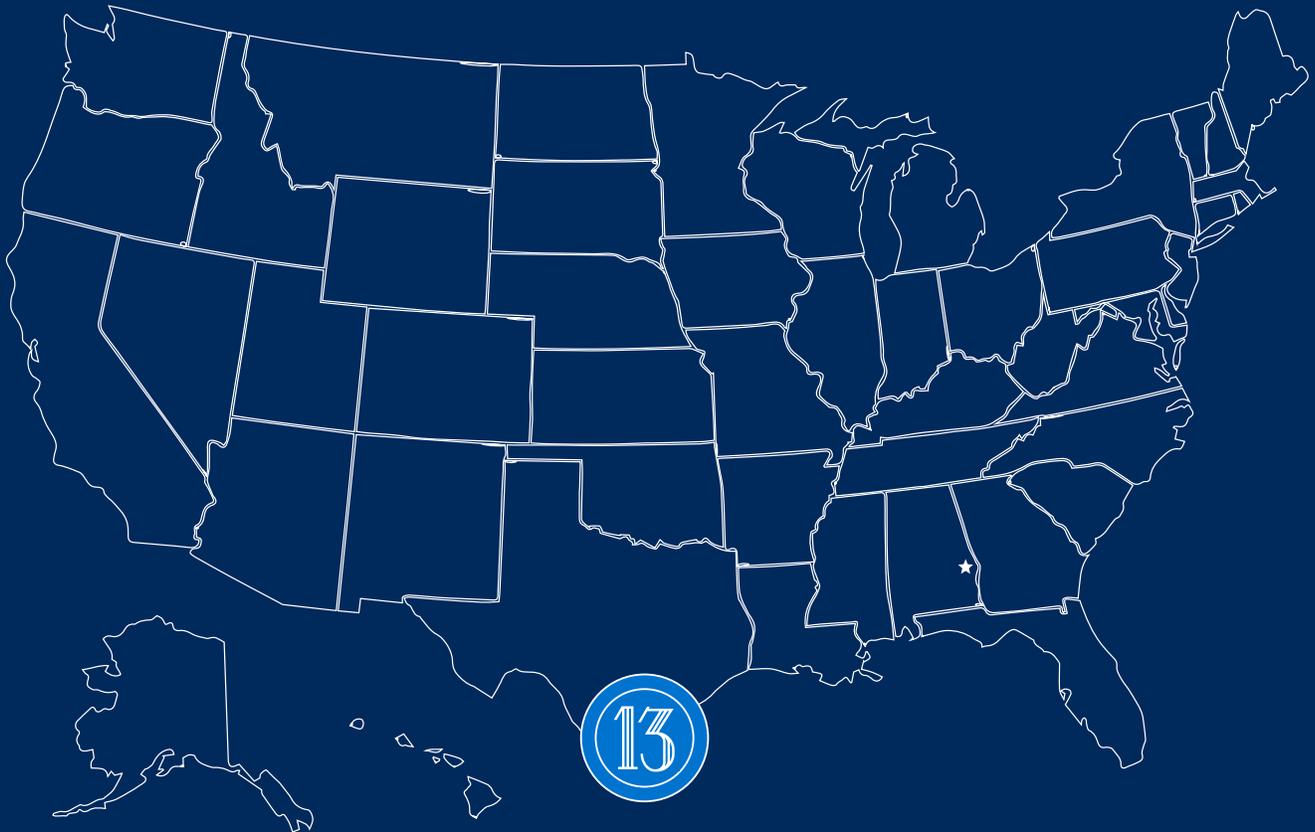
AU ALERT:

AU Alert is a system that has the ability to notify students, faculty, and staff of critical information and situations affecting campus through the use of text and voice messages, and emails. Parents are encouraged to forgo listing their telephone number through AU Alert, so students on campus are receiving important information first. To follow important updates regarding AU Alert, follow them on both Twitter and Facebook at AU Alert.

EMERGENCY CONTACTS:



By filling out the emergency contact form, Auburn will have access to your information in case a crisis occurs. Your student can register you as an emergency contact by logging into their AU Access account, and clicking on the My Contacts icon within the My Campus tab.



VISITING AUBURN

AUBURN/OPELIKA

The City of Auburn has a unique character that is the result of a combination of influences from the special atmospheres and energies provided by the diversity of its communities. Visiting your student during their time on campus is a great way to experience the culture and take part in a wide variety of events throughout the year.

If you plan on visiting the Auburn/Opelika area, browsing the Auburn and Opelika Tourism Bureau's website is a great place to start. This website can help you find everything from hotels in the area, to restaurants to enjoy during your visit. Visit www.aotourism.com for more information.

FLYING IN?

Auburn is conveniently located just an hour and a half from the Hartsfield-Jackson Atlanta International Airport and two hours and 15 minutes from the Birmingham-Shuttlesworth International Airport. If your student is flying home for the holidays, they can travel with Groome Transportation. This shuttle services travel back and forth from Auburn to the Atlanta airport. To book a reservation with Groome Transportation, visit www.auburn.groometransportation.com.

