Staying Connected:  
Here’s How

Here’s to a Successful Year
Partnering with Parents

FERPA: What’s the
Difference between K-12 and
Post-secondary Education

Welcome to the Office of
Student Services and Advocacy
Greetings from the UCPA President

I realize that August means that summer is just about over, but I can’t help reveling in the excitement of beginning another academic year here at UConn! I love how the campus bolts back into full Technicolor—alive with all our students, both new and old, who are eager to begin this year’s academic journey. Let me extend a warm welcome to our new and continuing students as well as their families. We have on board our new President, Dr. Susan Herbst, who comes to UConn from the University System of Georgia, following an intensive six-month search. Dr. Herbst’s academic credentials, her vision, and her leadership experience will surely keep UConn prospering as an institution. Please join me in welcoming President Herbst as our 15th and first-ever woman president.

Let me introduce to you the Executive Board of the UCPA, all parents themselves: Caroline Chapman, Vice President; Eugenie Williams, Secretary; and Cathy Rebai, Interim-Treasurer. As UCPA president, I look forward to working with these board members in accomplishing UCPA’s mission. I also congratulate Cindy Philpot on winning the stuffed husky from Parent Orientation this summer—UConn was both of her twins’ top choice University; they’re in our class of 2015.

I am looking forward as well to meeting parents and families at all our events throughout the upcoming year, beginning with Husky Week of Welcome in August. Plan to stop by our tent on Fairfield Way near the Student Union on new student move-in day; we’ll be giving out cold lemonade and cookies! We are there to do anything we can to ensure that all UConn families experience as smooth a start as possible to the academic year. And don’t forget to mark your calendars now for Family Weekend; some events fill quickly, so I encourage you to sign up early.

I would love to hear from you if you would like to know more about a subject covered in our newsletter. I can be reached through the administrative staff at maria.sedotti@uconn.edu.

Sincerely,

Susan Camenker, President, UConn Parents Association

Welcome to the UConn Community!

On behalf of the Division of Student Affairs, it is my pleasure to welcome you and your student to the University of Connecticut. You have arrived at the right place at the right time! As a brief introduction, the Division of Student Affairs is a group of dynamically engaged staff members of the UConn community who share a single focus: we put students first in all that we do. This dedication reflects itself in a myriad of ways, from small gestures of kindness to bold new initiatives that are changing the University’s cultural landscape. The division provides support for out-of-classroom experiences and co-curricular learning. UConn has innumerable opportunities for your student to:

• become involved in university life;
• develop leadership skills;
• nurture “mind, body and spirit;”
• understand the responsibilities of living and studying in a university community that commands academic excellence;
• prepare for careers and for graduate school;
• develop life-long friendships with classmates who hail from all over the United States and the world.

This is an exciting time for you and your student. The Division of Student Affairs understands that you are invested in your student’s success and recognizes the vital role you can play with your student’s development. We have adopted a philosophy of partnering with parents and families that is based on research and best practices in how to prepare students for life during and beyond their time at UConn.

Please do not hesitate to contact us for assistance.

John Saddlemire, Ed.D., Vice President for Student Affairs, Director of the Higher Education and Student Affairs Master’s Program
Staying Connected: Here’s How

Whitney O’Donnell, UConn Foundation, Program Director Parent Giving

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lthough students headed to college are all different—some will call home every day, some will send a text (maybe) once a month—one thing is universal: keeping in touch with your student requires effort.

Take, for example, the experience of Karen McAllister, a UConn alumnus who is the mother of Ian McAllister, a sophomore. After her son left home for UConn last August, McAllister’s contact with him took two forms: texting, and meeting for coffee whenever she was on her way back home from work trips to Boston. “His dorm was close to the Starbucks, and I was able to come in and spend an hour or so,” McAllister says. “Storrs is 90 minutes from where I live, so I normally wouldn’t just drop by, but because I was passing through, this worked. He seemed to enjoy it; it was enough of a visit not to cramp his school or social life."

McAllister also maintained a connection by becoming chairwoman of the UConn Parents Fund Committee. These proud UConn parent volunteers share their time, energy, and financial resources with the University. Committee members enlist other parents to support UConn through the Parents Fund, which provides immediate assistance for the most pressing needs on campus, while developing a deeper connection with the University and other UConn parents. “I have often filled out little forms at events that ask me what I’m interested in, and then I’ve never heard back,” McAllister says. “But here, I was specifically asked to help. That makes a difference.”

She cited several other ways for parents to become involved in UConn, to help maintain the line between communicating and hovering.

• Read the Parent Handbook, located at parents.uconn.edu if only once. “It gives you the lay of the land,” McAllister says.

• Take a campus tour. This will familiarize you with the various residence halls, classroom buildings, the Student Union, and the spaces where your child will be spending much of his/her time.

• Volunteer with the Parents Association at Orientation, Husky WOW, and Family Weekend. Make a point to attend Family Weekend September 23rd through September 25th.

• Encourage your student’s involvement in the UConn Foundation’s Phonathon, in which student employees raise money for UConn, and in the Student Philanthropy Committee, run by student volunteers who educate UConn students on the importance of giving to support the University. “UConn can’t do enough to educate parents and students about this,” McAllister says. “It’s a misnomer to call many state schools ‘state schools.’ The state has cut its contribution to UConn. Anything that the University can do to make parents aware of that bodes well for UConn.”

Whatever you do, do something. Your children want to know you are out there cheering them on—just not next to them on the field. Let your student make their own run toward their goal line, with your support.

To make a gift to the Parents Fund or to learn more about the Parents Fund Committee and the UConn Foundation, please call 860-486-5000 or mail a check. All gifts for the benefit of UConn should be made payable to The University of Connecticut Foundation, Inc. and sent to 2390 Alumni Drive, Unit 3206, Storrs, Connecticut 06269-3206.

On-Campus Address Formats:

Traditional Residence Halls, Suites, Charter Oak & Hilltop Apartments
Student’s Name
Room# Building Name
Storrs, CT 06269

Mansfield Apartments
Student’s Name
1 South Eagleville Road, Apt. XX
Storrs, CT 06268

Northwood Apartments
Student’s Name
1 Northwood Road, Apt. XX
Storrs, CT 06268

Husky Week of Welcome

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n extension of Orientation, Husky WOW helps new students transition to campus. Events begin on Friday, August 26 when freshmen and transfer students move into the residence halls. The University Convocation ceremony will be at 5 p.m. in Gampel Pavilion. All parents and families should arrive at Gampel Pavilion prior to their student, from 4-5 p.m., for a special welcome session. Husky WOW leaders will accompany all new students to Convocation. Right after the ceremony, enjoy the Husky WOW picnic for students and families. This family event ends at 7:30 p.m. so new students can meet with their resident assistants at 8 p.m. Students’ first night on campus includes an Ice Cream Social and the first UConn Late Night—a weekly free entertainment program. New students will join WOW groups and be assigned a WOW leader to participate in activities on Saturday and Sunday focusing on involvement and academics.

Visit foundation.uconn.edu for more information about the Parents Fund.

Family Weekend 2011

Family Weekend 2011 is right around the corner! This annual tradition is September 23, 24, and 25 with events for the entire family. Be sure to make your overnight reservations early, and remember special meals such as the BBQ, President’s Dinner, and Provost’s Breakfast have a limited capacity and are reserved on a first-come, first-reserved basis.
Dining Services is making a significant change this year by allowing students to bring backpacks into our residential dining facilities. This change occurred because the units are becoming wireless and because students carry increasingly valuable items around with them. With this change comes responsibility. We trust that students will not use their backpacks to remove items beyond a piece of fruit, beverage, or dessert; taking anything more from the dining areas is considered theft.

We will continue to offer a bag check-in system and have lockers and locks available for those who do not want to bring their backpacks into the residential dining areas.

Equally important, we at Dining Services feel that for any student to be successful academically, he or she must dine well. Accordingly, we continue to be vigilant about providing a safe dining environment for students with wheat, nut, and other food allergies/sensitivities. We label foods in our dining units clearly and in plain sight at all food stations and on each serving line. Each dish is displayed in the case with a legible sign listing any of the top eight allergens the dish contains: wheat, dairy, soy, egg, fish, shellfish, peanuts, tree nuts.

As always, Dining Services welcomes your feedback; feel free to contact Director Dennis Pierce at dennis.pierce@uconn.edu

To find allergen information about our daily menu items, visit: nutritionanalysis.dds.uconn.edu/location.asp.

Marian Wright Edelman stated, “Parents have become so convinced that educators know what is best for their children that they forget that they themselves are really the experts.”

At Counseling and Mental Health Services (CMHS) we fully endorse that parents are experts. When working with a student needing mental health assistance, we often turn to parents because the connection a student has with parents may be the most important link they have in terms of their improvement. We also know parents often have eyes on their student that we may never have. This is why we want to offer you information before you either send your student to campus for the first time or send them back for the next year.

Parents ask us, “What should we watch for?” that would tell us our student may need mental health assistance. Let me offer you some guidelines. Your student might benefit from counseling if:

- You note a significant change in your student’s behaviors, attitudes, or moods that leaves you feeling that “something just isn’t right.”
- You notice your student having emotional difficulties which make it hard to function, i.e. unable to concentrate on assignments, negative change in social relationships, etc.
- You become worried their actions may be harmful to themselves or others.
- There are home struggles and you know they are significantly troubled by these difficulties.

UConn is blessed with one of the largest mental health centers in eastern Connecticut to help with any of these concerns, as well as others. The majority of our students do fine during their UConn tenure. For those needing additional support, CMHS is here! And when things get more serious, involved, and complex, be aware we are here for parents working in partnership with us to best benefit our students.

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The Bursar’s ‘Top 10′ Things to Remember for Fall 2011

Glen O’Keefe, University Bursar and Associate Controller

Here are what I consider the most important items to help your student’s arrival at UConn go smoothly.

1. UConn utilizes electronic billing (eBill) and does not issue paper statements. Students can view their eBill, designate an authorized user such as a parent or guardian, make free online echeck payments, or enroll in an installment payment plan by logging into the UConn eBill and Payment Plan Suite. The fastest way to access the suite is to go to the Bursar’s home page at bursar.uconn.edu and click on the large View and Pay eBill button. Students and authorized users should check their email accounts often. At UConn, your email = your business.

2. Fee bills were due August 1. Unsettled fee bills can result in a late fee and an account “hold” that prevents students from adding or dropping classes, using the recreation center, and other important services. The fee bill is considered settled if your student has paid it in full or if the balance will be covered by one or more of the following: a) your student is paying through UConn’s installment payment plan and is current; b) your student has been granted a deferment for an outside scholarship; c) your student (and you, if applicable) has completely finished the financial aid process with UConn’s financial aid office. Incomplete financial aid is not considered settled.

3. Students and authorized users can make free online echeck payments by logging into our eBill and Payment Plan Suite. Or, you may log in to your own bank’s online bill paying system and select “UConn Fee Bill” from the list of payees. Credit card payments can only be performed by students through the PeopleSoft Student Administration System. The University accepts MasterCard, Discover, American Express, and Diners Club. A 2.5% convenience fee will be charged for credit card transactions.

4. Don’t forget to have your student waive the health insurance charge if you already have health insurance that covers them. Waiving the charge decreases the fall fee bill by $2,292 for most students. Your student may complete the waiver by logging into the Student Administration System and going to the Student Permits area of the Student Center. Print out or write down the waiver confirmation number.

5. Due to federal regulations, if your student wants their financial aid to pay all their UConn charges they must grant us permission through a “Title IV Financial Aid Waiver.” Otherwise, certain kinds of charges may remain on their account resulting in a hold. If they’ve never done this waiver they may do so by logging into the Student Administration System and navigating to the Student Permits area of the Student Center. If your student has completed the waiver in a previous semester they do not need to do it again.

6. Similarly, if you’re taking out a parent PLUS loan you must indicate whether you want your loan funds to pay all your student’s charges and whether you want any excess loan funds to be refunded to your student instead of to you. You may indicate this when applying for your PLUS loan.

7. I strongly recommended that your student review their online fee bill in the Student Administration System a few days before arriving on campus.

8. Financial Aid refund checks are handed out starting the first day of classes. Lines for refund checks at the start of each semester are very long so if your student can afford to wait a few days they may want to do so. Also, before coming to the Bursar’s Office, your student should log in to their student account to make sure their check has been written. A check is ready when it appears in the “Refunds” section of the online fee bill account and will be available for pick-up at the Bursar’s Office.

9. If your student is expecting a private scholarship that has not yet been received by UConn, they may request a deferment online by going to the “Forms” area of the Bursar’s website.

10. Lastly, please know that both the Bursar’s Office and the Financial Aid Office experience high phone traffic during the month of August. We request your patience during this period. Have a great rest of the summer and we look forward to seeing you this fall!

Questions? Have your student visit student.admin.uconn.edu.
How to Best Access the Care that Student Health Services Provides

Michael Kurland, Director

Student Health Services is an accredited and licensed ambulatory care facility employing licensed and fully credentialed board certified health care professionals. We recognize that this may be the first time your student will be in charge of managing their own healthcare. Not only do we partner with your student to ensure access to the healthcare and services that may be needed during their academic career, but we hope to ultimately help them become responsible healthcare consumers when it is time for them to venture out into the “real world.”

While we also value our partnership with parents and families, please realize that in compliance with applicable privacy regulations and standards, students control access to their medical information. Therefore, if you wish to discuss your student’s specific medical treatment with a member of our staff, you should first consult with your student so they can sign a release to allow us to discuss their care with you. Ideally, it is best for you to encourage your student to discuss issues directly with his or her healthcare provider so that they can be actively involved with their health and medical care.

Student Health offers a wide range of services, including primary healthcare, urgent care (non-life threatening), counseling and mental health, in-patient care, laboratory, radiology, and pharmacy. Specialized services include a women’s clinic, allergy and travel medicine clinic, nutritional counseling, physical activity counseling, sports medicine, and an orthopedic clinic. Of course, not all services are available at all times.

As many of the services provided by Student Health are on a fee-for-service basis, it is important that your student bring his/her insurance identification card and student identification card to each visit so that we can work together in determining how to best access any necessary care. Please make sure that you have discussed any insurance limitations or prior authorization requirements with your student before their arrival on campus. This will help expedite the decisions regarding accessing cost effective care.

Please remember that while Student Health Services provides a variety of excellent healthcare services, our focus is primary care. If your student has a serious or chronic medical condition, please maintain existing relationships with your medical specialists. We will work in conjunction with them to provide coordinated care while your student is at UConn. The University runs ambulances staffed by EMTs who will transport students to hospitals for emergencies. Nonetheless, it is important to realize that if your student requires non-emergency medical transportation to an offsite provider, Storrs is a rural area with limited public transportation. If you have any questions regarding our services or any special circumstances regarding your incoming student, please feel free to call us at 860-486-4700. We are here to help.

Students are able to access care by phone at 860-486-4700, by appointment at 860-486-2719, or on a walk-in basis for urgent care. We are available 24 hours per day, 7 days per week when school is in session.

Check out the Student Health Services website at shs.uconn.edu.
As summer quickly winds down, the Office of Student Financial Aid Services (OSFAS) is gearing up to welcome students, new and continuing, as they arrive in Storrs. Foremost in our minds is the smooth transition for all students and families so that their primary focus is on academic success. Toward that end, we urge all students and families to ensure that financial aid awards have been processed and fee bill arrangements have been finalized with the University before their arrival on campus.

The University has established email as a recognized means of sending official information to students. Whenever a change is made to a student's financial aid award, or if action is required on their part, students are notified via their HuskyMail account.

STUDENT TO-DO LIST

- Log into the Student Administration System to determine financial aid status and take action on awards
- Financial Aid Recipients
  - Verify status of any outstanding required items
  - Accept or decline awards
  - Enter anticipated credits per semester
  - Enter information on any outside awards being received
- Scholarship Recipients
  - Review the type and amount of scholarship(s) awarded
- First-Time Federal Direct Stafford Loan Borrowers
  - Complete required Entrance Counseling and Master Promissory Note (MPN) for Federal Direct Stafford Loans at studentloans.gov

PARENT TO-DO LIST

- If interested in applying for a Federal Direct PLUS Loan to help pay for your student’s education, obtain additional information at financialaid.uconn.edu/plus
- Remind your student to check both his/her HuskyMail and the Student Administration (SA) System regularly
- Respond promptly to all requests for required documentation
- Verify that the student’s name and Student ID appear on each piece of paper submitted
- Fax required documents to 860-486-6629
- Before contacting our client services staff at financialaid@uconn.edu or 860-486-2819 on behalf of a student please ensure that the student has identified you as a designee via the Online FERPA Privacy Waiver in the Student Administration System, and that you have your assigned access code available. Our office will not be able to speak with parents about their student’s financial aid record without this access code
- Determine if additional resources are required to meet any outstanding balance due to the University. The Financial Aid Worksheet, available at financialaid.uconn.edu/worksheet, can help in estimating the amount needed

New Satisfactory Academic Progress Regulations

Federal regulations require our office to review the academic progress of each continuing student applying for aid and to determine each student’s compliance with the University’s Satisfactory Academic Progress Guidelines. Applicants found to be in violation of the standards are ineligible for the aid programs governed by the guidelines. Beginning with the fall 2011 term, our office will evaluate compliance with Satisfactory Academic Progress (SAP) guidelines on a per term basis, rather than annually. Details regarding our SAP policy can be found at financialaid.uconn.edu/sap.

FERPA: What’s Different Between K-12 and Postsecondary Education?

Jeffrey von Munkwitz-Smith, Ph.D., University Registrar

The Family Educational Rights and Privacy Act (FERPA), originally passed in 1974, applies to both K-12 and postsecondary education, but there is a key difference. In K-12, the rights under the law belong to the student’s parents, not the student, until the student turns 18. In postsecondary education, including at the University of Connecticut, the rights always belong to the student, regardless of the student’s age or dependency status. While your student’s high school could freely share information with you about your student’s grades and other information—that was your right under the law—the University cannot. To do so without your student’s permission—the rights belong to the students, not the parents—would be a violation of the law.

A couple of years ago the University developed a mechanism for students to give UConn permission to share various types of information with their parents or guardians. The Online FERPA Waiver allows students to indicate types of information to be shared and with whom. It also allows the student to assign an access code to be used to identify the approved recipient(s). For more on FERPA visit ferpa.uconn.edu.

Check out the OSFAS website at financialaid.uconn.edu.
Your family is embarking on an exciting journey—a year filled with enjoyable opportunities, coupled with personal challenges and growth. Your student will live on the floor near a Resident Assistant (RA), an experienced UConn student-staff member who will be most familiar with and closest to your student. RAs assist students through floor and residence hall community programming, and by encouraging each student to take advantage of opportunities to merge curricular, co-curricular, and residential experiences. We encourage students to get involved in their residential community and to give staff input through participation in area councils and various residential programs and committees.

Once you arrive in late August, professional staff and student leaders are present to welcome and help your student adjust to life in the halls.

Residential Areas
All of UConn’s residence halls have unique and special environments based on facilities, traditions, and resident populations. Students can have a successful and enjoyable on-campus living experience in any hall where they are assigned. The most important housing issue relates to how residents adjust and adapt to their roommates. Residential Life provides support and resources to all resident students to help facilitate this process, including the opportunity to complete a HuskyMate Agreement very early in the semester. This is an important first step in laying the foundation for a successful roommate relationship. We encourage you to talk with your student about utilizing all of the resources that will be available to them in developing their roommate relationship.

Moving-in Advice
Moving day is both exciting and emotional for you and your student. Moving 12,000+ students to campus is well-planned; please follow the move-in directions your student receives in the Housing Assignment email in August. Once you arrive in late August, professional staff and student leaders are present to welcome and help your student adjust to life in the halls. Upon arrival, unload your car in the designated area. While you move your car to the parking lot, your student can check in and someone from your group can wait with the belongings. Following these steps will allow another family to begin unloading, as well as help keep traffic flowing. Try to be flexible in the time you allot to the move-in process—no matter how much the university prepares, there will be a wait given the large number of students who are moving in. Just remember that you will make it through the day...everyone always does.

Roommates
Roommates are strongly encouraged to make a connection with each other so they can set a communication pattern to work together on common concerns. If roommates are having trouble, they are encouraged to discuss the matter with their RA or a professional Hall Director.

Safety and Security
Safety is a shared community responsibility. Residents should always lock room doors, carry their keys and ID, and register overnight guests with hall staff. No one should leave personal belongings unattended in lounges or laundry rooms, or let strangers into the buildings and rooms. The University Escort Service is available to students at night, or students can walk with a friend.

Room Amenities
All rooms include study desks and chairs, a closet or wardrobe, a bed, and mattress for each resident. These furnishings must remain in the room throughout the year.

What to Bring
Packing for college requires some preparation; do not let your student bring every possession. A dorm room has shared, limited space.

Connecticut State Laws
A ny student residing in on-campus housing must be vaccinated against meningitis. Proof of vaccination must be provided before occupying a room on-campus during the academic year. Smoking is prohibited in state-owned buildings and is not permitted near entrances/exits and windows of any on-campus housing. Providing alcohol to a minor is prohibited. Behavior that is potentially harmful to oneself or others or that disturbs the learning and/or living environment at UConn because of the use, sale, service, or possession of alcohol is prohibited. Guests are prohibited from bringing alcohol into any on-campus housing. Open containers and/or consumption of alcohol in public areas (bathrooms, hallways, lounges, outside, stairs, etc.) are prohibited. The abuse of alcohol as well as public intoxication, regardless of age or where it was consumed, is a violation of the housing contract. Possession and/or consumption of alcoholic beverages is prohibited by residents who are under the age of 21. The possession or presence of empty alcohol containers where all residents are under the age of 21 may be viewed as evidence of possession or consumption of alcoholic beverages.

More Questions?
Your student’s Hall Director can provide you with valuable resources about residence hall living and campus life. Equally important, we want you to know that if you ever have any questions or concerns, do not hesitate to contact us! Our email address is livingoncampus@uconn.edu.

An extensive list of what to bring to UConn and what to leave home can be found at reslife.uconn.edu.
What Career Services Can Do for Your First and Second Year Student

Alexandra Raleigh, UConn Class of 2012

I began working as a career resource assistant during my junior year, and have been amazed by the resources Career Services offers, especially those for first and second year students. Looking back, I regret not taking advantage of these opportunities earlier, and definitely recommend students come to the office sooner rather than later.

Assistant Director for Career Counseling Larry Druckenbrod emphasizes that by utilizing Career Services, first and second year students will have distinct advantages. “They will have more success, options, and control with the early organization and planning Career Services offers,” he says.

One terrific resource for first and second year students is Explore, a two-semester career development program designed primarily for undecided students seeking clarity regarding potential majors and careers. “One of the benefits of Explore lies in the group setting of the program,” says Druckenbrod. “Undecided students can realize they are not alone, which makes the college process less frightening. There is a synergy in the group dynamic that inspires learning, allowing for curiosity and testing of the waters.”

Résumé writing assistance and reviews are also invaluable resources for first and second year students. In collaboration with First-Year Programs, Career Services has helped over 1,800 first year students develop résumés since 2008. Among other benefits, introducing first and second year students to résumés provide visual roadmaps to guide their undergraduate involvement.

Undergraduate experiences are a unique chance to get involved and help foster good decision making. Through multiple interactions with Career Services, students can learn about themselves, explore majors and careers, and implement a personal and professional plan to achieve their postgraduate goals.

Off-Campus and Commuter Tips for Parents and Family Members

Jim Hintz, Director, Off-Campus Student Services, Office of Student Services and Advocacy

If your student moves off-campus or commutes from home, Off-Campus Student Services (OCSS) is working to ensure a positive experience. We can assist your student in the housing search, review the lease, and offer tips for moving into the community. On the occasion that conflict arises, our staff can help troubleshoot the problem. As a parent or family member, your guidance and involvement is crucial to your student’s experience. Here is some information to help students be successful.

Understanding Responsibilities
Leasing or renting a place to live off-campus can be very exciting for students. However, the responsibilities associated with the newfound freedom can be confusing and overwhelming. As a parent or family member, you can help your student better understand and prepare for new responsibilities such as paying bills and communicating with their property manager. Moving off-campus often results in neighborhood living that is a mixture of both students and nonstudent residents. Living off-campus is no different than living at home with neighbors and community expectations. Your student should be aware that living off-campus does not exempt him or her from adhering to the UConn Student Code of Conduct and local town ordinances.

Utilizing Resources
There are many services on-campus that are available to off-campus and commuter students. Dining Services offers a meal plan that is flexible and convenient. Student Health Services provides medical care and HuskyTech offers computer technical assistance. The commuter lounge is located on the first floor of the Student Union; it includes a television, day lockers, refrigerator, and more. Encourage your student to take advantage of these and many other resources.

If you or your student would like help solving an off-campus living and/or commuting problem, visit offcampus.uconn.edu.

Career Services Director Cynthia F. Jones, Ed.D., blogs regularly to parents at career.uconn.edu/parents.
Some libraries, like New York Public Library which is guarded by the beloved marble lions Patience and Fortitude, are recognizable by their façades. On the other hand Homer Babbidge Library, the University of Connecticut’s main library, is perhaps best known for its innovative interior spaces and comprehensive array of electronic resources geared to support today’s college student.

Located at the heart of UConn’s campus, Homer Babbidge Library has become synonymous with the distinctive umbrellas that frame its two large information cafes. Recently, the library further enhanced its appeal by creating expansive new spaces with comfortable group seating areas, outfitting them with oversized plasma screens to facilitate collaborative study. In an area named the “Learning Commons,” the library joined forces with other campus departments to provide tutoring in math, writing, foreign languages, and technology assistance. Those who prefer solitude for learning have special floors and spaces dedicated to quiet study.

Students at UConn are quick to learn that the libraries form the largest public research collection in the state. The collection contains some 3.6 million volumes, 51,000 print and electronic periodicals, 4.3 million units of microform, 15,000 reference sources, 232,000 maps, sound and video recordings, musical scores, and a growing array of electronic resources, including eBooks, recordings, and image databases.

These resources are a click away with the library’s online catalog and a multitude of electronic databases, accessible on-site and on- or off-campus via UConn’s secure computer network. Should a book or journal be unavailable, students can turn to the library’s Document Delivery/Interlibrary Loan Department. Considered “the Eighth Wonder of the World” by one grateful user, the department provides users with scans or loans of materials not available. In very short order it can also scan items that are on the shelf.

Our “Ask a Librarian” service, in which staff members answer questions via texting, email, phone, or in person provides students with readily available guidance with using the libraries’ vast resources. More in-depth questions may be directed to Subject Specialists, librarians who are experts in their respective academic disciplines.

The library prides itself on keeping pace with the latest modes of information retrieval and ways of learning. Some of the library’s more recent offerings include the loan of Kindles, iPads, laptop computers, digital video recorders, and digital cameras. We invite you to drop by in person, or visit us online.

Are you ready for another exciting year of UConn athletics? Last year, our Men’s Basketball Team won its third NCAA National Championship, an accomplishment recognized by President Barack Obama. Division I in all sports, UConn’s varied men’s and women’s varsity athletics offer pure excitement and an incredible sense of school pride for UConn students, parents, and family members. For complete team schedules and ticket information visit the Division of Athletics website at uconnhuskies.com.

Visit the UConn libraries online at: lib.uconn.edu, or on Facebook, at facebook.com/uconnlibraries.
Welcome to the Office of Student Services and Advocacy

Karen Bresciano, Associate Director, Office of Student Services and Advocacy

Welcome to our community! We are proud to serve UConn and its students, and look forward to meeting our incoming class.

We serve as the primary advocates for students, and assist students and their families in navigating UConn, which may initially seem confusingly large. We serve as the central place to find answers to those tough college-life questions or problems that you or your student may have. In addition, we serve in other roles such as helping students with decision-making in several different areas:

- referring or assisting with academic or health support;
- helping with off-campus living issues;
- assisting with challenging University business issues (Bursars, Financial Aid, etc.);
- facilitating withdrawing or canceling attendance at UConn;
- readmitting to UConn after an absence;
- assisting with short-term loans in some personal financial emergencies; and
- rescheduling final exams.

Final exams??? Isn’t it a bit early to be thinking about final exams? Not necessarily. The Division of Student Affairs’ Office for Student Services and Advocacy is charged with the responsibility of granting permission to reschedule a final exam. If a student is ill, dealing with a serious crisis, or some other unavoidable circumstance, we are the ones that can give the student permission to reschedule the final exam with the instructor.

The final exam period and the days leading up to that period are very stressful for most students. Frequently, students come to our office stressed because their families have scheduled a party, family reunion, travel, or a vacation during exam time and expect the student to attend. Unfortunately, these are not reasons that we can reschedule a final exam. A student who does not take a final and has been denied permission to reschedule will most likely fail the class. This fall 2011 semester, exam week is from Monday, December 12 through Sunday, December 18. The exam period for any semester is posted online in the catalog at catalog.uconn.edu/second2.htm or on the UConn website.

Can we find you in an emergency?

Each semester when your student is registering for classes, encourage making sure that we have updated contact information both for your student and you. We ask that each student update their cell phone number, address, and their emergency contact information. These records are kept in PeopleSoft, our student administration system. Students can make the updates themselves, but the Registrar’s Office at 860-486-3331 can help if needed.

of choosing between fulfilling family obligations and successfully completing classes.

Should there be a closing for the day, due to snow or other emergency, the finals for the day of the closing may be postponed until Monday, December 19. This situation did occur recently with hundreds of students taking rescheduled exams on Saturday and Sunday, so faculty and students are advised to not make travel plans prior to Monday, December 19. Each year nearly 10,000 exams have been given on the last day of exams, so it is likely that your student will have an exam that day.

Our desire is to help students manage their stress as much as possible, and your assistance in this matter will be very helpful. We are pleased to have an opportunity to work with you on this and any other issue.
Important Tips from HuskyTech

Jonathan Moore, HuskyTech Coordinator

HuskyTech is UConn’s student technology support group provided by the Division of Student Affairs. Technology has become an integral part of the college experience and we understand that it can also be frustrating at times. Accordingly, we have made it our goal to help students, free of charge, with managing their digital life while at the University of Connecticut.

Too often we see students lose a semester’s worth of work because their system crashed and there was no way to recover the files. Does not require specific types of computers we have several recommendations. When looking to purchase a computer, a good approach is to find the best warranty offered for a computer that can fit your budget. It is often worth paying a little extra for that extended protection and better specifications so that the computer will last the full four years.

Student computers should have antivirus software and productivity software (i.e. MS Office). Often, computers come with trial versions of software that should be removed before installing the full versions. HuskyTech recommends bringing backup devices for your student’s files. This may be anything from a flash drive (for documents and pictures) to an external hard drive that can back up the entire computer. Too often we see students lose a semester’s worth of work because their system crashed and there was no way to recover the files. If they had backed up the files, their work could have been saved.

Before connecting to the network at UConn, students should ensure their computers are up-to-date and protected. All computers go through a registration process which includes agreeing to network policies set by UConn’s Information Technology department. Failure to comply with those policies could result in slowed connections or being blocked from the network. Wireless internet is also available in all academic locations and most of the residence halls. For a full list of wireless locations, specific information on network policies, and more information regarding our services please visit huskytech.uconn.edu.

The first question that may come to a parent’s mind is “What type of computer will my student need for their college experience?” While UConn does not require specific types of computers we have several recommendations. When looking to purchase a computer, a good approach is to find the best warranty offered for a computer that can fit your budget. It is often worth paying a little extra for that extended protection and better specifications so that the computer will last the full four years.

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