

WHERE TO FIND WHAT, ON CAMPUS AND ONLINE

By CollegiateParent



There are so many different offices and departments on campus that provide services and support to students that it can be confusing! When you have a question, how do you know who to call or where to look on the website? Here is an overview.

How do we pay for things?

Typically after the first term, tuition statements are not mailed home. Bills (and financial aid updates and renewal information) are usually emailed to students as well as being available in the online student account. At some schools, students can permit their parents to create their own login for the purpose of viewing the bill and other financial information.

Nowadays students use their ID cards to enter residence halls, access the meal plan, check out books and make photocopies at the library, do laundry, get into the rec center, and more. Parents can add money to student cards — learn how on the website.

Bursar's Office | Student Accounts |
Financial Aid | Student ID Card

Social opportunities, housing concerns, disciplinary proceedings, special communities

Student Life may encompass on-campus housing and dining, cultural groups, campus events, sports and recreation, student government, and the deans who oversee disciplinary situations. It may also house services for special communities such as veterans, students with disabilities, first-generation students and international students. If your student is trying to get involved, needs social support, or has a concern regarding their living situation they probably want to contact:

Student Affairs | Student Life | Residential Life | Student Government Association |
Dean of Students Office

Course registration, academic advising and support, study abroad

The Registrar handles course registration and student records. Students typically meet each term with an academic advisor to plan a course of study, talk about possible majors, and discuss how study abroad might fit in. Ask your student the name of their advisor, and find out how that relationship is developing.

Many campuses have a writing center with tutoring resources and academic success workshops; individual academic departments offer their own study groups and review sessions.

Registrar | Academic Success and Advising |
Office of First Year Experience | Writing Center |
Study Abroad | Global Education

Career counseling, campus jobs, volunteering

Students can meet with career counselors or just drop by the Career Center to learn about resources and opportunities. Student Employment is a clearinghouse for jobs both on and off campus. Most schools offer plentiful employment and volunteering opportunities and, though work-study students may receive hiring priority, students often don't need to receive financial aid to apply.

Career Services | Student Employment | Center
for Community Engagement

Health care, mental health issues, safety, crime prevention

Colleges offer a wide range of health and counseling services. If your student is on the campus health plan, look it over together to see what's covered and what isn't. Many services are free — your student should take advantage of them.

The campus police department works alongside the town/city force to maintain a safe campus environment. The Title IX coordinator oversees the school's policies around sexual assault prevention and resources for victims.

Health and Wellness | Counseling Center |
Campus Police | Public Safety | Title IX
Coordinator | Equity and Compliance

With any question or concern, it is always a safe bet to call the Parent and Family Program office. Staff will be happy to help or will direct you to the appropriate department.



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