Who We Are

Mission

The mission of the University of Denver is to promote learning by engaging with students in advancing scholarly inquiry, cultivating critical and creative thought, and generating knowledge. Our active partnerships with local and global communities contribute to a sustainable common good.

Vision

The University of Denver will be a great private university dedicated to the public good.

Values

In all that we do, we strive for excellence, innovation, engagement, integrity and inclusiveness.

Goals

• Community – We will create a diverse, ethical, and intellectually vibrant campus community to provide a challenging and liberating learning environment.

• Learning – We will provide an outstanding educational experience that empowers students to integrate and apply knowledge from across the disciplines and imagine new possibilities for themselves, their communities, and the world.

• Scholarship – We will invigorate research and scholarship across the university to address important scientific, sociopolitical and cultural questions of the new century.
# Table of Contents

CAMPUS LIFE & INCLUSIVE EXCELLENCE 1

PARENT & FAMILY ENGAGEMENT 4

- Programs & Opportunities for Involvement
  - Wednesday Webinar Series
  - Discoveries Orientation
  - Family Weekend
  - DU Parent & Family Facebook Group
  - Parent & Family Newsletter
  - Parent & Family Association (PFA)

- Tips for Parents
  - Set Expectations
  - Budgeting
  - Communication Schedule
  - Academic Adjustment
  - Social Adjustment
  - Homesickness

- Academic Resources
- Academic Engagement

ACADEMIC ADVISING 10

- Advisor & Student Responsibilities in Advising

DISABILITY SERVICE PROGRAM 12

LEARNING EFFECTIVENESS PROGRAM 13

ACCESS & TRANSITIONS 14

- Common Activities for Access & Transitions Programs
- Programs Offered
  - Denver Promise Scholars Program (DPSP)
  - Equity in Science, Engineering & Mathematics (E-STEM)
  - Excelling Leaders Institute (ELI)
  - First Generation Initiatives (I GENU)
  - Volunteers In Partnership (VIP)

STUDENT OUTREACH & SUPPORT 17

- Recognizing & Supporting Students in Distress
- Student Outreach & Support Referral System
- A Note About Privacy
- Medical Leave/Re-entries
Student Bereavement Policy
Student Opportunity Assistance & Resources (SOAR)
Crisis Assessment Risk Evaluation (CARE) Behavioral Team

HEALTH & COUNSELING CENTER 21
Medical Services
Counseling Services
Health Promotion
Center for Advocacy, Prevention & Empowerment (CAPE)
Collegiate Recovery Community (CRC)
Cost
Health Insurance Requirement
Hours & Location
Emergency Care
Privacy
New Student Checklist

STUDENT RIGHTS AND RESPONSIBILITIES 25
Honor Code
Medical Amnesty Policy
Parent & Family Resources

STUDENT ENGAGEMENT 27
Student Organizations
Fraternity & Sorority Life
Undergraduate Student Government
University of Denver Programming Board (DUPB)
Spirit + Pride + Tradition Initiatives & Hallmark Events

HOUSING & RESIDENTIAL EDUCATION 29
Move-In & Early Arrivals
Breaks & Closures
Mail & Packages
Move-In, Move-Out & Meal Plan Dates for 2019-2020
Eligibility for University Housing
Check Out Methods
Express Check Out
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMPUS DINING SERVICES</td>
<td>35</td>
</tr>
<tr>
<td>Dining Options</td>
<td></td>
</tr>
<tr>
<td>Plans</td>
<td></td>
</tr>
<tr>
<td>Dining to Go</td>
<td></td>
</tr>
<tr>
<td>Food Allergies or Dietary Preferences</td>
<td></td>
</tr>
<tr>
<td>Fully Stocked Alternative Allergy Free Products</td>
<td></td>
</tr>
<tr>
<td>Simple Servings - Nagel Hall Market</td>
<td></td>
</tr>
<tr>
<td>FERPA</td>
<td>39</td>
</tr>
<tr>
<td>ACADEMIC SUPPORT SERVICES</td>
<td>41</td>
</tr>
<tr>
<td>Academic Support</td>
<td></td>
</tr>
<tr>
<td>DU Academic Advising Partnership</td>
<td></td>
</tr>
<tr>
<td>Tutoring</td>
<td></td>
</tr>
<tr>
<td>Books</td>
<td></td>
</tr>
<tr>
<td>Laptops &amp; Accessibility</td>
<td></td>
</tr>
<tr>
<td>ACADEMIC ENGAGEMENT</td>
<td>44</td>
</tr>
<tr>
<td>Study Abroad</td>
<td></td>
</tr>
<tr>
<td>The Center for Community Engagement to Advance Scholarship &amp; Learning (CCESL)</td>
<td></td>
</tr>
<tr>
<td>Undergraduate Research Center</td>
<td></td>
</tr>
<tr>
<td>Living Learning Communities</td>
<td></td>
</tr>
<tr>
<td>Pioneer Leadership Program</td>
<td></td>
</tr>
<tr>
<td>University Honors Program</td>
<td></td>
</tr>
<tr>
<td>CAMPUS SAFETY</td>
<td>50</td>
</tr>
<tr>
<td>FOR EMERGENCY DIAL 911, THEN DIAL 303-871-3000</td>
<td></td>
</tr>
<tr>
<td>Property Registration</td>
<td></td>
</tr>
<tr>
<td>Campus Safety Class Offerings</td>
<td></td>
</tr>
<tr>
<td>Campus Safety Alerts</td>
<td></td>
</tr>
<tr>
<td>Emergency Notifications</td>
<td></td>
</tr>
<tr>
<td>FINANCIAL WELLNESS &amp; FINANCIAL SERVICES</td>
<td>53</td>
</tr>
<tr>
<td>Financial Aid</td>
<td></td>
</tr>
<tr>
<td>Grants &amp; Scholarships</td>
<td></td>
</tr>
<tr>
<td>Loans</td>
<td></td>
</tr>
<tr>
<td>Types of Loans</td>
<td></td>
</tr>
<tr>
<td>Federal Direct Subsidized/Unsubsidized Loan</td>
<td></td>
</tr>
<tr>
<td>Federal Direct Parent Loans for Undergraduate Students (PLUS)</td>
<td></td>
</tr>
<tr>
<td>Private Education Loans</td>
<td></td>
</tr>
</tbody>
</table>
CAMPUS LIFE & INCLUSIVE EXCELLENCE

Work Study
Student Employment

STUDENT FINANCIAL SERVICES 56
DU Pay
Tuition & Fees
Pioneer ID
Flex Account

ATHLETICS & RECREATION 58
Student Tickets
Coors Fitness Center
Club Sports
Intramural Sports

PARKING & MOBILITY SERVICES 60
Parking on Campus
Registering a Bike
U Lock Policy
Campus Shuttle

PREPARING FOR THE FUTURE 62
Career Preparation at DU
Daniels Career Services
Internships
The Milestones: Yearly Action Items
Parent & Family Action Items

PLANNING FOR SECOND YEAR SUCCESS 65

RECOMMENDED READING 66

IMPORTANT PHONE NUMBERS & WEBSITES 67

HEALTH & COUNSELING CENTER (HCC) 69
Location Map
Important Dates 2019-2020

July 15-19: Registration begins for new students
July 20: Registration reopens for continuing students
          Registration remains open for all first year and transfer students
July 22: Move-In letters sent to students’ DU email addresses

Fall Quarter 2019

September 2: Dining services will begin
September 2 – 6: New student move-in and Discoveries Orientation
September 2 – 3: Parent & Family Orientation
September 4: Returning students move-in
September 8: Last day to register without a late fee
September 9: Fall Quarter classes begin
            $25 late registration fee: First time registrants
September 10: $50 late registration fee: First time registrants
September 12: Last day to request changes to meal plan for Fall Quarter
September 13 – 15: Panhellenic recruitment
September 15: Last day for 100% refund for dropped classes
            Last day dropped classes deleted from record
            Last day to register online without approval
            Last day for $50 late registration fee
            Last day to add via the web
September 16: First day (W assigned) to record for dropped classes
            $100 late registration fee begins
            75% refund period begins for dropped classes
            Instructor approval required to add classes
September 19 – 25: Interfraternity Council Recruitment
September 22: Last day for 75% refund for dropped classes
September 23: 50% refund period begins for dropped classes
September 29: Last day for 50% refund for dropped classes
September 30: No tuition refund from this date forward
October 1: FAFSA application available
October 7: Advising & Registration approval begins for Winter Quarter
October 18 – 19: Homecoming
October 20: Last day to drop (W assigned) without approval
October 21: Instructor approval: All drops
October 21 – Nov 1: Registration for Winter Quarter
November 4: Last day to add or drop classes: Approval required
November 5: Students can no longer drop or add for this term
November 16: Last day of classes
November 18 – 21: Final exams
November 21: Fall Quarter meal plans end after dinner

**Winter Interterm**
November 22: Winter Interterm begins
            Winter Break Begins
            Centennial Halls and JMAC close at 9AM
November 28 – 29: University Closed
December 24: Winter interterm ends
December 25 – Jan 1: University Closed

**Winter Quarter 2020**
January 3: All students can move in starting at 9AM
January 5: Last day to register without late fee
            Dining services open for dinner
January 6: Winter Quarter classes begin
            $25 late registration fee: First time registrants
January 7: $50 late registration fee: First time registrants
January 9: Last day to request changes to meal plan for Winter Quarter
January 12: Last day for $50 late registration fee
            Last day for 100% refund for dropped classes
            Last day dropped classes deleted from record
            Last day to add via the web
            Last day add classes without approval
January 13: First day (W assigned) to record for dropped classes
            $100 late registration fee begins
            75% refund period begins for dropped classes
            Instructor approval required to add classes
January 19: Last day for 75% refund for dropped classes
January 20: 50% refund period begins for dropped classes
            University Closed: Martin Luther King Jr. Holiday
Important Dates 2019-2020 – continued

January 26: Last day for 50% refund for dropped classes
January 27: No tuition refund from this date forward
February 3: Advising & registration approval begins for Spring Quarter
February 16: Last day to drop (W assigned) without approval
February 17: Instructor approval: All drops
February 20: Global Reveal
February 17 – 28: Registration for Spring Quarter
March 2: Last day to add or drop classes: Approval required
March 3: Students can no longer drop or add for this term
March 16: Last day of classes
March 17 – 20: Final exams
March 20: Winter Quarter meal plans end after dinner

Spring Interterm
March 21 – 29: Spring Interterm
            Spring Break

Spring Quarter 2020
March 29: Spring Quarter meal plans start at dinner
March 30: Last day to register without late fee
March 31: Spring Quarter classes begin
          $25 late registration fee: First time registrants
April 2:  $50 late registration fee: First time registrants
April 5:  Last day to request changes to meal plan for Spring Quarter
April 6:  Last day to register without approval
          Last day for $50 late registration fee
April 12: Last day for 100% refund for dropped classes
          Last day dropped classes deleted from record
          Last day to add via the web
April 6:  First day (W assigned) to record for dropped classes
          $100 late registration fee begins
          75% refund period begins for dropped classes
          Instructor approval required to add classes
April 12: Last day for 75% refund for dropped classes
April 13:  50% refund period begins for dropped classes
April 17–19:  Family Weekend
April 19:  Last day for 50% refund for dropped classes
April 20:  No tuition refund from this date forward
April 27:  Advising and Registration approval begins for Fall Quarter
May 10:  Last day to drop (W assigned) without approval
May 11:  Instructor approval: All drops
May 11–22:  Registration for Fall Quarter 2020
May 22:  Last day to add or drop classes: Approval required
May 23:  Students can no longer drop or add for this term
May 25:  University Closed: Memorial Day Holiday
June 6:  Last day of classes
June 8 –11:  Final exams
June 11:  Spring Quarter meal plans end after dinner
June 12  All residence halls close at 9AM
         Graduate Student Commencement
June 13:  Undergraduate Student Commencement

Summer Session
June 15:  Summer Session classes begin
August 21:  Last day of classes

To view residence hall open/close dates, meal plans, and other information pertaining to student campus housing, the most recently updated information may be found at: www.du.edu/housing/resources/importantdates
A Letter from the Vice Chancellor for Campus Life & Inclusive Excellence

The world your student will enter after college is far more complex and changes much more quickly than the world we experienced as young adults. More than ever before, our world needs leaders with the skills to inspire a diverse set of individuals, from a variety of backgrounds and value systems, to work together to transform society for the better, and solve the pressing problems of our times. Our vision is to be a great private university dedicated to the public good - that means providing your student with the knowledge and skills to be thoughtful and ethical leaders.

We also understand that navigating campus life as a first-year student can be challenging. As the division of Campus Life and Inclusive Excellence, we are committed to providing students with the support and skills they need to become empowered citizens that positively impact the communities they are a part of, now and in the future.

The main concepts of our support model include:

• Building Self-Awareness through learning one’s own academic strengths, understanding their identities, and prioritizing wellness, all with the support of high-touch, high-tech communication.

• Developing Social Awareness through conflict resolution training, social identity awareness, civic & sustainability education, and community engagement.

• Finding their Purpose through ethical leadership, community & group facilitation, developing their passions and building networks of support.

Our promise to your family is that your student will gain the skills needed and they will learn those skills in a supportive environment. Within this handbook are a variety of resources and suggestions. We hope you read through it. You are an important partner in this work and we rely on your insights to help support your students.

I look forward to welcoming your family. We are so excited to meet you.

Sincerely,
Dr. Lili Rodriguez
Vice Chancellor for Campus Life & Inclusive Excellence
Campus Life & Inclusive Excellence (CLIE)

Campus Life & Inclusive Excellence (CLIE) is the student affairs division of the University of Denver, committed to providing our students with the support and skills needed to be empowered citizens who positively impact the communities they are a part of now, and in the future.

We do so by challenging students to:

- Reflect on their values and identities;
- Recognize their strengths and acknowledge areas for further growth;
- Understand the importance of needing support and seeking it;
- Cultivate their passions; and
- Foster the public good

CLIE includes units such as:

- Academic Advising
- Access & Transition Programs
- Center for Sustainability
- Center for Advocacy, Prevention & Empowerment
- Collegiate Recovery Center
- Cultural & Spiritual Life
- Disability Services Program
- Discoveries Orientation
- Fraternity & Sorority Life
- Health & Counseling Center
- Health Promotion
- Housing & Residential Education
- Inclusion & Equity Education
- Learning Effectiveness Program
- Parent & Family Engagement
- Student Engagement (including campus programming, student governments, and registered student organizations)
- Student Outreach & Support
- Student Rights & Responsibilities
- Veterans Services

The Campus Life element of our name is probably most familiar to college families, and indicates the range of services and opportunities to support your students’ success in and beyond the classroom.

From orientation to organizations, advising to activities, housing to health and wellness, and late night socials to leadership, our professional and peer staff work with students to build community, and to connect classroom learning to everyday experiences.

Our name also foregrounds our commitment to Inclusive Excellence (IE), the University’s formal framework for engaging diversity and enacting our core institutional values in all we do.\[1\]
Education, civic, and industry research consistently documents a range of important reasons for engaging actively with diversity. The American Bar Association, for example, cites democratic, business, leadership and demographic rationales for its attention to inclusion, beyond any moral or justice claims.[2] And, skills and experiences strengthened particularly when engaging constructively across difference are among those employers most seek.[3] So, students (and society) benefit from sharing their own and learning from others’ unique experiences, across and beyond campus. To help gain these benefits, CL IE actively pursues IE in our work for and with students.

Introduced at DU in 2006 via the American Association of Colleges & Universities, and the product of continuing research and writing, IE is the recognition that an institution’s success depends on how well it recognizes, values and engages the rich diversity of its members. More than a short-term project or single office initiative, this comprehensive approach requires a fundamental transformation of the institution by embedding and practicing IE in every effort, aspect, and level of a college or university, by every member. The goal is to make IE a habit that is implemented and practiced consistently throughout the institution.

Generally, IE can be understood as three related tenets:

1. **Success = diversity.** Inclusion and excellence (two of DU’s five core institutional values: [www.du.edu/about/leadership/chancellor/vision](http://www.du.edu/about/leadership/chancellor/vision)) cannot be separated. To be excellent requires that we attend to and engage the diversity of our classrooms, colleagues and communities. Active inclusion cannot be optional or occasional; otherwise, we have left out potentially valuable perspectives, ideas, solutions; have missed out, and fallen short.

2. **Diversity = broadly defined.** In addition to individual strengths and intellectual variety, diversity also includes our group identities and experiences that shape those perspectives, and thus all our interactions. In addition to commonly connected categories like race and gender, and certain groups within those, as in people of color and women, IE emphasizes that everyone brings something to the table; we just bring different things. Hence “diversity”!
3. **Inclusion = everyone is responsible.** Therefore, contributing to and benefiting from IE is not only certain people or certain offices’ responsibility, or only during certain times/situations. Rather, if we all want to be successful, then we all need to do the work, all the time.

Together, these commitments make IE transformative, and are best/easiest when they become personal, programmatic and institutional habits, when we all consistently live our shared values.

Especially when entering a new school, place and life chapter—such as starting at DU, there is undeniable comfort and support in people, beliefs and practices that are familiar, often similar, to us. And, education is by definition about engaging the new, different, unfamiliar and therefore uncomfortable. With campus and community partners, CLIE aims to provide your student with both types of experiences.

As your student begins their time at DU, we invite our parents and families to encourage them to seek out and take advantage of the continued and the new, different and challenging opportunities.

For more detailed information on CLIE programs, services, and people, check our website at [www.du.edu/studentlife](http://www.du.edu/studentlife).

[1]. [www.du.edu/about/leadership/chancellor/vision](http://www.du.edu/about/leadership/chancellor/vision)


[3]. [www.naceweb.org/talent-acquisition/candidate-selection/employers-want-to-see-these-attributes-on-students-resumes](http://www.naceweb.org/talent-acquisition/candidate-selection/employers-want-to-see-these-attributes-on-students-resumes)
Parent & Family Engagement

Parents and families are an important part of the University of Denver community. The mission of our office is to educate and engage families in becoming informed partners to support student learning, development and success.

We work to build strong relationships with DU families, and design our education, programs and resources to meet your specific needs.

Our doors are open. We invite you to take part in cultivating the positive and healthy learning environment at the University of Denver.

In order to maintain the safety, health, and well-being of individuals and the overall campus community, the University of Denver upholds a culture of care and support. Through a holistic approach, we work collaboratively to help students understand the resources that are available to them; and their responsibility is to use those resources to develop new skills, navigate challenging experiences, and achieve their goals.

Visit our website for additional information and resources, including research on the transition from parenting high school students to being informed partners and mentors of college students, information about upcoming events, opportunities for engagement, and more.

Visit: www.du.edu/studentlife/parents

Programs & Opportunities for Involvement

Our office provides intentional programming and resources that allows for all DU families to participate in a positive and informed partnership with the University. The goal is to work together to support your student’s educational success, social connectedness, and ultimately their persistence to graduation.

**Wednesday Webinar Series**

Throughout the summer and throughout the school year, Parent & Family Engagement will host a number of live webinars to assist in making you familiar with the resources available at DU. This year, we will be hosting
webinars related to the following topics: Academic Support and Advising, Family Support and Involvement, Campus Safety and Policies, Student Involvement, Student Financial Support, Health and Wellness, Diversity and Inclusion, Sustainability and Transportation, Community Expectations, and Preparing for Orientation.

For those who may not be able to watch our webinars live, we will always post the video to our website once the discussion has closed. Check our website or Facebook page for more information about when you can join us throughout the summer!

**Discoveries Orientation**

Discoveries Orientation for parents and families will take place September 2 and 3, 2019. Students will have an orientation program of their own which will keep them busy throughout the remainder of the week. Discoveries Parent & Family Orientation is designed to offer information and resources to help you become an informed partner who can successfully provide support for your student at the University of Denver. Please visit the Discoveries website to view a schedule and register for Parent & Family Orientation, [www.du.edu/studentlife/discoveries/parents-family](http://www.du.edu/studentlife/discoveries/parents-family)

**Family Weekend**

Family Weekend is a perfect opportunity for families to come back to campus, visit with their student, and see what life is like at the University of Denver. We will offer a number of different activities throughout the weekend, but also encourage our families to choose their own adventure. Allow your student to show you their favorite places near DU: hike their favorite trail or spend a day in the mountains experiencing springtime in the Rockies. This is a weekend for reconnection and fun!

**DU Parent & Family Facebook Group**

Join the DU Parent & Family Facebook group to connect with other families in the DU community. This is a great opportunity for DU families to interact with one another by asking questions, sharing valuable information, providing advice, or simply sharing their own experiences as a DU Parent. Request to join at: [www.facebook.com/groups/UniversityofDenverParents/](http://www.facebook.com/groups/UniversityofDenverParents/)
Once you have joined the page, please make every effort to review the Facebook Guidelines listed on the Announcement page. A simple “like” indicates that you have reviewed the guidelines and agree to follow them as a participating member of the group.

Parent & Family Newsletter
Parent & Family Engagement offers a monthly newsletter that is sent to all DU parents. This newsletter will keep you informed about important happenings on campus, issues and trends of student transitions, and how to stay involved as a DU family. If you do not receive our emails and would like to be added to the list, please contact us at: parents@du.edu.

Parent & Family Association (PFA)
The Parent & Family Association provides opportunities to network and connect with other members of the association and the DU community. Your membership in the PFA supports the office of Parent & Family Engagement in their programming efforts and implementation. Cost of membership is $129 for your student’s full 4(+) years at DU. Benefits include:

• Early registration for Family Weekend
• Parent & Family Association Reception hosted during each Family Weekend
• A $5 discount on every Family Weekend t-shirt purchased
• DU Parent & Family academic-year calendar sent each summer

Join by visiting: go.du.edu/parents

Tips for Parents
The summer prior to your student’s first quarter at DU can be very challenging emotionally as you begin to redefine your relationship with one another. Students’ excitement about a new adventure can sometimes be paired with uncertainties and unexpressed fear of change about leaving family and friends. Parents’ pride can be mixed with the realization that their student is leaving home and things may start to feel a bit different in the family system.

It bears repeating that independence is the name of the game. At DU, our goal is to treat our students as adults. We believe in setting our standards high and
knowing that our students are likely to step up and meet them. Our goal is to
create a civil, respectful, and diverse community; one that maximizes possibilities
for growth among our students.

We also believe in a system of challenge and support. We make the expectations
and policies clear to support an academic community of integrity. At the same time,
we provide as much support as possible to help students be successful - understanding
the huge developmental leaps they are making at this stage in their lives.

Because many students are away from parental supervision for the first time, their
first year of college can prove to be a time of stress and self-regulation. Here are a
few tips for how to mitigate some of these potential stressors before coming to DU
in the fall, and how you can help when things get difficult:

Set Expectations
While this is a time for transition and “letting go”, that does not mean you
should send your student into emerging adulthood without expectations. Have
a conversation before their first quarter about what your expectations are in
relation to grades, social life, budgeting, and any other topics you see fit for
your student and what the consequences may be for not following through on
those expectations.

Budgeting
Each family sending their student to college will have different expectations for
their student’s budget. While some families send their student funds weekly,
others might send funds quarterly or even yearly. Many families also require
their student to get a part time job while in school, or during summer and winter
breaks. You know your student’s needs and wants best, and how to guide them
toward a healthy balance between their academics and financial needs.

For more information about student employment at DU, please visit the
following website: www.du.edu/studentemployment/

Communication Schedule
Students at DU keep very busy throughout the academic year. Busy schedules
can sometimes make it difficult for your student to remember to call or text
as often as you might like to hear from them. Before your student comes to
campus, consider creating a communication plan. A communication plan can also aid in maintaining a healthy relationship between you and your student.

Each family has a different relationship with their student. Some like for their student to send a brief text message daily just to check in. Others ask that their student call them on the same day, at the same time, once per week. Some may not have any expectation at all. Decide what works best for your family and make it a goal to stick with the plan as best you can throughout the year.

**Academic Adjustment**

College coursework can prove to be more difficult than your student’s high school studies. Many students spend their first quarter adjusting to this change, figuring out the best way to manage their time and learning what study habits work best for them. Encourage your student to attend all of their classes, utilize their professors' office hours, and stay on top of their class assignments.

Keep in mind that the first quarter is typically the most difficult academically for new students. In the event your student performs below expectations, remember that it can be very daunting for a student to tell their family that things didn’t go as planned when it comes to their grades. We know that it can be frustrating to receive this kind of news, but try to keep calm and help them consider ways to improve for the future. Without explicitly offering advice, ask your student open-ended questions that requires them to think critically about their experience in the first quarter and how they can make changes so it does not happen again. Remind them of the campus resources available that might help with some of their academic struggles and encourage them to utilize those resources early in the next quarter.

**Social Adjustment**

Many first-year students experience stress related to making new friends in college. For some students, this is the first time they have had to make new friends since grade school. Remind them that every first-year student is in a very similar situation and they are not alone in feeling this way. We encourage students to get involved and to connect with others early.
Remind your student how important it is to connect with a campus organization, club or sport. At the University of Denver, we have over 100 different student organizations on campus and there is something for everyone. For more information, visit: [www.du.edu/studentlife/engagement](http://www.du.edu/studentlife/engagement)

**Homesickness**

Homesickness is a natural reaction for many first-year students and usually sets in about three to four weeks into the first quarter. Remind your student that this feeling is normal and empathize with their experience. Sometimes a quick phone call, a letter in the mail, or a care package can help relieve some of these feelings as well. If homesickness persists after the first few weeks of school, please do not hesitate to contact Parent & Family Engagement so we can help you with support strategies, or to identify whether it is appropriate for us to reach out to your student.
Academic Advising

The Office of Academic Advising seeks to create an inclusive environment that empowers undergraduate students to successfully transition into college, take ownership over their education, pursue academic interests, engage in learning, and develop a comprehensive network of resources to persist to graduation. Staff Academic Advisors partner with students in one on one meetings to develop educational goals consistent with their life’s passion and objectives. Staff Academic Advisors help students with graduation planning, understanding academic policy, and strengths-based skill-building (e.g. time management/organization, study skills).

For more questions, please contact Academic Advising at 303.871.2455 or by email at advising@du.edu.

Advisor & Student Responsibilities in Advising

Our goal through the advisor and advisee relationship is to mentor students through the curriculum, ensure they are connected to campus resources to meet their goals, work with students as whole individuals and empower them to take responsibility and ownership of their educational experience. Below are some helpful hints for both the advisor and student to build the most effective advising partnership.

Advisor: Hold sufficient advising sessions and have a clear communication plan to inform students. These advising sessions might be during offices hours, by appointment, or online.

- Monitor students’ academic progress.
- Connect students to resources for their professional development, support, involvement and wellness.
- Be mindful of what students indicate they need in advising and strive to provide it; typically, this is accurate information, advisor accessibility, and a caring attitude.
Student: The ultimate responsibility for meeting all requirements is the student’s responsibility.

- Seek advising assistance in a timely manner - students should make an appointment with their advisor and register directly at the time they were assigned for maximum scheduling availability.
- Actively cultivate a relationship with advisor(s); touch base when needed.
- Be prepared for scheduled advising meetings by reviewing materials and developing questions beforehand.
Disability Services Program

The Disability Services Program (DSP) is dedicated to giving students with disabilities an equal opportunity to participate in the University’s programs, courses and activities. DSP provides accommodations at no cost to any student who has a documented disability as required by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.

If a student would like to request accommodations, they should fill out the Request for Accommodation form which can be found online at: www.du.edu/dsp, and submit all required documentation. Information about our documentation guidelines can also be found online at the Disability Services Program web address.

For more information, please contact Disability Services at 303.871.3241 or by email at dsp@du.edu.
Learning Effectiveness Program

The Learning Effectiveness Program (LEP) was founded in 1982 as an academic support program for University students with learning disabilities. Since then, LEP has developed some of the most comprehensive and innovative support services provided at the post-secondary level. Our nationally recognized program serves over 300 students each year.

The LEP is a student-centered, student-focused program. It is also student-directed. This means that the student is expected to take the lead in using the resources and support available through LEP. We can guide, direct, recommend, and encourage, but the student has to make it happen.

The LEP offers a wide range of services including:

- Transition Support: JETT (Journey to Empowerment Through Transition) Welcome Weekend for all first year LEP students and their families
- Academic Counseling: Weekly individualized meetings with an academic counselor
- Individualized Tutoring: Subject specific; provides strategies to support all learning styles
- Executive Functioning Support: Assistance in areas such as planning, organization, time management, working memory, task initiatives, and more
- Social Skill Building: Opportunities to interact with other students in a social environment; strategies and techniques to assist students in communication
- Eye to Eye: LEP students mentor students with learning differences in the K-12 schools
- Delta Alpha Pi Honor Society: Specifically for college students with disabilities; opportunity to bring more awareness of neurodiversity to campus

The LEP can be found on the 4th floor of Ruffatto Hall from 8:00 a.m. - 4:30 p.m. Monday through Friday. For more information please call 303.871.3939 or email lep-info@du.edu.
Access & Transitions

Access and Transitions provides collegiate support for first generation and minoritized students by creating community activities, offering mentorship, hosting academic success workshops, promoting leadership development, providing resource referrals, and sharing potential scholarship support. This work occurs in alignment with the University’s Inclusive Excellence framework, in support of the University’s vision to be a great private university dedicated to the public good.

Common Activities for Access & Transitions Programs:

- Pre-orientation activities that build community and orient students to campus resources
- Mentorship and individual coaching sessions from staff and upper-level students
- Community gatherings emphasizing social connections and academic skill building
- Workshops focused on financial literacy, time management, and career development
- Promotion of leadership opportunities, study abroad, and ways to become engaged with campus life
- Opportunities for scholarships and referrals to other resources
- Several programs offer shared seminars and co-enrollment in large courses
- All our programs have full-time staff dedicated to supporting a sense of belonging for students
Programs Offered

Denver Promise Scholars Program (DPSP)
Denver Promise is our newest program starting in 2018. DPSP is a four-year scholarship program for Denver-Metro area students to encourage attendance at DU and provide support for our local community. The program has created a four-year leadership development model that will encourage students in their applications to study abroad, explore internships, and participate in academic coaching.

Equity in Science, Technology, Engineering & Mathematics (E-STEM)
E-STEM originated in 2017 as a partnership with the School of Engineering & Computer Science and Natural Science & Mathematics departments. E-STEM builds connections with students, faculty, and staff by offering shared co-enrollment courses where students from underrepresented backgrounds attend weekly success sessions to reinforce the academic content. Community sessions with the different cohort years provide an opportunity for networking with guest speakers and building community for students to succeed in the STEM fields.

Excelling Leaders Institute (ELI)
ELI was developed in fall 2006 and seeks to create an open and inclusive campus environment for students from diverse racial and ethnic backgrounds as they transition to DU. ELI is a four-year leadership development and community-building program, and currently has over 150 current students and alumni that have participated in the Institute. Through the peer mentoring program and additional workshops, students will have a chance to develop their leadership skills while promoting academic success.

First Generation Initiatives (1GENU)
1GenU is a four-year developmental and community-building program that focuses on assisting first-generation students and their families in navigating the institution while providing mentorship and academic resources to ensure their success at DU and post-graduation. Students will also have the opportunity to build a close-knit and supportive community with other
incoming first-generation students, faculty, and staff. Finally, each year of the program focuses on a specific aspect of academic, professional, and personal development.

Volunteers in Partnership (VIP)
VIP partners with local schools to encourage completion of high school and admission into college. VIP has existed for nearly three decades and builds relationships with students, staff and faculty within local schools to provide coaching, mentorship, campus visits, and information on the college application process. Recipients are eligible for DU scholarships and receive continued support through their collegiate experience. Finally, VIP students returning back to our partner schools provide guidance and support for other students.
Student Outreach & Support

Student Outreach & Support (SOS) helps students succeed by connecting them to resources, developing a plan of action to meet their goals, and navigating challenging situations. The SOS staff creates an inclusive and welcoming environment for students to develop skills in self-awareness, self-advocacy, resilience, and navigation to maximize their educational experience.

Recognizing & Supporting Students in Distress

To assist our students in maintaining their safety, health, and well-being, it is important to identify difficulties as soon as possible. When a student is in distress there are often indicators long before a situation escalates to a crisis. As parents and family members, you may be one of the first to notice signs of distress. The University has many resources available for you to consult with including the Health & Counseling Center (HCC) and Student Outreach & Support (SOS). It is important that once you notice signs of distress that you communicate these through the Student Outreach & Support (SOS) referral system. In addition to making a referral to SOS, we also encourage you to have a direct conversation with your student to gather information, express your concern, and share the resources available to support them in navigating this challenging time.

The presence of one of the following indicators alone does not necessarily mean that your student is experiencing severe distress. However, the more indicators you notice, the more likely it is that your student needs help. When in doubt, consult with Student Outreach & Support via phone at 303-871-4724.

- **Academic**
  - Repeated absences from class
  - Missing assignments or exams
  - Deterioration in quality of work
  - Patterns of perfection

- **Behavioral & Emotional**
  - Direct statements indicating distress
  - More withdrawn or animated than usual
  - Expressions of severe anxiety
  - Excessively dependent behavior
Physical
- Excessive fatigue or exhaustion
- Visible changes in weight
- Frequent or chronic illness

Safety Risk
- Severe hopelessness, feelings of sadness, isolation and withdrawal

Student Outreach & Support Referral System

The SOS referral system is a process to submit information about a student who may be experiencing a challenging situation and needs help to connect to the appropriate resources. Each referral is reviewed by staff members and then assigned to a Case Manager to outreach to the student and develop a support plan. This referral activates the appropriate University protocol to support both the individual and the campus community in maintaining their safety, health and wellbeing.

Always err on the side of submitting a referral. It is critical for our students and campus community that we receive this information in a timely manner.

Additional signs of distress include:
- Difficulties with family/home environment
- Difficulties with food security and housing
- Difficulties adjusting to the college experience
- Financial concerns
- Relationship concerns
- Unable to locate the student
- Witness to an accident

If your student is experiencing any of the above signs or stressors, we encourage you to submit a SOS referral through the online referral system found at: carereport.du.edu

A Note About Privacy

As a part of this process, we work very hard to maintain privacy for students so they trust the work we are doing. As a result, if you submit a referral, we
don’t generally report back or communicate with you about the details of how we’ll be working with individual students.

A SOS referral is not for emergencies. If there is an immediate threat to a student (either through self-harm or interpersonal violence) or the community, please call Campus Safety at 303-871-3000, or if dialing from a campus phone, 1-3000.

**Medical Leaves/Re-entries**

A student with a mental health and/or physical health condition may elect to apply for a Medical Leave of Absence from the University. The Medical Leave of Absence and Medical Reentry Policies describe the circumstances under which a student may request a Medical Leave of Absence and the procedures the student must follow. For more information regarding the procedures and policies please visit our website at: [www.du.edu/studentlife/studentsupport/support_outreach](http://www.du.edu/studentlife/studentsupport/support_outreach)

**Student Bereavement Policy**

The Office of Student Outreach & Support (SOS) is the designated office to help support students in the event of a death in the student's immediate family or household. The student bereavement policy allows students a certain number of excused absences. Students can request verification of these absences by completing the verification request form. Student Outreach & Support staff will then notify the student's instructors of the verified absences. The verification request form and policy can be found here: [www.du.edu/studentlife/studentsupport/support_outreach](http://www.du.edu/studentlife/studentsupport/support_outreach)

**Student Opportunity Assistance & Resources (SOAR)**

The goal of SOAR is to provide students with information to help them make the most informed decision based on their circumstances. Students have the opportunity to connect with a Student Outreach & Support (SOS) Case Manager to determine which support resource is best for their situation. SOS created the SOAR program to help students navigate their financial situation through resources including but not limited to: financial literacy and planning programs, and options of potential funding from different resources that include Financial Aid, Student Financial Services, and the Division of Campus Life and Inclusive Excellence.
For more information on these financial resources and the areas of potential funding please visit our website at: www.du.edu/studentlife/studentsupport/support_outreach

Crisis Assessment Risk Evaluation (CARE) Behavioral Team

As part of our culture of care and support, the University of Denver is committed to providing care and access to resources that create a safe and secure environment for our campus community to maintain their safety, health, and wellbeing. The C.A.R.E. team is comprised of staff and administrators across campus who are dedicated to crisis support and behavioral intervention in the best interest of the individual student and the campus community.
Health & Counseling Center

The mission of the Health & Counseling Center (HCC) is to promote an inclusive and healthy living environment while at DU. The HCC includes Medical Services, Counseling Services, Health Promotion, the Center for Advocacy, Prevention, and Empowerment (CAPE) and the Collegiate Recovery Community (CRC).

Medical Services

Our medical facility is a fully AAAHC accredited primary care medical team located on campus with board certified physicians, physician assistants, nurse practitioners, nurses, and medical assistants.

Counseling Services

Counseling Services is here to support your student’s transition to DU and other transitions in their lives, as well as support their development and emotional health. Students have access to different types of mental and behavioral health services with licensed psychologists, board certified psychiatrists, licensed mental health practitioners and other trained professionals including individual, couples and group therapy.

Health Promotion

The Department of Health Promotion cultivates a thriving DU community through education, engagement, and sociocultural change. Health Promotion provides outreach, workshops, and resources to help DU students make success-oriented decisions related to alcohol and other drugs, mental health, healthy relationships, sexual health, and other aspects of wellbeing. The Health Promotion team includes professional health educators, graduate fellows, and undergraduate peer educators.

Center for Advocacy, Prevention, & Empowerment (CAPE)

CAPE supports survivor healing by providing advocacy and support for victims of sexual assault, relationship violence, stalking, and sexual harassment. All services are confidential and free of charge.
Collegiate Recovery Community (CRC)

The CRC offers a community lounge, alcohol and drug-free social events, support meetings, peer mentoring, educational seminars and events, and substance-free housing options. The CRC is a supportive environment within the campus culture that reinforces the decision to pursue sobriety. It is designed to provide academic excellence alongside recovery support to ensure that students do not have to sacrifice one for the other.

Please call our DU HCC Administrative Support Team (AST) for any assistance with HCC services or Student Health Insurance Plan navigation. The AST is well versed in all HCC operations and is able to help discern what would be the best option for care.

Cost

The Health and Counseling Fee provides students with a variety of discounted services at the Health and Counseling Center (HCC). This benefit includes:

- Low co-payments for counseling and primary care medical appointments
- Discounted in-house medications
- Discounted laboratory tests
- Discounted procedures

Health Insurance Requirement

All students are required to have health insurance during their time at the University of Denver. Students may elect coverage under their own insurance plan or through a family member, employer, or the University’s Student Health Insurance Plan, commonly referred to as SHIP. On the Student Health Insurance Plan, the DU Health and Counseling Center serves as the primary care provider for enrolled students.

For more information on coverage and cost of services, please see: www.du.edu/health-and-counseling-center/coveragecosts
**Hours & Locations**

The Health & Counseling Center has three locations on campus. The HCC is open from 8:00 a.m. – 5:00 p.m. on Monday and Friday, 9:00 a.m. – 5:00 p.m. on Tuesday, and evening hours are available on Wednesday and Thursday from 8:00 a.m. – 7:00 p.m. during the academic year. Please see the map at the bottom of this section for more information about our locations.

**Emergency Care**

The HCC provides 24/7 medical and mental health consultation via telephone. Students needing after-hours consultation can call the main HCC number at 303-871-2205 and follow instructions on reaching the medical or mental health provider on call.

Students needing emergency care are typically referred to Porter Hospital, just a short distance from campus. Additionally, when a student calls 911 from a campus phone, Campus Safety officers are immediately dispatched as well as Denver Police and/or paramedics.

**Privacy**

Students over the age of 18 have their medical and mental health care protected by federal privacy laws (HIPAA) and state privacy statutes. HCC may not release any information to parents without the student’s written permission. In the event of a medical or mental health emergency, an HCC or other DU official will typically contact the parents.

For further information about the HCC, check out our website at: [www.du.edu/hcc](http://www.du.edu/hcc)
New Student Checklist

1. **Student Health Insurance Plan Waiver (SHIP)**
   If your student already has health insurance and decides to waive the Student Health Insurance Plan for the academic year, they must do so by the deadline.
   *Proof of health insurance is required.

2. **Fulfill the Immunization Requirement**
   All new students (*undergraduate and graduate*) must provide proof of two doses of the measles, mumps and rubella vaccine. Students living in on campus housing must also provide proof of a meningococcal ACWY vaccine received within the past five years.

3. **Come Visit Us**

   For more information, visit us online at [www.du.edu/hcc](http://www.du.edu/hcc) or call 303-871-2205.
Student Rights & Responsibilities

Student Rights & Responsibilities at the University of Denver supports the Campus Life & Inclusive Excellence mission by providing programs and services designed to foster a positive and safe environment for student learning. Student Rights & Responsibilities strives to achieve a campus community in which individuals:

- Demonstrate respect for others, for themselves, and for the University
- Uphold high standards of personal and academic integrity
- Are accepting of differences and gain an appreciation for living in a pluralistic society
- Understand the impact of their behavior both upon the University and the surrounding Denver community
- Freely accept the responsibility for and consequences of their conduct
- Seek opportunities to repair harm that they caused through a restorative process

Honor Code

DU’s Honor Code informs our expectations of student behavior. Your students will receive information about it during the summer, and it will be a topic of conversation in their First-Year Seminar course. The Honor Code applies to all student conduct, both on and off campus, in and out of the classroom. You may read the Honor Code at: [www.du.edu/studentlife/studentconduct](http://www.du.edu/studentlife/studentconduct)

Medical Amnesty Policy

The University has a concern and responsibility for preserving the wellbeing of all members of our community. Since the health and safety of students are of primary importance to the University, students are expected to look out for their own health and safety as well as the safety of their peers. Students are also expected to take immediate action when a person’s health or safety is threatened.

When a student undertakes an intentional action to seek assistance from a University official or if emergency services is sought for themselves or others as a result of excessive alcohol consumption or drug use, the students involved may not be charged with an alcohol or drug-related violation of the Honor Code, and an alcohol or drug-related violation may not appear on their record. The students involved may be referred for an educational outcome or evaluation related to
their mental health or substance use. This referral will not constitute a violation of the Honor Code. The Medical Amnesty option may not be offered on a repeated basis, as it is expected that health and safety of students are always prioritized. Moreover, this commitment does not preclude legal consequences or charges related to non-alcohol or drug-related Honor Code violations.

**Parent & Family Resources**

At the University of Denver we view parents and families as partners in the success of our students. Together, parents, family members and DU staff can collaborate to ensure that students are making the most of their educational opportunities at the University of Denver. While students may sometimes have lapses in their decision making, our goal in Student Rights & Responsibilities is to provide them opportunities to develop life skills, to learn from their experiences, and grow as responsible community members.

We also feel the best strategies are the ones that can help prevent student misconduct. We encourage families to keep open lines of communication with their students and encourage their positive behavior on campus, such as academic integrity, involvement, and engagement in the campus community and co-curricular events on campus. We would like to see all DU students act with integrity, respect, and responsibility. DU students represent not only themselves, but the entire University of Denver community.

We would also like to remind parents and families to know their student’s FERPA rights, which include privacy around misconduct. Please visit the Registrar’s website for more information.
**Student Engagement**

The Office of Student Engagement is committed to the student experience. Through co-curricular programming and dynamic support networks, we strive to empower students throughout their college journey, linking them to possibilities that engage their pioneering spirit and create connections within our University of Denver Community.

Students can engage on campus in a variety of ways, and the Office of Student Engagement serves as a great starting place for exploring what that engagement journey can be. Some of those engagement opportunities include:

**Student Organizations**

Students at the University of Denver have the opportunity to join nearly 100 registered student organizations. As an institution dedicated to the public good, our registered student organizations serve as powerful ambassadors to that commitment, and represent a broad range of passions, ideas and viewpoints indicative of our global society. All of these organizations are devoted to creating meaningful interactions for students on campus. These organizations are the life of student engagement.

The best place for students to get to know some of these student organizations is during the Involvement Fair at the end of Discoveries Orientation week.

**Fraternity & Sorority Life**

Fraternity & Sorority Life at the University of Denver has been in existence since 1889. The University hosts 22 fraternities and sororities that fall under the four umbrella councils of the Interfraternity Council (IFC), Multicultural Greek Council (MGC), National Pan-Hellenic Council (NPHC), and Panhellenic Association (PHA).

Membership in a fraternal organization provides undergraduates and alumni with tremendous opportunities for lifelong friendship, leadership development, scholarship enhancement and social interaction. DU’s fraternity and sorority students are scholars, athletes, and campus leaders; they are positively contributing to and benefiting from the University of Denver collegiate experience.

Currently, approximately 1/4 to 1/3 of undergraduate students are affiliated with fraternities or sororities on campus. Those students also hold positions in the Undergraduate Student Government (USG), the University of Denver Programs Board (DUPB), Student Media Board, and many other organizations across campus.
Many students participate in Recruitment in order to get a sense of the Greek organizations and to meet new classmates. Participation in the recruitment process does not require a student to accept membership into a particular group. If a student decides that involvement in Fraternity & Sorority Life is not for them during recruitment, it is perfectly acceptable. Rho Gammas, a group of upper-class Greek students who disaffiliate with their organization during recruitment, provide objective advice and support for new students going through the recruitment process.

**Undergraduate Student Government**

The University of Denver Undergraduate Student Government (USG) serves to foster the growth and welfare of the members of the USG, the University of Denver and its students, faculty, staff, alumni and the greater community associated with the University of Denver. USG is comprised of committees dedicated to Student Organizations, Faculty & Academic Affairs, Finance, Senate Affairs, Internationalization, and Diversity and Sustainability.

USG is pivotal to the success of student activities. First-year students are invited to participate in student government quickly; elections for first-year senators are held during fall quarter. USG keeps students posted via its website: [www.du.edu/usg](http://www.du.edu/usg)

**University of Denver Programming Board (DUPB)**

The University of Denver Programming Board (DUPB) is responsible for planning entertaining, inexpensive and inclusive events for all undergraduate students. The Board consists of six different committees each co-chaired by student leaders. Those committees are: Classics, Special Events, Traditions, Music, Marketing and Finance.

**Spirit + Pride + Tradition Initiatives & Hallmark Events**

In addition to being an entry point into student organizations on campus, the Office of Student Engagement also works with a team of students from different areas of campus to increase student spirit and pride through the implementation of campus traditions and innovative initiatives throughout the year.

Additionally, the University hosts several Hallmark Events throughout the year and the Office of Student Engagement plays an active role in bringing those events to life.
Housing & Residential Education

Living on campus connects our students to the social and intellectual life of the University. That’s why we require first- and second-year (post high school) undergraduates to live in university housing. We offer comfortable, convenient housing options for all first-year and second-year students.

For more details about the two-year live on requirement, please visit: www.du.edu/housing/resources/release

Our buildings share a few common characteristics:

- Convenience: All the halls are right on campus, with short walks to classrooms, the athletic center, and Light Rail.
- Safety: Students need a keycard to get into the residential parts of our buildings, and the halls have front desks staffed 24/7.
- Room for fun: Our halls have community lounges for watching TV or playing pool, and lots of small, comfortable lounges for studying or hanging out.
- Learning opportunities: Living and learning communities, theme floors, and classrooms in the residence halls make learning a part of day-to-day life.
- Amenities at the Front Desk: Vacuums, board games, and billiards table tennis supplies can be checked out and trash bags are also available.

You will notice that we say “residence halls” rather than “dormitories” because our students do so much more than sleep there. The residence halls are our students’ home. There is so much learning and growth that happens through community living. The residence halls are part of our educational mission, and we take that responsibility seriously. You can find all the details about our policies and procedures for students living in university housing at: www.du.edu/housing/resources/undergradpolicies

We encourage you to explore our undergraduate halls in detail by taking a video tour on this website: www.du.edu/housing/buildings

First-year students live in one of three residence halls: Johnson MacFarlane Hall (J-Mac), Centennial Halls (known as Halls) or Centennial Towers (known as Towers). Each of these buildings has a distinct culture, and students tend to develop
a strong sense of affiliation with their residence hall. In each of these buildings, there is a Resident Assistant (RA) assigned to every floor.

The Role of Resident Director & Graduate Resident Director

The Resident Director (RD) is a full time professional staff member and is responsible for developing an atmosphere that promotes academic achievement, personal development, and a strong sense of inclusive communities. The Resident Director reports directly to the Associate Director of Residential Education and is a member of the Housing & Residential Education professional staff.

The Graduate Resident Director (GRD) is a live-in staff member who is also enrolled in the Higher Education master’s degree program. Each GRD is supervised by a full-time Resident Director and shares responsibility for administration and supervision of a community with the direction of the Resident Director. The GRD shares the responsibility for the operation of a co-educational residence hall community or apartment community. The GRD assists in creating an environment which promotes academic success, personal development, and inclusive communities with an emphasis on social justice education.

Examples of RD and GRD responsibilities include but are not limited to:

- Adjudication of conduct cases involving the violations of the Guide to Residence Living, Student Code of Conduct and the Housing Contract.
- Developing an atmosphere that promotes academic achievement, personal development and community responsibility.
- Participate in HRE’s administrator on-call process in response to campus emergencies and student issues.

The Role of Resident Assistant

The Resident Assistant (RA) is a live-in student staff member in the Office of Housing & Residential Education (HRE). RAs report directly to a Resident Director/Graduate Resident Director, but will also receive direction from other professional staff members. In addition to being a student themselves, the RAs have many different roles, including being a leader, an inclusive
community builder, a peer support person, a policy enforcer, a resource person, an educator and a positive role model for both students and staff.

Examples of RA responsibilities include but are not limited to:

- Develop and implement ongoing programming and conduct floor meetings.
- Provide support to residents by helping them to define and resolve academic and/or personal problems and connecting them to appropriate campus resources.
- Familiarity with campus resources, University services and events.
- Inform supervisors promptly about actual or suspected illegal activity, students who may be a danger to themselves or others, and all other significant information.
- Follow all protocol and procedures for duty systems, including, but not limited to notifying HRE’s administrator on call and Campus Safety.

When students are in their second year, they are eligible to become a Resident Assistant (RA), a highly competitive position that provides students with opportunities to develop their leadership skills and create an inclusive community.

More information is available at:
www.du.edu/housing/staff/join/student/raposition

**Move-In & Early Arrivals**

New, incoming student move-in is scheduled for Monday, September 2, 2019. Move-in times are staggered by even/odd room numbers, and this information is detailed in students’ move-in letters. Letters are scheduled to be sent to students’ DU email addresses on July 22, 2019. We ask that students and families read through all of this information carefully to ensure a smooth move in. Students are asked to bring one form of identification with them and are allowed to bring one other person in line with them for check-in. Keys will be given to the student as part of their check-in packet during move in.

With the exception of certain programs that are required to be on campus prior to Move-In, our office will not be accepting any early arrival requests and students cannot move into their assigned spaces before September 2nd. If your student is a part of a program that has been approved to move in before September 2nd, they will be notified by their respective program.
A limited number of dollies will be available for use at the residence halls’ front desks. Families are able to pull up to the residence hall and unload the belongings, but then will need to park their vehicles in designated lots. We suggest that one person also waits with the belongings as the university is not responsible for lost/stolen items. Please be advised that the only first-year buildings with elevators are Centennial Towers and Centennial Halls. Johnson MacFarlane does not have an elevator. Students and their families can use the elevators to go up in the building but will need to take the stairs when coming down.

The residence halls cannot accept any mail or packages for residents until Tuesday, September 3rd as they will not be open prior to Labor Day. Please plan to bring any items needed with you on Move-In Day.

**Breaks & Closures**

**Winter Break Closures**

- Centennial Halls and JMAC will close on November 22nd at 9 a.m. Students may keep their belongings in their rooms and can expect to remain in their assigned rooms throughout the entire academic year unless moved for approved administrative reasons.
- Please know there will not be any temporary housing options over winter break for students assigned to either Halls or JMAC. However, HRE will have a fall room change day that will take place the third week of the fall quarter. Students interested in staying over winter break can do a permanent move to Centennial Towers during that time based upon available spaces.
- Centennial Towers, Nagel, Nelson, and the Apartments Community are open during Winter Break.
- Dining services will not be available during the winter break. Please be advised that students will need to plan and provide their own meals during this time.

**Spring Break**

- All residence halls will be open during this time.
- Most dining services will be closed. Please visit: [www.dudining.sodexomyway.com](http://www.dudining.sodexomyway.com) for more information.
Summer Break Closures

• All residence halls will close on June 12, 2020 at 9 a.m. Students will receive detailed information by email during the spring quarter.

Mail & Packages
Mail addresses for each residence hall can be found here: www.du.edu/housing/buildings

This information is also posted in the residence halls and is shared with students when they first move in.

All flat mail and packages will be delivered to the front desk of the residence hall or community, and later sorted out by the front desk staff. Mail and packages received during business hours will be logged and placed in mailboxes. Students will receive an email notification from the front desk when a package has arrived.

If there are any issues with a package, please follow up with the Desk Manager of the building with a tracking code, description of the package, and confirmation of delivery. Desk Manager contact information can be found here: www.du.edu/housing/staff/meet/the_staff

Move-In, Move-Out & Meal Plan Dates for 2019 - 2020
Dates related to move-in, move-out and meal plans have been provided in the important dates section above. Timelines and deadlines for other HRE-related processes, such as Rising 2nd Year Room Selection will be posted on HRE’s website and sent out to students as soon as they are finalized. For the full academic, registration and billing calendar (including University holidays), please visit: www.du.edu/registrar/calendar

Eligibility for University Housing
Students must be enrolled in full-time courses each quarter of the academic year in order to be eligible to live in university housing. Students who are not registered for courses are required to move out of the residence hall. Students who are not registered for courses are not permitted to have a meal plan. If there are changes to a student’s full-time enrollment status, such as a leave of absence or withdrawal, they must contact HRE to discuss next steps.
Check Out Methods

Check out with a Housing & Residential Education Staff Member
• There will be an HRE staff member available between the hours of 5 p.m. – 7 p.m. for the first-year residence halls.
• Once a student’s belongings are moved out of the room and the space has been cleaned, the student can go to their building’s Front Desk to meet with the HRE staff member to walk through the room. During this time, the staff member will assess any damages to the room/suite and collect the keys.
• Please note that any damage that has been incurred while a student has been living there will be charged to the student’s account. Students should be sure to note any damages in their Room Inventory Form once they move in.

Express Check Out (This is the quicker process of the two options)
Students may choose this option if they feel their room is in “good condition” or if they wish to leave at any point outside of 5 p.m. – 7 p.m. and do not want to complete a check out with an HRE staff member.
• Go to the building’s Front Desk for an envelope.
• Put the room keys in the envelope and seal it.
• Write the student’s name, ID number, room number and time of check out on the envelope.
• Sign the envelope and return it to the Front Desk Assistant or place in the Express Check Out drop box located in the lobby.
• Students who choose this option are responsible for packing up their belongings and cleaning the space.
• The room will be inspected after they move out. The student will be charged for any damages, missing items, and/or cleaning charges. Damages, missing items, and/or cleaning that no one claims responsibility for will be divided equally among those living in the room/apartment.

Please note that residents using the express checkout option waive their right to appeal any individual damage charges. With either checkout option, residents are not able to appeal any common (floor) building damages.
Campus Dining Services

Denver Dining by Sodexo values strong relationships that are built upon honesty and trust. As a member of our community, it is our mission to tell you:

- where our food comes from
- who it comes from, and
- how it got here

By sourcing responsible food from our trusted partners, we prepare food you can feel good about.

Dining Options

Dining Halls
- Centennial Dining Hall
- Nelson Dining Hall
- Nagel Dining Hall

Retail Dining Options
- Einstein Bros Bagels located in the Daniels School of Business
- Front Porch Cafe located in Anderson Academic Commons
- Law School Cafe located in the Sturm College of Law
- WOW Cafe located in the engineering building on the south side of campus

General Stores
- JMac Location
- Centennial Halls

Plans

- Unlimited Meal Plan - The Unlimited Meal Plan is designed for students who like to eat smaller meals more often and come and go from the dining hall whenever they wish. This plan includes:
  - Unlimited access to Nelson and Centennial Halls
  - Meal swipe options available in Nagel Hall Market
  - Late Night Dining at Centennial and Nelson Hall
  - $215 of Meal Plan Cash per academic quarter offering the opportunity to enjoy the many retail locations on campus, including: Front Porch Café, Einstein’s Bagels, WOW Café, Law Café and the Pioneer General Stores
  - 10 Guest meals per academic quarter
• **125 Block Meal Plan** - The 125 Block Plan offers approximately 12 meals per week and is designed for students who like flexibility on when they wish to eat and will be on campus most weekends. This plan includes:
  • Use any 125 meals per quarter in Nelson and Centennial Dining Halls or Nagel Market
  • Late Night Dining at Centennial and Nelson Dining Hall
  • $215 of Meal Plan Cash per academic quarter offering the opportunity to enjoy the many retail locations on campus, including: Front Porch Café, Einstein’s Bagels, WOW Café, Law Café and the Pioneer General Stores
  • Any block meal can be used for a guest meal

• **100 Block Meal Plan** - The 100 Block Plan offers approximately 10 meals per week and is designed for students who like flexibility on when they wish to eat and will be on campus some weekends. This plan includes:
  • Use any 100 meals per quarter in Nelson and Centennial Dining Halls or Nagel Market
  • Late Night Dining at Centennial and Nelson Dining Hall
  • $215 of Meal Plan Cash per academic quarter offering the opportunity to enjoy the many retail locations on campus, including: Front Porch Café, Einstein’s Bagels, WOW Café, Law Café and the Pioneer General Stores
  • Any block meal can be used for a guest meal

• **Commuter Meal Plan** - This plan is only available to our commuter and upper-class students. It is convenient and flexible, offering features that are important to your student, such as: the option of joining their on-campus friends in Nelson or Centennial Halls for an “all-you-care-to-eat” meal, or meal equivalency in Nagel Market. This plan includes:
  • Any 50 meals per quarter in Nelson and Centennial Halls or Nagel Market
  • $215 of meal plan cash per academic quarter offering the opportunity to enjoy the many retail locations on campus, including Front Porch Café, Einstein’s Bagels, WOW Café, Law Café and the Pioneer General Stores
  • Any block meal can be used for a guest meal
**Dining to Go**

To-Go Meals are available to students with a meal plan for times when they are unable to get to one of the dining halls during regular meal hours. This may occur due to illness, an off-campus field trip or job, or some other scheduling conflict.

**Important Information about Dining to Go:**

Student must give 24 hour notice when ordering a meal.

Valid to-go meal pick up times are:
- Monday - Friday: 7:15 a.m. – 6:30 p.m.
- Saturday - Sunday: 10:30 a.m. – 6:00 p.m.

For more information on how to order, please visit:

[www.dudining.sodexomyway.com](http://www.dudining.sodexomyway.com)

**Food Allergies or Dietary Preferences**

An increasing number of students are coming to campus faced with dietary restrictions. This is especially concerning to students and their families when faced with a new environment away from home.

Denver Dining Services is committed to meeting the needs of students with food allergies. Our expectations are for students to enjoy meals on campus with food they can eat without compromising nutrition, flavor or variety.

Below are the steps we take to ensure our students have a dining plan that meets their dietary requirements.

- Meet our Registered Dietitian, Gina Vega. She will be your student’s 1:1 Liaison with our culinary team.

- Schedule a meeting with our management team and Gina in the dining hall closest to their residence hall.

By allowing us to get to know your student and their preferences we are better prepared to have food available for them. It also provides for open communication on how things are going and what other options we should be working on. We will go to great lengths not to make your student feel uncomfortable or singled out. They are not alone as we support many other
students with similar issues. To schedule the first meeting you may email Gina. Vega@sodexo.com or you may contact Ira Simon, Resident District Manager, Denver Dining by Sodexo, ira.simon@sodexo.com

**Fully Stocked Alternative Allergy Free Products**
In addition to menus your student can enjoy, Centennial and Nelson Dining Halls also offer stocked coolers with allergy free food alternatives. This includes gluten free, dairy free, and nut free breads, milks, cheeses, desserts and much more. It provides additional options beyond the hot food production we can offer students. In addition, all DU cafeterias include ingredient listings for all foods displayed in the serving line and on the TV screens to make sure your student is informed.

**Simple Servings - Nagel Hall Market**
Nagel Hall Market offers an allergy free venue called Simple Servings, an award-winning wellness concept. Simple Servings features delicious, homemade meals, prepared without 7 of the 8 FDA most common allergens. Students can enjoy a delicious meal without any of the following allergens:

- milk
- eggs
- gluten (wheat)
- soy
- shellfish
- peanuts
- tree nuts

When dining at Simple Servings in Nagel Hall, your student will find favorites like roast pork, rotisserie chicken, baked sweet potatoes, steamed green beans, and much more! Simple Serving menus also meet our Mindful criteria, and 75% of the menu is considered healthy choices.
FERPA

The Family Educational Rights & Privacy Act of 1974 (FERPA) is a federal law designed to protect the privacy of and limit access to the educational records of students.

FERPA identifies four fundamental rights of students:

• the right to have access to their educational records;
• the right, through consent, to specify which third parties may access their records;
• the right to challenge/correct information in their records; and
• the right to be informed of their privacy rights.

These rights apply to all students, regardless of their age. Education records comprise nearly all records on a student maintained by the University, including:

• Grades
• Test Scores
• I.D. Numbers or Social Security Numbers
• Financial Records
• Housing Information
• Disciplinary Records (or results of hearings)
• Class Schedule
• Enrollment and Attendance Information
• Quarter, Cumulative, or Major GPA
• Academic Continuation, Dismissal, or Probationary Status
• Dean’s List Status

These records, maintained by the University of Denver or any agent of the University, include any document or information directly related to a student.

FERPA mandates that institutions must withhold such information from parents and others, even if they believe that their relationship with the student entitles them to have the information. As a result, we sometimes encounter frustrated parents, guardians, or spouses (or even faculty members who do not have “an educational need to know” as defined by federal law) who question why they cannot have information about a student’s grades, financial obligations, or standing within the University.
To help prevent the frustration caused by this law, the University is pleased to share this information from educational records if the student submits an authorization to release specific information from the student’s educational record to a designated individual. Without such a release, the University will not make exceptions to FERPA. For more information or to find the authorization to release information from educational records, please visit: www.du.edu/registrar
Academic Support Services

Academic Coaching

Academic Coaching is an opportunity where students can meet one-on-one with a trained Academic Coach to improve their performance in college. The topics we’ll cover together include: goal setting, time management, stress management, study skills, discovering their strengths, and connecting them to additional resources. Read more about Academic Coaching at: www.du.edu/studentlife/advising/successresources

DU Academic Advising Partnership

The Academic Advising partnership between faculty and professional advisors creates a seamless experience for students. Faculty advisors mentor students through the curriculum, course selection, their academic experience in their selected field, and refer students to appropriate campus resources to meet their academic goals. Professional advisors work with students on degree planning outside of their major, understanding academic policies and processes, academic development, empowerment and support, and strength-based skill building (e.g., understanding who they are as learners, identifying their strengths, time management, organizational skills, and navigating their academic experience).

Please note: the Josef Korbel School of International Studies and the Daniels College of Business have a Professional Academic Advising model and partner with faculty to mentor students with research and career advising while monitoring students’ academic performance in their courses.

Tutoring

There are three support centers at the University of Denver that offer free tutoring for students and peer support services:

Writing Center
The University Writing Center offers writing support, resources, and programming for all undergraduates, graduate students, staff, and faculty. We believe that all writers benefit from having conversations about their writing: to generate ideas, talk through arguments, develop new habits and practices, and learn to see their writing in new ways. Students at DU can schedule free,
45-minute sessions with Writing Center staff where they will discuss their writing and work with them to hone their skills and practices, with an eye on both the text at hand and on their work as a writer. Students can make appointments at: www.du.mywconline.com The Writing Center is located in Anderson Academic Commons, room 280.

Math Center
The University of Denver Math Center is located in the Anderson Academic Commons. The Math Center offers free, drop-in assistance for algebra, trigonometry, business calculus, and calculus I, II and III classes. The Math Center provides a place to study, to do homework, and to ask questions. Students are encouraged to work with other students in the same class. Working in small groups and having discussions with other students is one of the most effective ways to learn mathematics.

Science & Engineering Center
The Science & Engineering Center is a collaborative space staffed by undergraduate and graduate Teaching Assistants trained to assist students with first and second year biology, chemistry, physics, and engineering lecture and laboratory courses. Our goal is to help students grow as problem solvers by assisting with homework sets, lab reports, and preparing for exams. The Science & Engineering Center is not a one-on-one tutoring center, but is rather a support system where students can get guidance from TAs as well as their peers. This center is open to all DU students.

Books
The DU Bookstore carries new and used (if available) textbooks for all courses, organized by department and course number. Purchases may be made by cash, check, credit card, and Bookstore accounts. More information is available at: www.dubookstore.com or by calling 303-871-3251. Several purchasing options exist for obtaining books and other required materials for classes. It is not required that students make their purchases from the DU Bookstore, however students will need to reference their syllabus for the correct edition required (or preferred materials) for each course before completing purchases.
Laptops & Accessibility

Our campus offers a quality mobile learning environment, with more than 36,000 Internet connections located in the Anderson Academic Commons, other common spaces on campus and in every residence hall room. Every building on campus has “smart” classrooms, allowing students to tap into vast online resources.

The DU Bookstore offers laptops that are specially priced for educational discounts. Also, many retailers offer financing programs for laptop purchases. If your student has concerns about being able to buy or lease a laptop, please see: www.du.edu/uts/laptops/faq

For laptop specifications and special requirements for certain majors, visit the Laptop Requirements page online at: www.du.edu/uts/laptops or call 303-871-4700.

This page summarizes all of the IT information students need as they plan for their arrival: www.du.edu/it/support/students/new-students-before-arriving
Academic Engagement

Study Abroad

At DU, we strive to develop intercultural knowledge, awareness and skill building. To this end, we encourage students to study and live abroad for at least one quarter/semester. We want our graduates to appreciate and understand the differences and interdependencies that characterize our world. The University of Denver strongly invests in study abroad because we believe that as many students as possible should have the opportunity to discover how education really comes to life in an international context.

To foster an internationalized campus culture, DU has developed an infrastructure that makes study abroad relatively efficient and affordable. Students can choose to participate on either a DU Partner Program (DUPP) or an unaffiliated program. There are about 150 programs in the DUPP portfolio in about 52 countries. Each program may have different GPA and/or language or field of study requirement. On a DUPP, students pay DU tuition and in some cases DU housing and meal fees, but are able to use all DU scholarship aid, including the housing grant abroad. Additionally, if nominated for a DUPP, students may be eligible for the Cherrington Global Scholars Benefit whereby DU will pay for the student’s round trip airfare and their direct visa costs. To be eligible for this additional benefit, students must have a cumulative GPA of at least 3.0, have 90 credit hours before going abroad and remain in good standing with no current conduct violations.

The Office of International Education is located at 2200 South Josephine Street. More information on deadlines, programs and process for study abroad can be found at: www.du.edu/abroad

The Center for Community Engagement to Advance Scholarship & Learning (CCESL)

CCESL's vision is a university collaborating with communities to improve lives. Our mission is to activate university and community potential through partnership. We value collaboration for the public good characterized by mutual benefit, fierce optimism, tenacity, rigor, democratic participation, and inclusion.
For us, public good is about sharing the intellectual and human resources of the University to make our communities safer, healthier, and more livable. We believe that public good work is about more than “serving publics”; rather it is the creation of mutually-beneficial relationships in which public culture is being strengthened through the production of new knowledge. In short, we believe that when the work of the University makes a difference in the lives of people in our communities it, in turn, makes a difference in the lives of people here at DU.

We use community-engaged methods in our work with faculty, staff, students, and communities to:

**Bridge Learning & Doing**
We work with faculty to transform teaching and curriculum while championing hands-on learning in collaboration with community partners. This approach gives students practical experience in tackling some of today’s critical challenges.

**Invest in Discovery**
We advance scholarship and creative work that is rooted in mutually beneficial relationships with community partners.

**Amplify University Community Voices**
By combining knowledge from across the field, like anchor mission work and collective impact strategies, we work to advance faculty expertise while maximizing the tangible impact on our communities.

**Connect Changemakers**
We serve as connectors and cultivators because we maintain an unrelenting belief in the power of partnerships.

**Galvanize Tomorrow’s Civic Leaders**
We believe in the civic mission of higher education and we recognize that this mission helps build 21st century careers and communities. Our students engage in meaningful service with communities that builds their knowledge and skills, but also enhances their commitment to serving as agents of change and their belief in their own power to act in concert with others.
Tackle Grand Challenges
We maintain a fierce optimism that together, universities and communities can tackle some of the most urgent and persistent problems.

We live out the six strategic areas above through programs such as (but not limited to):

Community Engaged Fellows
Fellows are assigned to an interdisciplinary issue area and charged with co-developing a plan to advance community-engaged work in this area in consultation with community and campus stakeholders as well as CCESL staff.

Public Good Associates
The Public Good Associates program is designed to get students and faculty into working relationships to effectively support community-engaged learning and/or research.

Public Achievement
DU students serve as coaches and work closely with K-12 students to identify social justice issues that students care about within their school and community. DU students coach teams through the community organizing process over the course of the academic year, meeting every week with their students.

Spectator to Citizen Courses
This three-course sequence of two-credit courses is designed to help DU students develop a set of public skills and civic knowledge base that will allow them to actively participate in their communities’ public lives.

DU Grand Challenges Champions
DU Grand Challenge Champions is a faculty-student mentoring program. The goal of the program is to provide a structured opportunity for students to integrate learning across DU experiences that are relevant to DU Grand Challenges issue areas and to reflect on their public identities and potential to contribute to work on complex public problems.

DU Service & Change (DUSC)
DUSC is a student organization committed to engaging the DU community through diverse service opportunities that facilitate positive change for
the public good. Volunteer opportunities include large-scale service days, ongoing projects, and in-depth service projects.

CCESL values the public good, inclusive excellence, and, as part of higher education’s civic mission, building community capacity and engagement. Students may get involved by contacting the CCESL staff at ccesl@du.edu, or calling 303-871-3706.

**Undergraduate Research Center**

DU’s Undergraduate Research Center (URC) provides an excellent opportunity for students to enhance their undergraduate experience by facilitating students’ investigations that make original intellectual or creative contributions within and across disciplines. The URC collaboratively partners with faculty, staff, and departments across campus to offer funding, events, and professional development opportunities aimed at supporting students in their pursuit to engage in academic inquiry and develop their academic and scholarly identities.

Through the Partners in Scholarship (PinS) and Summer Research Grants, students have the opportunity to design and execute a project that involves in-depth study in their specific area of interest, with the assistance of a faculty partner. URC funding helps cover the expenses necessary to ensure the completion and success of the project. Expenses may include supplies such as books, software, or lab equipment, travel for research, or materials for creative works (i.e. theatre props, art supplies, etc.).

Additionally, the URC offers students the ability to formally present their scholarly research and work at an academic professional conference (pending conference acceptance) through the Student Scholar Travel Fund.

In addition to these funding opportunities, DU’s Undergraduate Research Center supports a variety of academic opportunities for undergraduates. Visit [www.du.edu/urc](http://www.du.edu/urc) for more information on undergraduate research opportunities.

**Living Learning Communities**

DU’s Living & Learning Communities (LLCs) are among the most distinctive programs of their kind in the country. LLC’s offer students engaging experiences and opportunities in the areas of academics, residential life, and community engagement.
Academics
Each LLC is based on a theme. Every quarter, students take seminar classes that relate to that theme. These classes are taught by DU professors and credits from these courses can be applied to relevant minors.

Residential
Students live on the same floor of the residence hall that hosts their LLC and take part in programs that enhance their coursework. Special dinners, speakers, cultural activities, retreats or field trips into Colorado’s great outdoors are just a few of the things our students do.

Community Engagement
What makes the LLCs unique is how our students, faculty and professional staff explore and apply course concepts in real-world community settings. Students deepen their understanding of the world and work to create healthy communities.

The LLC Communities are:
• Environmental Sustainability LLC (Johnson-McFarlane Hall)
• Innovation & Entrepreneurship LLC (Centennial Halls)
• International LLC (Centennial Towers)
• Social Justice LLC (Johnson-McFarlane Hall)
• Wellness LLC (Centennial Halls)

See: www.du.edu/livinglearning, or call 303-871-2460 for more information.

Pioneer Leadership Program
The Pioneer Leadership Program (PLP) has been developing the leadership skills of some of the University of Denver’s most talented undergraduate students since 1995. PLP is a unique academic minor and Living & Learning Community at the University of Denver that emphasizes leadership ignited by community, curiosity, courage, and action.

Each year the Pioneer Leadership Program (PLP) selects 88 incoming students who are ready to embrace the ever-increasing challenges of our world. PLP is a transformational learning experience that combines coursework, a residential
community, civic engagement, and professional networks to equip 21st century citizen leaders. Through the study and practice of leadership, students will acquire the knowledge, skills and experience necessary to become an effective, collaborative leader in whatever field they choose.

PLP students experience:

• A 24-credit leadership studies minor to complement any major
• A caring and supportive environment that challenges them academically and interpersonally
• A close-knit living community of engaged learners built on inclusivity, shared values and passions
• Deep insights about themselves and others
• Deliberate focus on equity, social justice and citizen-leadership
• Leadership perspectives rooted in ethical awareness, global understanding and social responsibility
• Collaborative, community-based engagement that promotes informed action and impact
• A thriving alumni and community network for career development and life beyond the university

For more information, see: www.du.edu/leadership or call 303-871-2462.

University Honors Program

DU’s Honors Program is a four-year program that includes courses in the broad liberal arts and sciences and in-depth study in the major. Honors students are able to meet roughly a third of the University’s common curriculum requirements in small, discussion-based courses taught by top faculty from throughout the University; and to pursue distinction in their major, which includes a culminating project or thesis.

The program supports its community of scholars with special advising and programming, and provides financial support for individual projects and thesis work. It culminates in graduation with University Honors and Distinction in the major. For more information about the Honors Program admissions process and requirements, please visit: www.du.edu/honors
Campus Safety

The Department of Campus Safety is staffed 24 hours a day, year-round, by trained professionals employed to serve the University community.

In life-threatening emergencies, or when your student needs immediate police, fire or medical assistance, they should make the following TWO calls: 911 and then 303-871-3000.

Students can report a crime or violation to Campus Safety at any time by calling 303-871-2334. If a student would like to confidentially provide Campus Safety with information about a crime or suspected crime, they can call the anonymous tip line at 303-871-3130. Students are encouraged to leave as much information as possible so that we may investigate the incident.

Property Registration

The University of Denver maintains a database for property registration. Registering property increases the chances of recovery in the event that a student’s items are stolen – particularly if they are able to register the property with the serial number. All current students, staff and faculty may register laptops, smartphones and other valuable items. Visit: [www.du.edu/campussafety/crimeprevention](http://www.du.edu/campussafety/crimeprevention) for more details.

Campus Safety Class Offerings

The Department of Campus Safety offers a variety of opportunities for the DU community to educate themselves about safety related issues. All classes listed below are open to current students, staff and faculty of the University.

- Active Shooter Response
- First Aid/CPR/AED Training
- 90 Minute Self Defense Class
- R.A.D. (Rape Aggression Defense) for Women
- R.A.D. (Resisting Aggression with Defense) for Men
- Mace in Your Face
- Crime Prevention 101
- Emergency Response Team Training & Certification

For more information about how to sign up, please encourage your student to visit: [www.du.edu/campussafety/classes](http://www.du.edu/campussafety/classes)
**Campus Safety Alerts**

In the event that a situation arises, either on or off campus, that in the judgment of the Department of Campus Safety, constitutes an ongoing or continuing threat, a campus wide Campus Safety Alert *(timely warning)* will be issued. The Campus Safety Alert will be issued through the University’s email system to students, faculty and staff. The information will also be posted on the Campus Safety website and social media sites. The Campus Safety Alert will include information to promote safety and help aid in the prevention of similar crimes. In addition, it will include information about the crime that triggered the warning, including the nature of crime, any suspect information and location of the incident. Crimes that are reported within six months of occurrence will be reviewed for Campus Safety Alerts.

**Emergency Notifications**

The Department of Campus Safety is authorized to send emergency notifications to the DU Community if it is determined that there is an emergency or dangerous situation that poses an immediate threat to the health or safety of some or all members of the DU Community. Situations that may warrant an emergency notification include, but are not limited to:

- An emergency incident in progress; active shooters, bomb threats, civil unrest, and evacuations.
- Potential impending emergency incidents such as tornado warnings and other serious weather events.
- Safety messages regarding suspicious persons, area or school closures, crimes against person where the suspect is not apprehended.
- Termination messages including all clears, status updates or re-opening of campus or buildings.

Campus Safety shall without delay and taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will, in the judgment of the first responders *(including, but not limited to: the Denver Police Department, paramedics, and/or the Denver Fire Department)*, compromise the efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.
The system will be tested during the fall, winter and spring quarters. Users opt in to receive text and telephone messages, but all DU Community members will receive the notification via email. For additional information visit:

www.du.edu/emergency/notification

Please note the emergency notification system should ONLY be used by active students, faculty, staff and key administrative personnel. All families should follow @DUCampusSafety on Twitter and Facebook for live updates. This will allow for Campus Safety to ensure that all members on campus are made aware of an emergency first and foremost.
Financial Wellness & Financial Services

Students need to understand basic money management skills such as living within a budget and handling credit and debt. Financial literacy is a critical foundational skill that students will continue to evolve throughout their lifetime. At the University of Denver, there are offices, services, and programs to support students in developing foundational skills and support in navigating financial resources.

Financial Aid

The Office of Financial Aid provides counseling and services to help students and their families finance an education at the University of Denver. On the Financial Aid website, www.du.edu/finaid, students will find information on applying for need-based aid, the types of aid available, selecting and applying for loans, and many other topics.

For in-person meetings, students can find the Financial Aid office in University Hall, room 225.

Grants & Scholarships

Scholarships and grants are considered gift aid that do not have to be repaid. Students are automatically considered for merit scholarships when they submit an application for admission, and are notified in their admission letter if they have been awarded a merit scholarship.

Private scholarship opportunities are available through various entities not affiliated with DU, and can come from a variety of sources. These sources can include community organizations, women’s organizations, ethnic organizations, religious organizations, and more. Some opportunities are not broadly advertised, so encourage your student to check with organizations near them to see if scholarship funding is available.

If your student received a private scholarship, please have them report it and send it directly to:

Financial Aid
University of Denver
2197 S. University Blvd.
Denver, CO 80208-9403
Once processed, your student’s scholarship will be added to their financial aid award, and will disburse to their account in the same way as the rest of their aid.

**Loans**

An education is one of the best long-term investments your student can make for their future, and borrowing is one way to fund that investment. With careful planning, a loan can be a smart decision for your student and your family as many educational loans have more favorable terms than other consumer loans *(such as car loans or credit cards)*. However, since all loans must be repaid, encourage your student only to borrow what they need, explore other financial aid options, and earn as much as they can through employment.

**Types of Loans**

1. **Federal Direct Subsidized/Unsubsidized Loan**
   Federal Direct Subsidized/Unsubsidized loans are the most widely-used loans for undergraduate students. Students who submit the FAFSA will have one or both of these loans offered as a part of their financial aid package.

2. **Federal Direct Parent Loans for Undergraduate Students (PLUS)**
   The Federal Direct Parent Loan for Undergraduate Students *(also known as a Parent PLUS loan)* is a credit-based loan available to parents of dependent undergraduate students. Students will not have this loan offered as a part of their financial aid package; a separate application is required by the parent.

3. **Private Education Loans**
   Many banks, credit unions, and other financial institutions offer private *(non-federal)* student loans, sometimes called alternative loans. Private loan programs may offer interest rates and terms that are competitive with those of federal loans. However, as your student considers borrowing options, keep in mind that federal student loans are required by law to provide a range of flexible repayment options, including income-based repayment plans, and loan forgiveness benefits, which private loans do not provide. Also, federal direct loans are available to students regardless of income.

**Work Study**

Work-study is a need-based financial aid award that allows students to work on campus *(or with an approved off-campus employer)* to earn money to help pay
for educational expenses. It is not a grant (because students must work to earn it), and it is not a loan (because students do not have to repay it).

Because work-study funding is limited, it is not included in all students’ award packages. Priority is given to those who applied for financial aid by the priority deadline, and if eligible, it will be included in their financial aid award letter. If a student has been offered work-study, they will need to accept it through PioneerWeb by July 1st and secure a position by October 15th or it will be canceled. (Current students who are studying abroad in the fall have until January 31st to secure a position).

Students can only apply for work-study positions if they have this award as a part of their financial aid package, and must be enrolled at least half-time (6 credits) to use it.

**Student Employment**

Our goal is to connect students to jobs that can complement and reinforce their educational and career goals.

Working while attending college not only provides students with a source of income but can also help them develop valuable workplace skills, enhance time management skills and build a list of strong professional references.

Student Employment maintains an online job board of off-campus positions in the greater DU and Denver area. These positions are available to all students, regardless of financial need or work-study eligibility. Pay rates range from $10-$20+ per hour, and there are positions available in a wide array of categories.

See: [www.du.edu/studentemployment/students](http://www.du.edu/studentemployment/students) for more information about the variety of opportunities available.
Student Financial Services (Bursar’s Office)

Student Financial Services is responsible for the billing and collection of tuition related charges and administering Federal Perkins Loans. The Bursar’s website, [www.du.edu/bursar](http://www.du.edu/bursar), offers information about tuition due dates, understanding students’ bills, payment options, online payments, forms, tuition rates and fees, frequently asked questions, and more.

DU Pay

DU Pay is the University of Denver’s payment portal. It allows for multiple users to set up individual credentials to access a student’s tuition account. Your student needs to give you access as an authorized user.

Detailed instructions can be found at: [www.du.edu/bursar/payments](http://www.du.edu/bursar/payments) to learn how to set up your account. With this account you may view bills, store payment methods, access real-time account information, and make payments.

Tuition & Fees

Regardless of how tuition is being handled, the student alone is responsible for being sure that their financial accounts are up-to-date and that tuition, room and board and other related costs are paid by published deadlines. Students can experience registration holds if their accounts are not current. DU does not put holds on students’ accounts to be harsh, but to assure that they do not incur a level of debt that becomes unmanageable.

Tuition and fee bills with a listing of actual charges and financial aid credits for the term will be generated and posted to DUPay. Each time a new statement is posted, your student will receive an email to their DU email address. Your student can add your email address so that you also receive this email.

Pioneer ID

The Pioneer ID Card is your student’s official form of identification while attending the University of Denver. All students are required to carry the ID card while on campus.

The Pioneer ID Card has door access technology included in the card design.
It works with either a contactless reader or a magnetic stripe reader for identification and allows access to authorized users.

The Pioneer ID Card also functions as a debit card for the Meal Plan and the Flex debit account. The Pioneer ID Card can be linked to your student’s U.S. Bank checking account and function as an ATM/Debit card as well. This functionality is separate from the Flex Account.

The card also allows students to purchase discounted tickets to DU entertainment and sporting events.

See: [www.du.edu/pioneercard](http://www.du.edu/pioneercard) for a list of frequently-asked questions about the Pioneer ID Card.

**Flex Account**

The Flex account is our flexible spending (debit) account. This account provides security and convenience. The Pioneer ID Card can be used to make purchases on and off campus for a variety of products and services.

Flex funds roll over from quarter to quarter and year to year. Students have access to their funds as long as they are a current student or employee.
Athletics & Recreation

As proud winners of 30 plus NCAA national championships, our student athletes strive for success and distinction on the field and in the classroom. Our community provides the fuel for their fire by generating an electric atmosphere in the stands, cheering our 17 varsity teams on as they compete for victory.

We offer more than 30 different club sports, from baseball to ultimate Frisbee to kayaking. Our student-run teams compete locally, regionally and nationally in intercollegiate competition. For students looking to stay active with a lower level of commitment, our intramural sports leagues offer healthy competition and new friendships, and all students have access to the Coors Fitness Center.

Student Tickets

Student tickets are available for all athletic events for FREE with their ID with the exception of hockey – they are limited. Hockey season tickets are provided to the first 200 students at the annual hockey camp-out event (end of September) as well as another 200 single game tickets on Wednesdays prior to each home series. Once these tickets are distributed student tickets are only $5 and can be secured online or at the box office while they last. Please visit: www.denverpioneers.com or call 303.871.3938 for more information.

Coors Fitness Center

The Coors Fitness Center offers sports and wellness experiences for students beyond a fitness center. Opportunities for your student to stay fit throughout the year include: group fitness classes, small-group training (additional fee required), lap swimming, open rec basketball, racquet sports, a climbing wall, and personal training (additional fee required). Membership to the Coors Fitness Center is FREE to all full-time students (12 credit hours per quarter or more). To learn more about the CFC visit: ritchiecenter.du.edu/fitness or call 303.871.3845.

Club Sports

Club Sports teams bring together groups of students with similar interests to organize and participate in a specific sport and/or recreational sporting activity. We are a dynamic organization on the DU campus, committed to
developing students as active members of the University community. DU has over 30 active sport clubs that compete in local, regional and intercollegiate competitions. Whether your student has been playing a sport for years or wants to try something new, we encourage them to join a team and stay active throughout their time at DU! Visit: ritchiecenter.du.edu/students/club-sports/or call 303.871.3912 to learn more.

**Intramural Sports**

Intramural Sports are organized programs that allow DU students, faculty and staff to participate in team competitions on campus. These sports provide a great opportunity for physical activity while promoting wellness, healthy competition and friendship. Find Intramural Sports schedules and rules at: [www.IMLeagues.com](http://www.IMLeagues.com). All participants must create an IMLeagues account and join a team prior to participation in the DU Intramural Sports program.
Parking & Mobility Services

Parking spaces are in high demand at the University of Denver. If your student plans to have a car on campus, they should purchase a parking permit, as on-street parking is not a viable option over the long term. Please visit the Parking & Mobility website: www.du.edu/parking for parking permit sales, or call 303-871-3210.

Parking on Campus
All parking on the University of Denver Campus is permit or fee based. As a proactive community resource, DU adheres to “good neighbor” policies, requiring visitors and students to act responsibly as drivers/riders by utilizing provided parking facilities and lessening negative impact on the surrounding area.

• There is no free parking on campus.
• Anyone parking on campus must display a valid permit or pay the posted hourly fee.
• All parking lots are monitored by Parking Enforcement 24 hours a day, seven days a week.
• To enter a gated lot you must have a valid permit for the specified lot.
• Parking off the DU campus is strictly enforced by the City of Denver.
• Resident students bringing a car to campus are required to purchase a DU parking permit.
• Parking on the streets adjacent to the University is expressly prohibited through an agreement with the City of Denver.

All members of the DU Community are encouraged to utilize alternate forms of transportation to promote sustainability.

The Parking Services office is located at 2130 S. High St. on the South East corner of Evans Ave. and High St. at the West entrance to the three-story parking structure. There are two short-term parking spaces outside of the office reserved for customers visiting the Parking Services office. Office hours are 8:30 a.m. – 4:30 p.m., Monday through Friday all year except for approved University closures. Please visit the Parking & Mobility website: www.du.edu/parking for parking permit sales, or call 303-871-3210. We can also be reached by email at parking@du.edu

Registering a Bike
If your student is bringing a bike to campus, they must register and permit
their bicycle through their Parking Services Account. Registration is free and may be used to help alert bicycle owners to potential problems with their bicycle, or in the recovery process should the bicycle become lost or stolen. To register a bicycle your student will need to know the manufacturer, model, and serial number which is engraved on the frame of the bicycle. Most serial numbers are located on the bottom of the bike frame in the area of the cylindrical portion of the frame where the pedals are attached. Once the bicycle has been registered, your student will receive a DU registration sticker which may be placed on a visible area of the bicycle.

DU does not provide bicycle storage during the summer. Every June, all unregistered bikes remaining on campus are impounded from the bicycle racks. The owners of bikes that are registered on campus with identifiable permit stickers properly placed will be contacted before bikes are removed.

**U Lock Policy**

The University of Denver requires all bikes on campus be properly secured to provided bicycle racks with a U-Lock. U-Locks must be secured through the frame and the front tire to the bike racks. U-locks provide the best option for securing your student’s property and deterring thefts from all campus areas. U-locks may be purchased at most retailers offering bicycle accessories. Bicycles left on racks unsecured may be secured by Campus Safety with a University supplied lock, or impounded for safe keeping. If this occurs, please contact Campus Safety at 303-871-2334.

**Campus Shuttle**

DU provides a campus shuttle service. It currently consists of two 15-passenger buses which operate Monday through Friday, 7AM to 7PM. It is free for DU students. For more information, including routes and locations of the stops, visit: [www.du.edu/parking/mobility/shuttle](http://www.du.edu/parking/mobility/shuttle)
Preparing for the Future

Career Preparation at DU

Students attending the University of Denver have support from a coordinated set of offices that collaborate to provide career coaching, extensive programming, and employer and alumni engagement opportunities for students. Career & Professional Development, an office available to all undergraduates, assists students in navigating the career planning and development process. Career staff members are trained to help students select a major or career path, assist students in securing internships as well as help students learn the skills needed to achieve their post-graduation employment, service or continuing education goals.

Daniels Career Services

Students studying business receive additional tailored support from Daniels Career Services. This office provides business majors with services and tools needed to realize their career goals. Students can explore career options, prepare for interviews, advance their own professional development and build successful business networks.

Increasingly, companies are looking to start engaging with business students as sophomores, or even during their first year in college. To help get business students prepared for internships and full-time jobs, Daniels Career Services, in conjunction with Daniels Undergraduate Programs, has created the Daniels Professional Development Program (DPDP). DPDP is designed to help students achieve success by fine tuning internship and job search skills, such as writing a resume, interviewing, and creating a LinkedIn profile. Content is delivered through two 0-credit courses, which are required for students intending to major in Business. These courses are taken during the students’ first and second years on campus.

Internships

Gaining experience outside of the classroom through internships, research or relevant work experience is highly recommended for all students. DU undergraduates who participate in internships earn, on average, $5,000 more in their first job after graduation than students who do not participate.
in an internship. Nearly 50% of employers also report that they prefer students to have two or more internships by graduation. As a result, it is very important for students to connect with Career Services in their first year and to start internships early!

To support and encourage internship participation, students have access to Pioneer Careers, a job and internship posting site that connects students to employers seeking DU students. UCAN Intern is an additional internship database shared by 20 universities around the country expanding available opportunities for students. Internship programs and career fairs are offered throughout the year to help students uncover internship opportunities related to their career interests. Staff members are also well equipped to assist students seeking internships in other areas across the country and globe.

**The Milestones: Yearly Action Items**

Your student should plan to complete, at minimum, the following items during each year of their undergraduate experience. Students in the Daniels College of Business will have additional milestones to complete during their first two years as part of the Daniels Professional Development Program (DPDP).

- **Year 1:**
  - **Map Your Path**
    Identify skills, strengths and interests to complete a resume.
  
- **Year 2:**
  - **Build Your Connections**
    Students develop their OneDU community to guide professional success.
  
- **Year 3:**
  - **Gain Professional Experiences**
    Fulfill professional experiences that align with students’ career goals.
  
- **Year 4:**
  - **Launch Your Future**
    Students master their DU story to ace any interview and prepare for success as a new professional.
Parent & Family Action Items

What can you do as a parent to support the career and professional success of your student?

• Encourage your student to meet their Career Advisor in their first year... and EVERY year
• Post a job or internship for a University of Denver student or alum at: du.edu/hireapioneer
• Resist the temptation to do the job or internship search for your student

Visit our career blog and website at: career.du.edu for a list of upcoming career events and useful career related information and resources.
Planning for Second Year Success

Very soon, you and your student will have an opportunity to celebrate the successes of the first year and prepare for the next. In your student’s second year at DU, you may recognize signs of the “sophomore slump,” a phenomenon that can include feelings of indecisiveness, depression, and being “lost.”

As students transition from their first to second year, the array of services that are readily advertised during their first year become less visible. DU resources and services continue to be available throughout students’ undergraduate years, but historically schools have assumed that students in their second year and beyond are familiar with university life and where to find assistance. DU’s The Second Year Survival Guide for Parents & Families may be found at: go.du.edu/parents. Please check it out.

As you look forward to the second year at DU with your student, talk about the potential pitfalls they might face. Ensure that the open lines of communication that you established during this first year continue to stay open. If your student begins to experience the “sophomore slump,” you want to be sure that they feel comfortable coming to you with concerns. Reassure your student that, although friends may change and academic interests may shift and grow, the transitions of the second year are perfectly normal.
Recommended Reading

We invite you to enjoy this list of suggested readings that will help you continue supporting your students. The team in Parent & Family Engagement is always here to help you find resources, provide you with information, and support you through this important transition.

Welcome to the DU community!

*Out to Sea: A Parents’ Survival Guide to the Freshman Voyage* by Kelly Radi

*The Parent App: Understanding Families in the Digital Age* by Lynn Schofield Clark

*Don’t Tell Me What To Do, Just Send Money: The Essential Parenting Guide to the College Years* by Helen E. Johnson & Christine Schelhas-Miller

*Letting Go, Sixth Edition: A Parents’ Guide to Understanding the College Years* by Karen Levin Coburn & Madge Lawrence Treeger

*The Naked Roommate: For Parents Only* by Harlan Cohen

*You’re On Your Own (But I’m Here If You Need Me)* by Marjorie Savage
Important University Phone Numbers & Websites

**Academic Advising**  
(303) 871-2455  
www.du.edu/studentlife/advising  
advising@du.edu

**Access & Transitions**  
(303) 871-7779  
www.du.edu/studentlife/affinity  
access.transitions@du.edu

**Alumni Relations**  
(303) 871-2701  
www.alumni.du.edu  
alumni@du.edu

**Anderson Academic Commons**  
(303) 871-3707  
www.library.du.edu

**Bursar’s Office (Tuition)**  
(303) 871-4944  
www.du.edu/bursar  
bursar@du.edu

**Campus Safety**  
Emergency dial 911, then dial (303) 871-3000  
Non emergency (303) 871-2334  
Anonymous tip line (303) 871-3130  
www.du.edu/campussafety

**Career & Professional Development**  
(303) 871-2150  
www.career.du.edu  
career@du.edu

**Center for Advocacy, Prevention, and Empowerment (CAPE)**  
Daytime Advocacy (303) 871-3853  
After Hours Crisis (303) 871-2205  
www.du.edu/cape  
cape@du.edu

**Denver Athletics Ritchie Center Box Office**  
(303) 871-4625  
www.denverpioneers.com  
duticket@du.edu

**Disability Services Program**  
(303) 871-3241  
www.du.edu/dsp  
dsp@du.edu

**Discoveries Orientation**  
(303) 871-3891  
www.du.edu/studentlife/discoveries  
discoveries@du.edu

**DU Bookstore**  
(303) 871-3251  
www.bkstr.com/denverstore  
du@bkstr.com

**Financial Aid**  
(303) 871-4020  
www.du.edu/finaid  
finaid@du.edu
Fraternity & Sorority Life  
(303) 871-3111  
www.du.edu/studentlife/engagement/get-involved/fraternity-sorority-life

Health & Counseling Center  
(303) 871-2205  
www.du.edu/hcc  
info@hcc.du.edu

Housing & Residential Education  
(303) 871-2246  
www.du.edu/housing  
housing@du.edu

Information Technology  
(303) 871-4700  
www.du.edu/it  
it@du.edu

Learning Effectiveness Program  
(303) 871-2372  
www.du.edu/lep  
lep-info@du.edu

Parent & Family Engagement  
(303) 871-3008 or (303) 871-3708  
www.du.edu/studentlife/parents  
parents@du.edu

Parking & Mobility Services  
(303) 871-3210  
www.du.edu/parking  
parking@du.edu

Registrar  
(303) 871-4095  
www.du.edu/registrar  
registrar@du.edu

Student Engagement  
(303) 871-3111  
www.du.edu/studentlife/engagement

Student Outreach & Support  
(303) 871-4724  
Pioneers Care: (303) 871-2400  
www.du.edu/studentlife/studentsupport  
care@du.edu

Student Rights & Responsibilities  
(303) 871-3111  
www.du.edu/studentlife/studentconduct  
studentrightsresponsibilities@du.edu
Health & Counseling Center (HCC)
Location Map

Here for all your health and wellness needs!

RITCHIE CENTER
Inside the Ritchie Center
Located on the North side, 3rd Floor
Medical Services
Counseling Services

CRC
1931 S. York Street
Located between Jewell Avenue & Asbury Avenue
Collegiate Recovery Community
Recovery Services & Support

ASBURY
Located on the corner of University and Asbury
Health Promotion
CAPE
(Center for Advocacy, Prevention, and Empowerment)
Gender Violence Services & Advocacy

(303) 871-2205 | info@hcc.du.edu
www.du.edu/health-and-counseling-center

Evening Hours Wed/Thurs until 7:00 p.m.
On-Call Services Available 24/7