

New Student

Orientation

Family and Guest Edition





Welcome to Arizona State University

As new members of our Sun Devil family, you and your student are embarking on an exciting adventure. You are now part of a vibrant community of innovative, talented and exemplary students, world-class faculty and dedicated staff, alumni and families. Arizona State University is proud to be your partner and excited by the chance to help your student thrive.

This opportunity means providing a high-quality, customized educational experience that empowers your student to become a master learner, an adaptable thinker capable of learning anything and who is prepared for the future.

ASU is committed to inclusion, comprehensive excellence and purpose-based discovery that improves the local, national and global communities we serve. Ranked “#1 in the U.S. for innovation” for the last four years by U.S. News and World Report, ASU encourages students to design their own college experience, choosing the learning pathways, resources and campus environments that support their success. Sun Devils can also choose from more than 1,000 student clubs dedicated to a wide array of diverse interests to build the social and leadership skills they will use throughout college and beyond.

Built-in support and student-focused faculty and staff members stand ready to help your student discover their talents, grow and refine their skills, pursue their passions and evolve as lifelong learners.

The enthusiastic engagement and guidance of parents and families is also integral to your student’s college success, and we invite you to work with our office of New Student Programs and their colleagues across ASU toward that goal. They can help you stay informed, guide you to a broad range of resources and family engagement opportunities and find answers to important questions.

Please use this ASU family handbook, filled with information about important dates, family engagement opportunities, student services and other resources to support your Sun Devil. On behalf of ASU, we thank you for choosing us, and we look forward to working with you and your family as you prepare for this new and exciting chapter in your student’s life.

Sincerely,



Michael M. Crow
President
Arizona State University
president.asu.edu



The Sun Devil Way

At Arizona State University, we pride ourselves on ensuring that every student has the best possible university experience. We realize this goal by focusing on achievement, engagement and responsibility, which we call the Sun Devil Way.

Achievement

Engagement

Responsibility



Supporting your Sun Devil's success

As Sun Devil parents and families, you are an important part of your student's support system and success. There are many ways you can stay involved in their academic progress, encourage their individual growth and connect to information that will help them achieve their goals.

Parent and Family Resources

parents.asu.edu

Over the course of your student's academic career, your student is going to have questions. Stay informed through ASU Parent and Family Programs to be prepared when they reach out. The website provides information connecting you to academic resources, student involvement opportunities, campus services, college parenting tips, upcoming events and more.

Social media for ASU families

facebook.com/Sparkysfam

twitter.com/SparkysFamily

Stay connected to your Sun Devil's experience at ASU by following Sparky's Family on Facebook and Twitter. Receive regular news updates and snapshots of campus life, live programming and previews of upcoming family involvement opportunities.

Sign up for your family newsletter

Sign up to have the monthly Sun Devil Family News sent to your inbox each month. Read about ASU Welcome, Family Weekend and other on-campus events along with highlights of student services and helpful links. Subscribe by emailing your contact information to newfamilyprograms@asu.edu.

Maroon and Gold Family Connection series

eoss.asu.edu/parents-and-families/family-connection

ASU knows that being a college parent can be challenging, whether it's helping your Sun Devil navigate your student's first year or guiding them each semester along the way to graduation. The Maroon and Gold Family Connection video series connects you with advice and success strategies from university experts, student leaders and fellow ASU parents. Visit the Family Connection website to view past videos on a variety of topics, including "Wellness: How to support your student in managing the stress of college life," "New chapter: Supporting your Sun Devil's transition to college," and "Why ASU students should get involved on campus."

ASU Welcome and Move-In

eoss.asu.edu/welcome

After you help your student get settled in their new home at ASU, plan to attend a few exciting activities just for parents and families during move-in weekend, Aug. 16–18. Check the Welcome website later this summer for details on events for Sun Devil families.



ASU Charter

ASU is a comprehensive **public research university**, measured not by whom we exclude, but by **whom we include** and how they **succeed**; advancing **research and discovery** of public value; and assuming **fundamental responsibility** for the economic, social, cultural and overall health of the **communities** it serves.



What is FERPA?

students.asu.edu/policies/ferpa

The Family Educational Rights and Privacy Act of 1974 sets forth the requirements governing the protection of the privacy of the education records of students attending or have attended ASU. Education records include grades, finances, and discipline records. According to FERPA, college students, regardless of their age, are allowed to determine who will receive information about them. Parents and guardians are not automatically granted access to a student's records. Students may share FERPA protected information with parents via My ASU Parent Guest Access.

Directory information may be released without the consent of the student. Directory information includes: name, email and mail addresses, telephone

numbers, date of birth, degrees, honors and awards received, academic level, enrollment status, major, college of enrollment, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance and the most recently attended institution. Students may limit the release of directory information by submitting the appropriate form to any registrar site.

Personally-identifiable and FERPA-protected information that can be shared via My ASU Guest Access includes: admission status, Authorized Payer permission, class schedule, major and college, final grades and Academic Status Reports, finances and Parent PLUS loan, tasks or "To Do" items related to finances, academics and campus services and on-campus housing.

My ASU Parent Guest Access

students.asu.edu/parent-guest-access

My ASU Parent Guest Access provides you and other family members the opportunity to be involved in your Sun Devil's academic career and foster their success. Your student grants Parent Guest Access by completing the "Add a Guest" form on their My ASU, located under the "Profile" tab. Students have the choice to share some or all of their academic, financial and other information that is federally protected by the Family Educational Rights and Privacy Act. Once they submit the form, you will receive an email invitation to sign up for access. Then follow these steps:

1. Get the validation code from your student via text, phone call or in person.
2. Follow the link provided in the email invitation to the My ASU Parent Guest Activation page.
3. Enter the validation code, select "I Agree" and then click "Continue."
4. With your ASURITE ID, click the "Sign In" button.

Note: If you don't have an ASURITE ID, click "Continue" on the My ASU Guest activation screen and you will be prompted to fill out a form to create one. Once your ASURITE ID has been created, you will have My ASU Guest Access.



The best place to shop!

WE COVER ALL YOUR NEEDS
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COMPUTERS | GIFTS

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RENTAL | DIGITAL
BUY EARLY TO
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OR DIGITAL
OPTIONS

WE MATCH PRICES ON TEXTBOOKS*

1. Every textbook for every ASU class
2. Easy order and pick-up on campus
3. Convenient return & exchanges through add/drop period



GET THE RIGHT COMPUTER FOR A SPECIAL ASU PRICE*

1. Exclusively through the Sun Devil Campus Stores
2. Special low education pricing on Mac® and iPad® and PCs
3. Plus trade-in credit and Apple® repair service on campus



SUN DEVIL
CAMPUS STORES



Trade-in Trade-up
Trade in older hardware

Microsoft



Authorized Campus Store
Authorized Service Provider



SUN DEVIL
MARKETPLACE

ASU ID verification required to purchase. See store for details. Sun Devil Marketplace location does not carry textbooks. ASU ID required for computer purchase. Sun Devil Marketplace is the Authorized Service Provider location. TM and © 2019 Apple Inc. All rights reserved.



Maroon and Gold Family Connection chat series

As the family member of an ASU student, your continued support will be essential to your Sun Devil's success as they adjust to college life. ASU's Maroon and Gold Family Connection, a series of virtual chats exploring college parenting topics, helps you stay informed and provides strategies to help your first-year student succeed.

Explore Maroon and Gold Family Connection video topics — ranging from wellness and managing stress to career exploration — online at:

[f sparkysfam/videos](https://www.facebook.com/sparkysfam/videos) | eoss.asu.edu/parents/family-connection

Sun Devil Experience

When your student is involved at ASU, they experience Sun Devil life to the fullest.

By participating in activities outside the classroom, students have fun, learn new skills and make lasting connections in the Sun Devil community. Here are some involvement opportunities at ASU:

Community service changemaker.asu.edu

With an emphasis on service and creating innovative solutions for community issues, Changemaker Central at ASU offers a variety of ways to get involved. Through student-led community service outings and other volunteer events, your student can make a difference while getting to know like-minded Sun Devils.

Fraternity and Sorority Life eoss.asu.edu/fsl

ASU Fraternity and Sorority Life offers a great opportunity for student involvement and leadership. By joining one of the more than 70 Greek-lettered organizations on campus, your Sun Devil can build bonds with other service-minded, impact-driven students that will last a lifetime.

Undergraduate Student Government eoss.asu.edu/studentgov

Undergraduate Student Government offers a wide variety of involvement roles for students, from elected positions to internships or volunteer opportunities. Representing each ASU campus location, USG members gain experience, training and leadership skills through civic participation.

Embracing Sun Devil athletic traditions eoss.asu.edu/inferno

Whether it's joining the Inferno student section on game day or taking an active role in planning events as a member of groups like the Student



Alumni Association or the Programming and Activities Board, embracing ASU traditions is a great way for students to get involved and make friends.

Student and Cultural Engagement sce.asu.edu

A diverse community rich in social and cultural traditions, ASU provides your Sun Devil with opportunities to engage with peers in a more globally aware context. Students lead many initiatives and plan events on campus designed to expand the cultural awareness of all Sun Devils, while encouraging inclusion and self-expression.

Student organizations and clubs eoss.asu.edu/clubs

No matter what your Sun Devil is passionate about, there's likely to be a student organization to match that interest. And if they don't find one to join from the 1,000-plus clubs at ASU, they can start their own.

Study Abroad mystudyabroad.asu.edu

ASU students can choose from more than 250 study abroad programs in more than 65 different countries. Students can earn ASU credit related to their major or minor, elective, general education and

certificate-related credits. Program length ranges from one week to one year offering flexibility for any degree plan. Study Abroad students have the opportunity to gain and develop professional skills and experience. Financial aid and scholarships apply toward semester programs.

Religious and Spiritual Life eoss.asu.edu/cora

The university is home to students of all faiths, traditions and beliefs. ASU encourages students to actively pursue their religious and spiritual path within an open, inclusive and supportive community. Recognizing these broad spiritual interests, a variety of resources are available to help students connect in ways that fit their needs.

Student Employment students.asu.edu/employment

An on-campus job provides students paid work experience, which complements their academic performance and communicates to future employers they can be successful in a professional setting.



**Say hello to ...
your dream job**

**Say hello to
handshake**

Your student's online hub for **finding jobs**, internships, scheduling career advising appointments, discovering hiring events and more.

Students can sign in at:
asu.joinhandshake.com

Career and Professional Development Services

asu.edu/career

Career and Professional Development Services at ASU provides guidance, resources and support to help Sun Devils develop, explore and pursue their chosen career path.

Comprehensive career success programs will help first-year students identify their interests, make connections with employers and gain experiences now that will help them become career-ready.

Whether your student is interested in exploring career interest communities and majors, needs help preparing a resume or cover letter, or coaching for a job interview, we're here to help.

Career and Professional Development Services at ASU is powered by Handshake, an interactive, web-based tool that enables students to:

- Connect with employers while enjoying a personalized experience.
- Identify and apply for job and internship opportunities targeted to ASU students.
- Search for customized events and career fairs.



ASU Health Services

eoss.asu.edu/health

ASU Health Services is a member of the Mayo Clinic Care Network and is committed to ensuring the highest quality of care for students, staff and faculty by providing accessible, affordable and compassionate care to patients through wellness and preventative care, treating illness and injury and educating students about issues related to health and wellness.

Our board-certified physicians and nurse practitioners offer primary care, acute care, women's health, sports medicine, chiropractic care, massage therapy, acupuncture and immunizations – including MMR, meningococcal and hepatitis B vaccine.

Students with chronic conditions are encouraged to bring documentation from their primary care doctor or specialist and make an appointment when arriving on campus to start coordinating care with ASU's physicians and nurse practitioners.

Live Well at ASU

Build your best you

wellness.asu.edu



Live



Feel



Learn



Engage

A healthy lifestyle positively influences academic performance.

ASU encourages Sun Devils to explore the endless possibilities to live well. Stress management, healthy eating, regular physical activity, good sleep habits, supportive relationships and other areas of wellness support physical and mental well-being, and contribute to positive academic outcomes. Wellness education, healthy food options, fitness and stress reduction programs, and counseling and health services are just a few of the many programs and services designed to advance health and wellness among students.

Sun Devil Fitness

fitness.asu.edu

Sun Devil Fitness enhances the wellness experience of students by providing programs and services that promote healthy lifestyles, build community and enable success — including intramural sports, group wellness classes, personal training, sports clubs and instructional classes. ASU students are invited to take part in education and involvement opportunities that support a healthy lifestyle throughout the year.

All students are members of Sun Devil Fitness and have access to the Sun Devil Fitness facilities, equipment and free group wellness classes. Sun Devil Fitness offers something for every student.



Medical Records

eoss.asu.edu/health/faq/healthforms

All medical care is confidential for anyone 18 years of age or older. Federal regulations do not permit sharing medical information with parents, other family, or friends without the student's consent. If your student is under age 18 when arriving on campus for the fall semester, you must sign a Minor Consent to Treatment form before your student can be seen for routine medical care.

Student Health Insurance

eoss.asu.edu/health/resources/coverage

ASU offers a group health insurance plan available for purchase for undergraduate students registered for at least six credit hours. The Student Health Insurance Plan (SHIP) enrollment is available through My ASU. If a student has the SHIP, they will be automatically enrolled in the plan each subsequent semester once registered for classes. All premiums will be billed to their student account.

Complete withdrawal from the university during an enrollment period will result in cancellation of coverage and a full refund of premiums paid. For further information on eligibility, cost, payment options and coverage limits, contact the insurance office at 480-965-2411.

Third-Party Insurance

If your student has other Health Insurance instead of the Student Health Insurance Product, your student's health insurance company will be billed for all services provided to them. ASU Health Services is currently in network with Aetna, Arizona Foundation, Blue Cross/Blue Shield of Arizona, CIGNA, Health Net, Humana, Multiplan, Tricare West and United Healthcare. Students should bring their health insurance card and picture ID with them at the time of the visit.

Although insurance coverage is not required to use ASU health services, we strongly advise all students to maintain adequate health insurance to cover unexpected medical expenses.



Counseling Services eoss.asu.edu/counseling

ASU Counseling Services offers confidential counseling and crisis services for students experiencing emotional concerns, problems in adjusting and other factors that affect their ability to achieve their academic and personal goals. We will talk with your student, help them identify solutions or support and connect them with those services at ASU or in the community. Students can stop by any of our locations or call and speak with a counselor, no appointment necessary.



TAO Connect ThePath.TAOconnect.org

TAO Connect is a no-cost, 24/7 self-help tool providing resources to support every student's emotional wellbeing. It can be used at each student's own pace, and can be accessed from a smart phone device or computer using their official ASU email address. They just need to go to the link and click "Sign Up in Self-Help."



Disability Resources asu.edu/drc

The Disability Resource Center at ASU works to enhance the quality of each student's education experience by ensuring accessibility for all programs and services. In collaboration with faculty and staff, the center works with students with both permanent and temporary disabilities to ensure access and provide support throughout their academic experience at ASU.



Plan to attend Family Weekend

Nov. 8–10, 2019

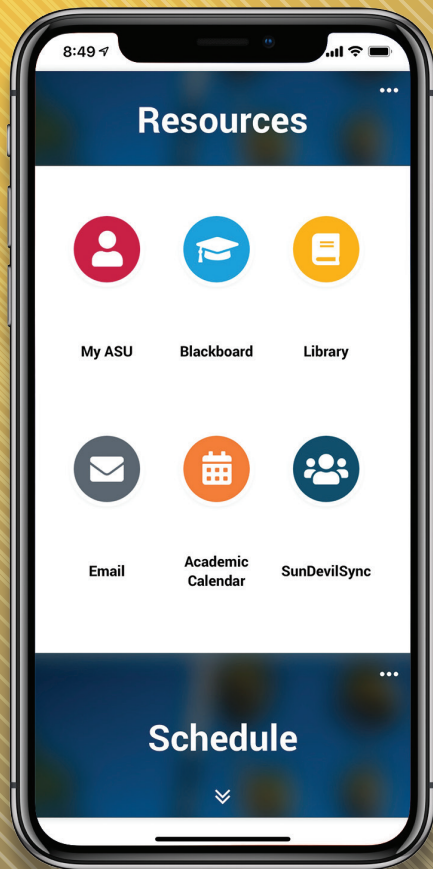
Mark your calendar for an unforgettable weekend filled with ASU spirit, pride and tradition.

As a proud Sun Devil family, you will have an opportunity to explore campus with your student, meet other families, cheer on the Sun Devil football team and more.

eoss.asu.edu/familyweekend

 SparkysFam

 Sparkysfamily



Download the new ASU App

Keep tabs on your squad

Redeem your Sun Devil Athletics tickets

Find out which shuttle you need and know where it is

Keep up on the latest ASU News

Know which parking lots have empty spots

Check-in at events including games, shows and more!



Traditions

eoss.asu.edu/traditions



ASU Welcome

As part of fall move-in weekend, Sun Devil families are invited to ASU Welcome events designed for parents at each campus location. It's a great opportunity to connect with university leadership, staff and other families.



ASU Family Weekend

ASU parents and family members experience a football weekend with their Sun Devils during this fall tradition. The Spirit Hike up "A" Mountain, Devils on Mill block party and a variety of game-day events are all part of the excitement.



Homecoming Parade

A long-running ASU tradition, the Homecoming Parade immerses Tempe campus in spirit and pride. Led by the marching band, ASU celebrities and a host of creative floats, the parade accompanies a block party on Sun Devil Football game day.



Pat's Run

Each spring this 4.2 mile walk/run around the Tempe campus honors the life and legacy of former Sun Devil Football star and Army Ranger Pat Tillman. ASU Alumni Association chapters host shadow runs across the country on the same day.



Safety Services

ASU is committed to the enhancement of public safety, the quality of life and the maintenance of an environment conducive to quality education, individual privacy, diversity and freedom of expression.

Maintaining a healthy and secure campus community means knowing what to do in the event of an emergency and having the right tools to respond. In order to achieve this, the university offers education and multiple resources to promote safety and security for all members of the university.



ASU Police asu.edu/police

Emergency: 9-1-1

Non-emergency: 480-965-3456

ASU Police employees are committed to providing quality safety services for students, faculty, staff and visitors. ASU police officers provide patrol service on the university campuses and assistance is available 24 hours a day, 365 days a year. ASU Police Officers are vested with full law enforcement powers within the state of Arizona. ASU Police has long-standing mutual-aid agreements with surrounding law enforcement agencies, including the cities of Tempe, Scottsdale, Phoenix, Paradise Valley, Mesa and Glendale, as well as, Maricopa and Gila counties.

These agencies have agreed to forward reports of crimes to ASU Police that occur on property owned or leased by the university and on other locations that may directly affect the safety of members of the ASU community.

The Arizona Peace Officers Standards and Training Board certifies university police officers. In addition to attending an 18-week academy, each police officer completes 15 weeks of supervised and evaluated on-the-job field training. ASU officers must also successfully complete a probationary period of one year and be certified in CPR and emergency first aid.

Annual Security Report

The statistics in the annual security report represent the reported crimes on all ASU campuses, including in residence halls and on property owned by the university. Also included are crimes reported to ASU Police by local law enforcement and by other university personnel who have significant responsibility for student and campus activities.

ASU text alerts asu.edu/alert

Download the ASU LiveSafe mobile app to receive text alerts and advisories. You will receive specific safety information or instructions if the emergency is on one of the ASU campuses or in the immediate vicinity.

Top 5 Safety Tips

cfo.asu.edu/police-tips

Here are five student safety tips, courtesy of the ASU Police Department. We encourage you to share them with your Sun Devil:

- 1. Always be aware of your surroundings and the behaviors of people around you.** Walk with a friend, plan your route, use a well-lit path after dark and wear one ear bud to listen to music, not two. Tell someone where you're going and when you will be back.
- 2. Lock doors and windows in your room and ask your roommates to do the same.** Purchase a small safe or a lock for a drawer to keep valuables safe and out of sight. Don't prop open doors to the residence hall or allow people you don't know to "tailgate" on the way in.
- 3. If you have a bicycle, invest in a U-Lock and always lock it up when parked.** Register your bike with ASU to help get it back if it's lost or stolen. When riding on streets, obey all stop signs and lights, ride with traffic, use bike lanes and turn on lights and reflectors from sunset to sunrise.
- 4. Unless you know the person sitting next to you, never walk away from backpacks, laptops, phones and other belongings.** Take photos of valuable items and record the model and serial numbers ahead of time.
- 5. Immediately report suspicious activities or crimes in progress by using one of the emergency call boxes (blue lights) around campus, calling 9-1-1 on your phone, or through the ASU LiveSafe mobile app.** Know the ASU Police non-emergency number: 480-965-3456.

ASU Police Crime Prevention Unit

480-727-6725 or 480-965-1972

The Crime Prevention Unit of ASU Police educates, trains and informs ASU students, faculty and staff at all campuses, empowering them to prevent criminal activity and actively participate in the public safety and quality-of-life issues that affect the university community. The unit works closely with local cities to provide information to ASU community members who live on and off campus.

ASU Police Educational Programs

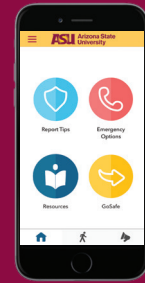
Public instruction programs are offered by ASU Police upon request by calling 480-727-6725. Topics include, but are not limited to: personal safety, residence hall security, identity theft, bicycle safety, alcohol/drug awareness and enforcement, active shooter training, office and home safety and security and sexual assault prevention, which includes self-defense classes provided by ASU police officers.

Emergency Call Boxes

Located across each campus and every level of all parking structures, emergency call boxes provide direct contact with ASU Police with an emergency 9-1-1 call. Refer any nonemergency situation, such as a lockout or a stalled vehicle, to the Motorist Assistance Program at 480-965-3456.

Safety Escort Service

At ASU, students are the most important part of the university and their safety is our highest priority. Students on any ASU campus can call the ASU Police nonemergency number to request a safety escort at 480-965-3456. Students on the Tempe campus also have access to the Safety Escort Service provided by Undergraduate Student Government, and can request safe and free rides to and from any location on the Tempe campus at 480-965-1515. Visit: cfo.asu.edu/safety-escort-reservation for service hours and location boundaries.



LiveSafe®

LiveSafe Mobile App

cfo.asu.edu/livesafe-mobile-app

Download the free **ASU LiveSafe** mobile app to receive ASU Alerts and Advisories, use the virtual SafeWalk feature with your student. With **ASU LiveSafe**, anyone can.

- Access ASU Police dispatch and 911 emergency services.
- Choose GoSafe to activate SafeWalk and chat live with a designated emergency contact (friend or family member) during their trip and view their progress on a map.
- Receive ASU Alerts and Advisories by email, text and push notification to their smartphone.
- Request a ride via GoSafe and then choose Safety Escort Service.
- Send ASU Police real-time, anonymous tips that include chat, pictures, audio and video.
- Use the Motorist Assist feature to get help for a dead car battery or keys locked inside a car.
- Use the Safety Map to find nearby Safety Escort Service pick-up and drop-off locations and emergency call boxes.





Finances at ASU

The Financial Aid and Scholarship Services office at ASU is dedicated to supporting more than just students with aid — we want all of our students to have access to the tools and resources needed to advance their financial wellness.

iGrad: Financial Wellness at ASU

iGrad is ASU's financial wellness tool designed to help students in the following areas: Managing Money, Paying for School, and Finding a Career. Through features such as videos, articles, calculators, and a series of mini-courses, iGrad helps improve the financial skills that are most important to each individual. iGrad can be accessed through My ASU on the Finances tab at iGrad — Financial Wellness.

Here is just a sample of some of the topics and articles you can find on iGrad:

- **Protect your college student against debt**
- **Smart ways to pay for college**
- **Direct loan basics for parents**
- **Tips for teaching kids about financial literacy**
- **What parents should know about their student's financial aid**



Regardless of how comfortable you feel with personal finance, iGrad is there for students and families to break down complex concepts and dive into the latest trends.

ASU Financial Aid and Scholarship Services

Contact us 24/7

Call: 855-278-5080

Fax documents: 480-965-9484

Chat: my.asu.edu/service

Guided self-help: help.asu.edu

Web: students.asu.edu/financialaid

Aid forms: students.asu.edu/forms/financialaid

Aid calendar: students.asu.edu/financialaid/calendar

Scholarships: scholarships.asu.edu

ASU resources and tools

Tuition Estimator: students.asu.edu/tuition

Budget Worksheet: students.asu.edu/financialaid/budget Our budget worksheet will pull in your ASU costs and aid awards so you get a clear idea of your total costs.

Student Employment: students.asu.edu/financialaid/jobs

iGrad: my.asu.edu/finances (Financing Tasks)

Federal Student Aid

FAFSA: fafsa.gov

- FAFSA opens every Oct. 1
- ASU's priority filing date is Jan. 1
- ASU's Federal School Code is 001081

FSA ID: fsaid.ed.gov

Your FSA ID is used to confirm your identity when accessing your financial aid information and electronically signing your federal student aid documents.

Loans

Borrow Responsibly: You can accept all, part or none of an offered loan at any point throughout the year. You'll pay back loans (with interest) so only take what you think you'll need.

students.asu.edu/loans/

Financial FAQs

We've gathered the most frequently asked questions by our incoming Sun Devil families.

Take a look and if you have more financial questions, connect with a financial aid representative at the Information Fair or contact us at my.asu.edu/service or call 855-278-5080.

When is the tuition deadline?

Fall semester	Spring semester
Aug. 25	Jan. 25

Payment Plan Due Dates

Sept. 25	Feb. 25
Oct. 25	March 25

If your student does not pay in full on the tuition deadline each semester, they will automatically be enrolled in the ASU Payment Plan (payment plan cost for resident is \$100 and nonresident is \$200). asu.edu/paymentplan

When will aid be applied to my student's charges?

Financial aid for the fall semester will automatically be applied to your student's ASU charges no sooner than a week before the semester starts on Aug. 22.

How will aid be applied to my student's charges?

Any aid that your student accepts will automatically be applied to their student bill. Any remaining aid will be refunded. If financial aid does not cover their entire bill, payment in full is due by the tuition deadline or your student will automatically be enrolled into the ASU Payment Plan.

students.asu.edu/tuitiondeadlines

How do we pay online?

Payments may be made online, in-person, or by check. In My ASU (my.asu.edu) on the Finances tab, your student can select Make a Payment to pay their bill, or Charge History to view their account. students.asu.edu/paymentoptions

Your student must authorize payers on the Finance tab of My ASU in order for you to access billing information and make online payments. my.asu.edu/finances

Where do we see how much we owe?

Your student's charges will be available on My ASU on the Finances tab on the upper left side about a month before each semester begins.

We do not want to borrow loans and my students' grants/scholarships are not enough to cover expenses, what are our options?

When gift aid doesn't cover all of your student's expenses, we recommend they consider the following options:

- most scholarship deadlines for 2019-2020 have already passed, but your student can apply for scholarships each new year at students.asu.edu/scholarships
- apply for a part time job at students.asu.edu/financialaid/jobs
- enroll in the ASU payment plan at students.asu.edu/paymentplan. It provides the option to budget the payment of certain eligible university charges over several months within the semester. Eligible charges include tuition, housing, meal plan, parking permits and health insurance.

What do we need to do if our circumstances change (i.e. reduction of income)?

Sometimes a family's finances are not accurately reflected on the FAFSA because of changes that have occurred, such as a job loss/reduction, divorce or separation, loss of child support or other special circumstances. You can submit a Parent Review form students.asu.edu/forms/parent-review.

How can my student upgrade their merit scholarship amount?

New American University Scholarship award amounts are based on the GPA and test score information submitted with your student's ASU admission application. They may submit new test scores to admissions for consideration, prior to the start of the academic year. We recommend doing so by May 1.

Scholarship awards are based on your student's unweighted ABOR GPA (calculated from 16 core academic courses). See our ASU Scholarship Estimator for further explanation and to see if you may qualify for a higher award. students.asu.edu/estimator

Scholarship renewal is based on the student's academic performance. Each year the student must achieve a 3.0 and complete 30 credits to maintain their full award.

students.asu.edu/scholarship/renewal

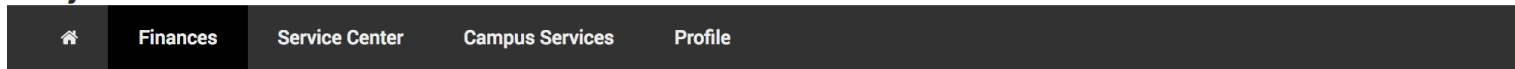
We were denied the Parent PLUS loan. Are there additional loans our student can borrow?

If you wish to appeal the Federal Parent PLUS loan denial, you can contact Direct Lending Plus Credit Appeals at 1-800-557-7394. Otherwise, your student may request an additional Federal Direct Unsubsidized Stafford Loan by submitting a Parent PLUS Loan Denial Funds Request form at students.asu.edu/forms/plus-loan-denial-funds-request. Freshmen and sophomores may be eligible for an additional \$4,000. Please always consider borrowing loans carefully and make informed decisions that are the right fit for your family.

Finances on My ASU

All of your student's financial transactions and billing will be housed within My ASU (my.asu.edu) on the Finances tab. There are actions students must complete to grant others access to their account and the ability to pay online. Students should also sign up for direct deposit to streamline financial aid refund deposits.

My ASU



Account Charges

Current Amount Due: \$0.00 1 **Make a Payment**

Future Charges: \$0.00

Residency: Resident
Direct Deposit: Not set up

Tuition Receipts Charge History Payments Refunds More

Financial Aid and Scholarships

2018-2019 **2019-2020**

My Financial Aid Tracker

Submit A FAFSA
Complete Your File
Eligibility Review & Award Notice
Act On Your Awards
Disbursement

Accept, decline or modify your awards in preparation for ASU to disburse funds to your ASU student account. This step will appear completed if your awards do not require action on your part. Scholarships vary in process and therefore may not follow the same timelines as the tracker.

[View/Print Shopping Sheet](#)

Satisfactory Academic Progress (SAP) Status

	Fall 2019	Spring 2020	Summer 2020
Overall SAP Status	Meeting	Meeting	Meeting
Pace Rate	Not Measured	Not Measured	Not Measured
Maximum Credit Hour	Not Measured	Not Measured	Not Measured
Minimum GPA	Not Measured	Not Measured	Not Measured

Undetermined status: Your SAP status for the term will be measured once all courses taken in the prior term are graded, and will remain as "undetermined" until that measurement occurs.

Renewable Aid Programs Status : More Information

Sort By: Term | Year 2 Display: Details | Offer Amounts 3

Award Summary	Max Offer 1	Award Status	Disb. Date
Fall 2019			
Federal Pell Grant	\$3,047.00	Pending Disbursement	08/18/2019
Supplemental Grant	\$500.00	Pending Disbursement	08/18/2019
University Grant	\$1,750.00	Pending Disbursement	08/18/2019
Estimate Work-Study	\$1,750.00	Accept/Decline	08/18/2019
Direct Subsidized Loan	\$1,750.00	4 Accept/Decline	08/18/2019
Direct Unsubsidized Loan	\$1,000.00	Accept/Decline	08/18/2019
Scholarship(s)			
New American University Scholar - Provost's Award	\$4,000.00	Pending Disbursement	08/18/2019
Parent PLUS Award(s)			
Direct Parent PLUS Loan	\$1,278.00		08/18/2019
	Total: \$15,075.00		

Financing Tasks

Priority Actions	Additional Actions
<input type="checkbox"/> Budget Worksheet (2019 - 2020)	<div style="background-color: #f0f0f0; padding: 2px;"><i>Obtain Funding</i></div> <div style="border: 1px solid #ffc107; border-radius: 50%; padding: 2px; display: inline-block;">5</div> My ASU Parent/Guest Access Search/apply for scholarships Search/apply for student jobs
<input type="checkbox"/> None	<div style="background-color: #f0f0f0; padding: 2px;"><i>Manage Payments</i></div> <div style="border: 1px solid #ffc107; border-radius: 50%; padding: 2px; display: inline-block;">6</div> iGrad – Financial Wellness <div style="border: 1px solid #ffc107; border-radius: 50%; padding: 2px; display: inline-block;">7</div> ASU payment plan <div style="border: 1px solid #ffc107; border-radius: 50%; padding: 2px; display: inline-block;">8</div> Authorized payer Direct deposit Plan your finances

- 1 **Making a payment**
Students can access QuikPAY, ASU's online billing and payment processing system. They can view their current account activity, online billing statements, make a payment or update user preferences.
- 2 **Acting on aid offers**
Your student should click **Accept/Decline** for those awards that require action. Loans require additional steps to accept, see students.asu.edu/loans/act for details.
- 3 **Viewing awards by term**
Your students' awards cover the entire academic year and will be evenly split between fall and spring terms. They can click **Term** to see them split or **Year** to see the total.
- 4 **Receiving max offers**
Students must enroll full-time (12 credits for undergraduates), to receive their full offer. Enrolling in less will adjust their awards. View your awards at different enrollment levels by clicking **Offer Amounts**.
- 5 **My ASU Parent/Guest Access**
ASU staff can only discuss your student's account information with those they authorize.
- 6 **iGrad**
iGrad is a robust online resource dedicated to personal finance and managing money.
- 7 **Authorizing payers**
Your student must grant access to billing information and online payments by establishing authorized payers.
- 8 **Direct deposit**
The fastest and easiest way for students with aid in excess of their ASU charges to receive any potential aid refund.

Your student's ASU Finances PIN

Your student can access their balance, refund status or financial aid status in two simple steps.

Step 1: ASU Finances PIN are located on my.asu.edu/service

Step 2: They can call 855-278-5080 and retrieve their personal information automatically with their PIN

Early July	July 31	Aug. 18	Aug. 22	Aug. 25	Sept. 25	Oct. 25
Tuition, fees and housing charges on My ASU	Apply for direct deposit to be prepared for fall	Aid begins disbursing	Classes begin	Tuition fee payment	Second payment for ASU payment plan	Third payment for ASU payment plan

Sun Devil Dining

sundeildining.asu.edu

Sun Devil Dining meal plans offer quality, value, variety and convenience. With more than 60 locations, including dining halls, fast casual restaurants, cafes and on-campus markets, Sun Devil Dining promotes healthy habits and offers menu options that meet individual dietary needs and restrictions, including vegan, vegetarian, halal and dairy-free options.

Meal plans are required for all students living in traditional residence halls and are selected when housing preferences are confirmed and are loaded onto your student's Sun Card.



Maroon and Gold Dollars

M&G Dollars are declining balance dollars that work like a debit card and can be used at any Sun Devil Dining location. Resident students' M&G Dollars transfer from the fall to spring semester and over the summer. Students can purchase additional M&G Dollars which roll over until they graduate.

Sustainability

Sun Devil Dining is committed to making environmentally and socially responsible decisions in all aspects of our operations. We are pleased to offer seasonal menus in residential dining, catering and proprietary retail locations and continually strive to source locally, reduce waste and minimize our impact on the earth.

Become a Sun Devil Dining team member today! Apply online at aramark.com/careers. Enjoy a meal on us each shift worked as well as flexible scheduling.



Sun Devil ID Cards

cardservices.asu.edu

Students can choose between the Pitchfork ID complete with Sun Devil Checking, exclusively from MidFirst Bank¹, or the basic Sun Card. The Pitchfork ID Card is an all-in-one student ID, Visa[®] debit card and building access card students receive when they open an official Sun Devil Checking account. New students may submit their photo online for use on their official ID. An ASU ID card costs \$25. There is a \$25 replacement fee for any lost, damaged or defaced cards. If one punches holes in the card, it will damage the card's functionality.

Learn more about the Pitchfork ID Card at asu.midfirst.com/pitchfork-card. Learn more about the basic Sun Card at cfo.asu.edu/cardservices. All students must have a photo on file and all on-campus students must have an official ASU ID. Meal Plans and M&G Dollars are administered by Sun Devil Dining. Call 480-727-3463 or visit sundeildining.asu.edu.

¹Member FDIC

Both the Pitchfork ID Card and the basic Sun Card can be used for a variety of services, including:	 PITCHFORK ID VISA [®] DEBIT CARD	 BASIC SUN CARD
Official ASU student ID	▪	▪
Access to secure buildings	▪	▪
Access for meal plans	▪	▪
Access for Maroon and Gold (M&G) Dollars	▪	▪
Access to Sun Devil Fitness Complex	▪	▪
Access to academic advising	▪	▪
Access for exam identification	▪	▪
Access for library and checkout	▪	▪
Access to ASU Athletics events	▪	▪
Accepted at Visa [®] locations worldwide	▪	
Pay for campus health services	▪	
Pay for campus parking services	▪	
Pay for Sun Devil Campus Store items	▪	
Comes with Sun Devil Checking	▪	
FREE nationwide ATM usage (including MidFirst ASU ATMs on campus)	▪	
Use with GooglePay™, Android Pay, Samsung Pay and Visa [®] Checkout	▪	



University Housing

Live Like A Sun Devil

housing.asu.edu

Living on campus provides a community of personal and academic support, with limitless access to resources, services, and activities that connect to students to ASU.

During the transformational first-year, students will live on the campus of their major in a residential college: a supportive and immersive community that places students next door to classmates who share their major or career interests.

Sun Devils who live on campus are able to take advantage of the opportunities that are right outside their door. Residential colleges feature programs, events

and amenities tailored to their major, including: tutoring, advising and academic resources. Additionally, residential staff are prepared to help on-campus students build the foundation for the next four years at ASU and beyond.

Living on campus provides:

- A 24/7 community of support.
- A place where safety and security are top priorities.
- A residential experience that fosters personal development, meaningful engagement and life-long relationships.
- All-inclusive living, including housing, utilities, cable and internet.
- Convenient access to academic buildings, student services and campus dining locations.
- Fully furnished rooms and community spaces.
- Security features including: card access points for all outer entrances and access to professional staff 24 hours per day.

How to get started

Now that your student is admitted, they can visit housing.asu.edu to review their housing and dining options and confirm their housing in three steps through My ASU.

- Start an application and complete the housing license agreement.**
- Search for roommates assigned to the same residential college.**
- Complete the room and meal plan selection based on the student's campus and academic major.**





“My daughter connected in various areas, she networked in various areas outside of the classroom and inside the classroom and it was those experiences that enabled her to find a path and direction.”

–Alan, ASU Parent

“We felt it was important for our sons to live on campus even though we live only 30 minutes away from the Downtown campus. Living on campus helped our sons become part of a community and stay connected and engaged both academically and socially.”

– Pauline, ASU Parent

What to pack: most commonly forgotten items

- 1. Toilet paper
- 2. Shower curtain
- 3. Full-length mirror
- 4. Laundry basket
- 5. Desk lamp

Find the full packing list at: links.asu.edu/what-to-pack



“One thing we really wanted for our student was to be on campus so he could develop independence and grow.”

–Gilbert & Angel, ASU Parents



Important dates to remember

- Room self-selection closes in **May**
- Move-in **Aug. 16 - 18**
- Move-in details sent to student ASU Email address in **July**
- Classes begin **Aug. 22**



Parking and Transit

parking.asu.edu

ASU Parking and Transit Services provides convenient parking accommodations at various locations around each campus at a range of prices to meet your student's needs.

Biking

bike.asu.edu

More than 15,000 people bike to and from campus each day. We strongly recommend that all bikes brought to campus are registered with ASU for no additional charge. Bike registration provides record of ownership, helps authorities in locating the owner of a stolen or recovered bike and may act as documentation for your insurance carrier.

ASU has many resources to accommodate bike traffic on campus. Sun Devil cyclists have access to bike valet service and Grid bike share on the Tempe campus, card-access bicycle parking facilities on the Tempe and Downtown Phoenix campuses and hundreds of bike racks on all campuses. Students can purchase a helmet, headlight and U-Lock package at a discounted price of \$50.

Campus shuttles

parking.asu.edu/shuttles

Free intercampus shuttles run to each of the ASU campuses. The Gold route transports Sun Devils between the Polytechnic and Tempe campuses. The Maroon route transports Sun Devils between the West, Downtown Phoenix and Tempe campuses. Additionally, FLASH shuttles circulate the Tempe campus to assist Sun Devils in easily getting from one end of campus to another, free of charge.

Disabled-accessible parking

cfo.asu.edu/pts-parking-disabled

If your student has a permanent or temporary disability, they may purchase an ASU disabled-accessible parking permit.

Enterprise CarShare

cfo.asu.edu/car-rental-transportation-services

With ASU's Enterprise CarShare service, your student has affordable access to vehicles parked right on campus to rent by the hour or by the day. The membership card acts as an electronic sensor to unlock the vehicle. Gasoline, car insurance, parking and maintenance are included. When done, students return the car to its assigned parking space and the card is scanned on a sensor to lock it up again.

Motorist Assistance Program

cfo.asu.edu/parking

Parking and Transit Services offers motorist assistance to drivers parked in any ASU parking facility. This free service includes vehicle battery jump-starts and unlocking vehicles when the keys are locked inside. Hours of operation vary. Access Motorist Assistance through the ASU LiveSafe mobile app or call your campus Parking and Transit Services office for assistance.

Public transportation

parking.asu.edu/transit

ASU is recognized as a national leader in global sustainability and is committed to promoting the use of alternate modes of transportation. The deeply discounted ASU U-Pass offers unlimited access to Valley Metro bus and light rail, with service to destinations throughout metro Phoenix including Sky Harbor International Airport.

Walk-Only Zones

walk.asu.edu

Walk-Only Zones keep pedestrians on campus safe as they travel through heavy foot-traffic areas on the Tempe campus. Enforcement is from 8 a.m. to 4 p.m., Monday through Friday.



Technology

uto.asu.edu | 1-855-278-5080

Technology is infused in all aspects of teaching and learning to help students succeed at ASU. Whether students bring their own PC or Mac from home, or plan to take advantage of student discounts at the Sun Devil Technology Centers, ASU's University Technology Office has it covered:

- Access to the Google and Microsoft Office 365 software platforms to create, store and share documents, spreadsheets and presentations.
- Canvas Learning Management System support so students can seamlessly access their online and hybrid classes in My ASU.
- Computing sites on each campus and outfitted with PC and Mac computers, printers, software and friendly support staff.
- No-cost Technology Studio that can restore functionality to laptops, phones and tablets whether they have difficulty connecting to wi-fi or are infected with a virus.
- On-campus, fee-per-page printing in both color and black and white at more than 50 locations.
- Contact the ASU Experience Center for assistance with technology and other questions you may have, 24/7, at 1-855-278-5080

Sun Devil Technology Center

ASU has two technology centers, both located on the Tempe campus: one inside the Sun Devil Campus Store and a full-service retail store inside Sun Devil Marketplace that features the Technology Studio. Both locations are Apple® Authorized Campus Stores offering special educational pricing as well as specialty pricing on a variety of PCs and Windows® computers. Sun Devil Marketplace is also an Apple® Authorized Service Provider. Sun Devil Technology Centers are the place for ASU students, faculty and staff to get competitive prices on college-level



Tips for protecting and securing information online

getprotected.asu.edu

1. Lock down devices with PINs, passwords and two-factor authentication. Two-factor requires something you know (a password) and something you have, like a phone.
2. Sign up for Last Pass, ASU's password management system: lastpass.com/asu.edu.
3. Keep systems, apps and anti-virus/antispyware updated.
4. Use a passphrase instead of a password and don't share with anyone.
5. Delete unnecessary data and be aware of fraudulent phishing emails.
6. Be careful where you surf. Some websites are harmful; look for the lock.
7. Always choose "ASU WiFi" to stay connected to My ASU services.

computers. Online ordering is available, with free delivery to the bookstores located on the Downtown Phoenix, Polytechnic, and West campuses.

Sun Devil Campus Stores

sundeilbookstores.com

The Sun Devil Campus Stores are managed by the Follett Higher Education Group. Follett is a family-owned company, operating with integrity and a commitment to customers for more than 140 years. Follett manages more than 1,000 college and university bookstores across North America.

Show your ASU pride all year long with the authentic assortment of ASU collegiate apparel — including t-shirts, sweatshirts, hats and more. Join the ranks of your fellow ASU families, alumni and fans by sporting the ultimate Sun Devil gear.

Buying books

ASU's instructors expect that students will have all of their textbooks and materials on the first day of class. The materials

list for each course is submitted by the instructor or their academic department for each term, so the booklist tends to be very accurate. If students do need to make a change to their course materials, the Sun Devil Campus Stores offer a full refund within the first week of courses with the original receipt.

Sun Devil Campus Stores offer a variety of purchase options to help save time and money. The Rent-a-Text program offers savings up to 80 percent on rented titles, the Brytewave program offers electronic books for both rental and purchase and the largest selection of ASU used titles saves students money on purchases. Campus Stores offer a price-match guarantee on textbooks, compared to other local physical stores and online retailers (see store for details). Students can choose the program that suits them best, or the one that saves them the most.

Cash, checks, Visa®, MasterCard®, American Express® and Discover® are accepted forms of payment. Certain types of financial aid are also accepted — see a store associate for details. Books must be paid for in full at the time that students receive their order in the store or submit their order online.



Get connected at ASU

Becoming a successful Sun Devil starts with getting connected and knowing what resources and services are available – and using them. Here are some important campus resources to have on hand:

Academic Success Programs

tutoring.asu.edu
480-965-9072

Career and Professional Development Services

career.asu.edu
480-965-2350

Disability Resource Center

eoss.asu.edu/drc
480-965-1234

First-Year Success Center

fys.asu.edu
480-965-3289

New Student Programs

eoss.asu.edu/parents-and-families
480-965-2880

Registrar's Office

students.asu.edu/registration
480-965-3124

Sun Card Services

cfo.asu.edu/cardservices
480-965-2273

Sun Devil Dining

sundevildining.asu.edu
480-727-2273

University Housing

housing.asu.edu
480-965-3515

Admission Services

admission.asu.edu
480-965-7788

Clubs and Organizations

asu.edu/clubs
480-965-9665

Employment

students.asu.edu/employment
480-965-5186

Health Services

asu.edu/health
480-965-3349

Parking and Transit

asu.edu/parking
480-965-6124

Safety Escort Service

cfo.asu.edu/safety-escort-reservation
480-965-1515

Sun Devil Athletics

thesundevils.com
480-965-3482

Sun Devil Fitness

fitness.asu.edu
480-727-7802

University Technology Office

uto.asu.edu
855-278-5080

ASU Police

asu.edu/police
480-965-3456

Counseling Services

asu.edu/counseling
480-965-6146

Financial Aid and Scholarships

asu.edu/financialaid
855-278-5080

Intercampus Shuttles

cfo.asu.edu/shuttles
480-965-6124

Pat Tillman Veterans Center

veterans.asu.edu
480-965-7723

Student Unions and Centers

eoss.asu.edu/student-unions

Sun Devil Campus Stores

asu.edu/bookstore
480-727-4499

TRIO Student Support Services

eoss.asu.edu/trio
480-965-3315



Connect with the Deans of Students



Downtown Phoenix
Dr. Sharon Smith
602-496-4357
sharon.smith@asu.edu



Polytechnic
Dr. Lance Harrop
480-727-1368
harrop@asu.edu



Tempe
Dr. Joanne Vogel
480-965-6547
joanne.vogel@asu.edu



West
Dr. Cassandra Aska
602-543-8157
cassandra.aska@asu.edu

Next Steps for Families and Guests



Explore My ASU Parent Guest Access

Students have the choice to share information that is protected by FERPA with parents or guests in My ASU. Sign up at students.asu.edu/parent-guest-access.



Look for a Sun Devil Send-Off in your area

Now that you are part of the ASU family, you and your student are invited to attend a Sun Devil Send-Off held around the country in June and July. alumni.asu.edu/events/send-offs



Stay informed to support your student

Become familiar with university resources and stay informed with your free monthly e-newsletter. To subscribe, email to newfamilyprograms@asu.edu.



Connect on social media

Follow Sparky's Family on social media for access to live Maroon and Gold Family Connection chats, updates on ASU family events, snapshots of campus life and more.

- SparkysFam
- SparkysFamily



Get excited for fall move-in

Keep an eye out on the ASU Welcome website for more details about move-in weekend, Aug. 16–18, and activities for parents and families.

eoss.asu.edu/welcome



ASU



