

New Student

Orientation

Family and Guest Edition

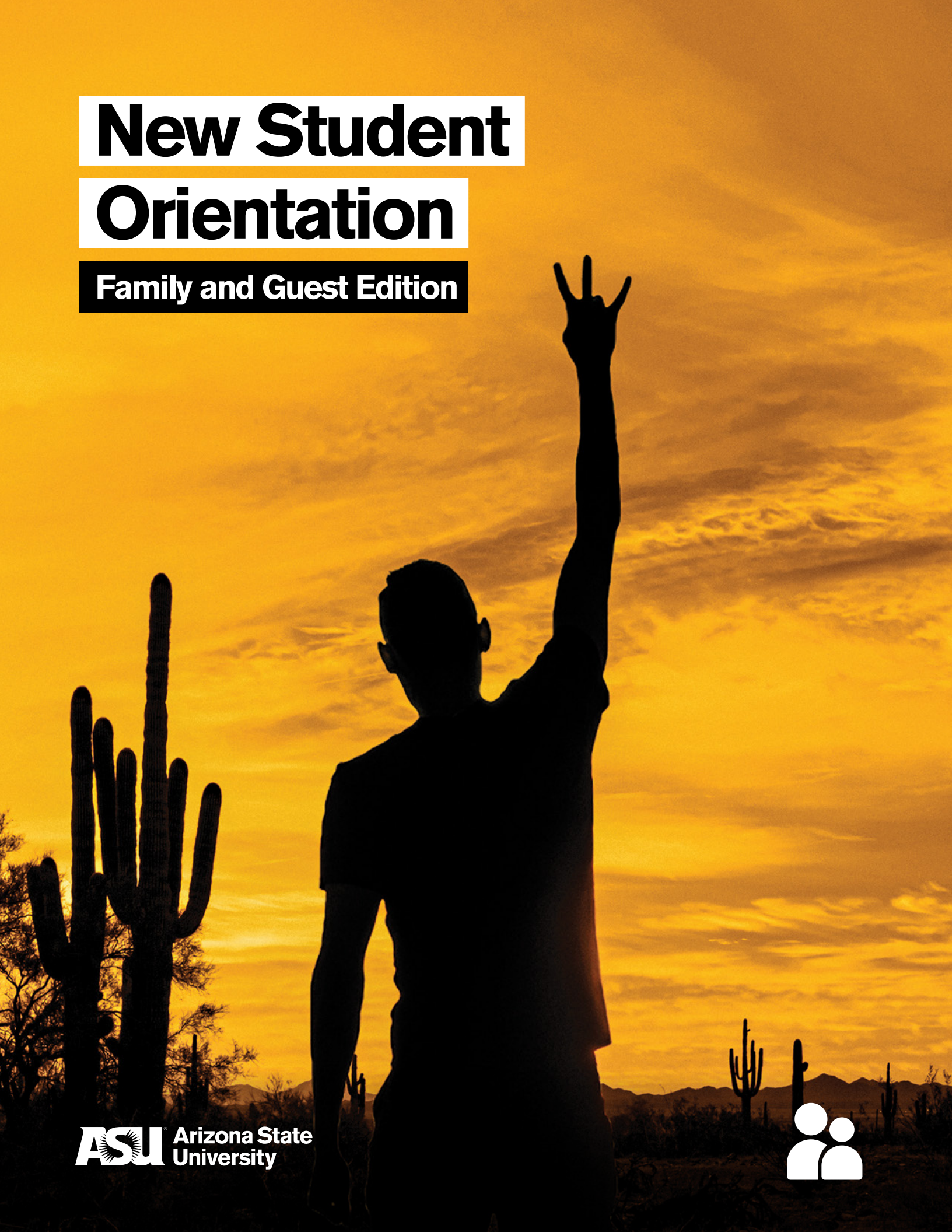


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Connect with the Deans of Students

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 five 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



Welcome to ASU Family

ASU Family provides **resources, engagement and community** for your entire Sun Devil family. We ensure that you can **support your student, from move-in to graduation and beyond, while building your own ASU experience** as a family member. Join us for lectures, athletic events, performances and festivals on campus, enroll in continuing education courses, volunteer to support the student experience, and explore our online resources **designed to support you.**



Ways to build your ASU Family experience



Explore My ASU Parent Guest Access

students.asu.edu/parent-guest-access

Students have the choice to share information that is protected by FERPA with parents or guests in My ASU.



Stay informed with our free newsletter

eoss-forms.asu.edu/family/signup

Sign up to receive your free ASU Family newsletter. Get the latest news in your inbox each month to help support your Sun Devil's success.



Look for a Sun Devil Send-Off in your area

alumni.asu.edu/events/send-offs

Now that you are part of the ASU Family, you and your student are invited to attend one of the Sun Devil Send-Offs held around the country in June and July.



Connect on social media

[GoASUfam](https://www.facebook.com/GoASUfam)

Follow ASU Family on social media for updates about upcoming events, engagement opportunities and resources to support your Sun Devil.



Bookmark the family website

family.asu.edu

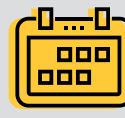
Explore the ASU Family website for university resources, upcoming events, involvement opportunities and tips on how to support your first-year student.



Get excited for Move-in and Welcome

eoss.asu.edu/welcome

Keep an eye on the ASU Welcome website for more details about move-in weekend (**Aug. 14–16**) and family receptions to be held at the four metro-Phoenix campuses.



Get involved with ASU

asufamily@asu.edu

As an ASU family member, you are invited to get more involved with the university. Look for opportunities to volunteer, attend ASU events and other programs for families.



Save the date for ASU Family Weekend

eoss.asu.edu/familyweekend

From academic college open houses to game-day activities like the Devils on Mill block party, ASU Family Weekend features something for every member of your family to enjoy.

Supporting Student Success/ Family Involvement Opportunities

You are encouraged to make the most of your ASU experience as you become more involved with the campus community. All families are invited to:

- Assist at university events, including ASU Welcome and Family Weekend.
- Host nationwide, family-focused gatherings or Sun Devil Send-Offs.
- Serve on outreach committees, parent panels, or in leadership roles.

To learn more, family.asu.edu.

Free Academic Tutoring tutoring.asu.edu

ASU Family funds thousands of hours of free academic tutoring each year and helps provide employment opportunities for high-performing students as certified tutors. Student Success Centers offer peer tutoring to ASU students for more than 400 courses, along with writing assistance, test reviews, academic mentoring, online tutoring and Supplemental Instruction — peer-led study groups for large-lecture classes.

Student Crisis Fund

As part of its effort to keep students on track to reach their goals, ASU Family provides funds for short-term financial emergencies. Administered by the Dean of Students Office, these resources provide relief and support to students in dire need. To request the application or to receive more information call 480-965-6547 or email deanofstudents@asu.edu.

Free Thanksgiving Dinner

Each year, hundreds of ASU students who are unable to travel home get to enjoy a free Thanksgiving Day dinner. ASU Family, in partnership with ASU Off-Campus Housing, provides this festive, family-style meal with all the trimmings — and leftovers to take home.

Last year, family volunteers and ASU staff helped more than 450 Sun Devils experience Thanksgiving cheer despite being away from home. Donations of non-perishable food are collected to benefit ASU Pitchfork Pantry. For more information, contact asufamily@asu.edu.

ASU Family Scholarship [scholarships.asu.edu/ scholarship/1836](http://scholarships.asu.edu/scholarship/1836)

Thanks to the generous support of Sun Devil families, ASU Family funds multiple \$5,000 scholarships each academic year to students who demonstrate financial need, a record of community service, and a commitment to their education despite challenging circumstances. In-state and out-of-state undergraduate students are eligible to apply.

For more information about these programs and how you can get involved go to eoss.asu.edu/family/philanthropy.



ASU Family Connection video series

ASU Family Connection video chats provide advice and tips to help you support your Sun Devil's success. University experts, students and other ASU family members explore college parenting topics to help you support your student from move-in through graduation and beyond.

family.asu.edu

  [GoASUfam](https://twitter.com/GoASUfam)



YOU'RE OFFICIALLY A SUN DEVIL NOW!

SunDevilCampusStores.com

GET THE RIGHT COURSE MATERIALS

RENT: Temporary Book, Permanent Savings

DIGITAL: Instant Book, Instant Savings

USED: Same Book, Better Price

BEST PLACE FOR OFFICIAL ASU GEAR!

**WE HAVE EVERYTHING YOU NEED
TO SUCCEED FROM DAY ONE!**



TECHNOLOGY

Low Education Pricing for ASU Students*
Year Around Apple® Service Center



See store for details. ASU ID required for computer purchase. Sun Devil Marketplace is the Authorized Service Provider location. TM and © 2020 Apple Inc. All rights reserved.



Microsoft





What is FERPA?

students.asu.edu/policies/ferpa

The federal Family Educational Rights and Privacy Act, also called FERPA, protects the privacy of the education records of college students. Education records include grades, finances and discipline records.

Under FERPA, ASU students are allowed to determine who will receive information about them. While parents and guardians are not automatically granted access to a student's records, the student may share FERPA-protected information through My ASU Parent Guest Access.

Directory information such as name, address, date of birth, degrees, academic level, etc., may be released without the consent of the student. Visit ASU's FERPA page to learn more.

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 to help 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 academic, financial and other information that is federally protected by FERPA. 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 click "Continue."
4. With your ASURITE ID, click the "Sign In" button.

If you do not 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.

Career and Professional Development Services

asu.edu/career

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

- Research potential employers and opportunities through a personalized experience.
- Identify and apply for job and internship opportunities targeted to ASU students.
- Search for customized events and career fairs.
- Make career advising appointments.

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

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.

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.





Live Well at ASU

Build your best you

wellness.asu.edu

A healthy lifestyle positively influences academic performance.

ASU encourages Sun Devils to explore the endless possibilities to live well while attending ASU. 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.

Tips to being successful at ASU



Stay active with a walk or bike ride to class. Adding more movement into your daily routine can go a long way to your physical and mental well-being.



Learn something new every day. Allow your mind to be curious and take on new cognitive challenges while doing your best work at every opportunity available to you.



Take a moment to slow down and be mindful. Give yourself four minutes of silence to breathe in and out and remind yourself it's okay to take a breather.



Get involved on campus, build your community and cultivate your passions. There are more than 1,000 clubs you can join; or take initiative by starting your own.

Utilize ASU's resources – There are many resources and services available to you. ASU is here to help!

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.

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, 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.



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.



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 well being. 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. 6 – 8, 2020

Mark your calendar for an unforgettable weekend of 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

  [GoASUFam](#)

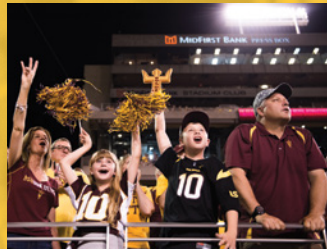
Traditions open to all ASU families

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.



Change the World

The Change the World Showcase and Competition celebrates the imagination, efforts and achievements of ASU students from every major who are making the world a better place.



Devils in Disguise*

A 20-year tradition, Devils in Disguise is the largest student-led day of service at ASU. Occurring each year in Spring, student organizations participate in this project by hosting volunteer sites for their fellow Sun Devils. Food, transportation, t-shirts and a great time is provided.



International Night

A grand celebration of various cultures at ASU. As the largest cultural festival happening annually at ASU, the event aims to bring together people from around the world to celebrate their unique cultures through various performances, interactive games and cuisines.



Pitchfork Awards*

ASU has recognized hundreds of students, advisors and organizations who demonstrate personal and organizational leadership, collaboration and commitment to better the ASU community. The university celebrates the people who strive to make a difference on ASU's campus through the annual Pitchfork Awards.

*Events for students only.



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 officers provide patrol service on the university campuses and assistance is available 24 hours a day, 365 days a year. These officers are vested with full law enforcement powers within the state of Arizona and are certified by the Arizona Peace Officers Standards and Training Board.

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.

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.

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

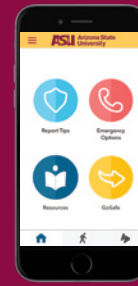
At ASU, students are the most important part of the university and their safety is our highest priority. Students on any ASU campus can call the ASU Police nonemergency number to request a safety escort at 480-965-3456. Students on the Tempe campus also have access to the Safety Escort Service provided 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.

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.



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.



Annual Security Report

cfo.asu.edu/campuscrime

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.

Title IX

asu.edu/titleIX

Title IX of the Education Amendments of 1972 protects individuals from discrimination based on sex in any educational program or activity operated

by recipients of federal financial assistance. Sexual harassment, which includes acts of sexual violence, is a form of sexual discrimination prohibited by Title IX. ASU is committed to providing an environment free from discrimination based on sex. ASU offers a number of resources and services to assist students, faculty and staff in addressing issues involving sex discrimination, including sexual violence, stalking and relationship violence at sexualviolenceprevention.asu.edu.

ASU has appointed a Title IX coordinator to oversee ASU's response to Title IX complaints; develop training and educational programs and materials for faculty, staff and students; and monitor trends and effectiveness of Title IX education efforts.





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 by clicking iGrad — Financial Wellness.

Here is a sample of some of the topics and articles you will 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 (Financial Success box)

Federal Student Aid

FAFSA: fafsa.gov

- FAFSA opens every Oct. 1.
- ASU's priority filing date is Jan. 15.
- 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 answered the most frequently asked questions from 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 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 by the tuition deadline each semester, they will automatically be enrolled in the ASU Payment Plan (enrollment in the payment plan costs \$100 for residents and \$200 for nonresidents). students.asu.edu/payment-plan

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, 2020.

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 in 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 Finances tab of My ASU in order for you to access billing information and make online payments. my.asu.edu/finances

Where can we see how much we owe?

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

We do not want to take out loans and my student's grants and 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 2020–2021 have already passed, but your student can apply for scholarships each year: students.asu.edu/scholarships
- Apply for a part-time job: students.asu.edu/financialaid/jobs
- Enroll in the ASU payment plan: 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 (e.g., a 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 or 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 ASU Admission Services 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 your student 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 GPA and complete 30 credits to maintain their full award. students.asu.edu/scholarships/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. First-year students and sophomores may be eligible for an additional \$4,000. Please always consider taking out 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 found within My ASU (my.asu.edu) on the **Finances** tab. There are actions students must complete to grant others access to view their account and make online payments. Students should also sign up for direct deposit to streamline financial aid refund deposits.

My ASU

Home **Finances** Service Center Campus Services Profile Help

Gmail Canvas Google Drive ASU Library My Apps View More Customize Shortcuts

Account Charges

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

Future Charges: \$0.00 ▶

Residency: Resident

Direct Deposit: Not set up

7 **Enroll in Direct Deposit**

[Tuition Receipts](#) [Charge History](#) [Payments](#) [Refunds](#) [Payment Options](#) [IRS 1098-T](#)

Financial Aid and Scholarships

Aid Year: 2020-2021 ▼

My Financial Aid Tracker

Progress ✔ ✔ ✔ 4 5 6 [View Steps](#) ▼

Satisfactory Academic Progress (SAP) Status: Meeting ▼

Award	Max Offer	Status
3 Fall 2020 Awards		
University Grant	\$1,750.00 ▼	Pending Disbursement
New American University Scholar - Dean's Award	\$2,500.00 ▼	Pending Disbursement
Direct Subsidized Loan	\$2,750.00 ▼	2 Accept / Decline
Direct Unsubsidized Loan	\$8,679.00 ▼	Offered
Fall 2020 Total	\$15,679.00 ▼	
Spring 2021 Awards		
University Grant	\$1,750.00 ▼	Pending Disbursement
New American University Scholar - Dean's Award	\$2,500.00 ▼	Pending Disbursement
Direct Subsidized Loan	\$2,750.00 ▼	4 Accept / Decline
Direct Unsubsidized Loan	\$8,679.00 ▼	Offered
Spring 2021 Total	\$15,679.00 ▼	

[View Your Financial Aid Notification \(FAN\)](#)

[Renewable Aid Programs Status](#)
Details on your renewable aid programs

[FAQ](#)

Financing Tasks

Budget Worksheet (2020 - 2021) ▼

Financial Success

[Search/apply for scholarships](#) 5 **Add a Guest to Make a Payment**

[Search/apply for student jobs](#) ASU Payment Plan

6 **iGrad - Financial Wellness** Cost Calculator and Estimator

financial aid questions?
[get help 24/7](#)

Card Services

[Pitchfork ID MasterCard® Check Card](#) [M&G Dollars](#)

[Basic Sun Card](#) [Meal Plans](#)

1 Making a payment

Students can access QuikPAY, ASU's online billing and payment processing system. They can view their current account activity and 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. Visit students.asu.edu/loans/act for details.

3 View and act on your awards

Your student's awards cover the entire academic year and will be evenly split between fall and spring terms.

4 Receiving max offers

Students must enroll full time (12 credits per semester for undergraduates) to receive their full offer. Enrolling in less will adjust their awards. View your student's awards at different enrollment levels by clicking the arrow next to each offer amount.

Note that the offers here are examples. Your student's offers will vary.

5 My ASU Parent/Guest Access

Your student must grant access to billing information and online payments by establishing authorized payers. ASU staff can only discuss your student's account information with those the student has authorized.

6 iGrad

iGrad is a robust online resource dedicated to personal finance and money management.

7 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: Locate their ASU Finances PIN on my.asu.edu/services

Step 2: Call 855-278-5080 to retrieve their personal information automatically with their PIN.

Early July

Tuition, fees and housing charges on My ASU.

July 31

Apply for direct deposit to be prepared for fall.

Aug. 18

Aid begins disbursing.

Aug. 20

Classes begin.

Aug. 25

Tuition fee payment.

Sept. 25

Second payment for ASU payment plan.

Oct. 25

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 70 locations, including all-you-care-to-eat dining halls, fast casual restaurants, coffee shops, cafes and on-campus markets.

Meal plans are required for all students living in residence halls, selected when housing preferences are confirmed, and loaded onto the Sun Card. Meal Plans include meal swipes to use at the eight dining halls across the four metro-Phoenix campuses. Sun Devil Dining also provides a meal exchange once per day at the on-campus markets.

Maroon and Gold Dollars

Maroon and Gold 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 starting at \$25 which roll over until they graduate.



Nutrition

Sun Devil Dining promotes healthy habits and offers menu options that meet individual dietary needs and restrictions, including vegan, vegetarian, halal, dairy-free and gluten-free options.

True Balance stations provide food without milk, eggs, peanuts, tree nuts, shellfish, wheat and soybean at select dining halls. Allergen Captains can be found at every dining hall to help you avoid food allergens.

We have a full service nutrition program with a dedicated Sun Devil Dining Nutrition Manager and team available for one-on-one consultations, tabling sessions and educational events.

Sustainability

Sun Devil Dining is committed to making environmentally and socially responsible decisions in all aspects of our operations. Seasonal menus, locally sourced food items and reduced waste are part of the efforts to positively impact the earth.



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

	 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 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 living 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.**

Welcome home





“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

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

“Living on the Downtown Phoenix campus helped our sons become part of a community and stay connected and engaged both academically and socially.”

– Pauline, ASU Parent



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

–Gilbert & Angel, ASU Parents

20

Important dates to remember

- Room self-selection closes in **May**
- Move-in **Aug. 14 – 16**
- Move-in details sent to student ASU Email address in **July**
- Classes begin **Aug. 20**



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 a bike valet service and card-access bicycle parking facilities on the Tempe and Downtown Phoenix campuses with hundreds of bike racks on all campuses. Students can purchase bike lights for \$15 and u-locks for \$25.

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. The West Express route transports Sun Devils from Tempe to West campus. 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 5 p.m., Monday through Friday.

Lyft Partnership

A new agreement between the university and Lyft connects campuses and locations in Arizona and beyond. ASU students, faculty and staff may download the Lyft app, create a Lyft business profile using their ASU email address and get a \$15 personal ride credit. The offer is valid within 30 days of signing up.





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.

Sun Devil Campus Stores

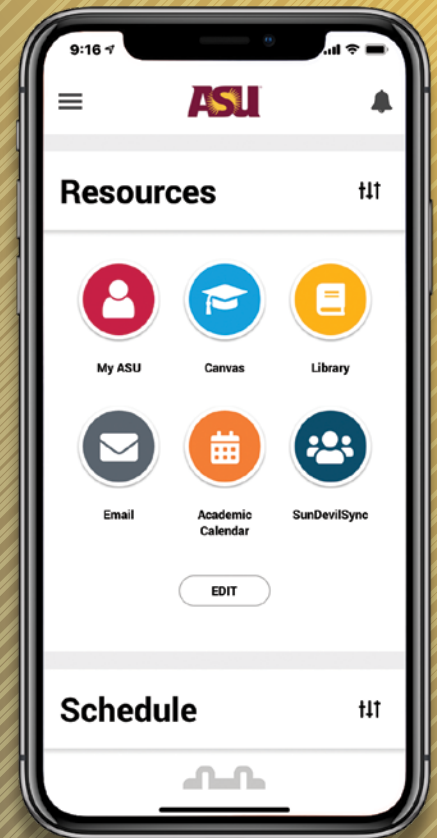
Sun Devil Bookstores sundevilbookstores.com

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.

Sun Devil Technology Centers

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



Download
the **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!



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

Admission Services

admission.asu.edu
480-965-7788

ASU Family

family.asu.edu

ASU Police

asu.edu/police
480-965-3456

Career and Professional Development Services

career.asu.edu
480-965-2350

Clubs and Organizations

asu.edu/clubs
480-965-9665

Counseling Services

eoss.asu.edu/counseling
480-965-6146

Disability Resource Center

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

Employment

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

Financial Aid and Scholarships

students.asu.edu/contact/financialaid
855-278-5080

First-Year Success Center

fys.asu.edu
480-965-3289

Health Services

asu.edu/health
480-965-3349

Intercampus Shuttles

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

Live Well @ ASU

wellness.asu.edu

New Student Programs

eoss.asu.edu/orientation
480-965-2880

Parking and Transit

asu.edu/parking
480-965-6124

Pat Tillman Veterans Center

veterans.asu.edu
480-965-7723

University Registrar Services

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

Safety Escort Service

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

Sexual Violence Prevention

sexualviolenceprevention.asu.edu

Student Unions and Centers

eoss.asu.edu/student-unions

Sun Card Services

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

Sun Devil Athletics

thesundevils.com
480-965-3482

Sun Devil Campus Stores

bkstr.com/arizonastatestore/home
480-965-3191

Sun Devil Dining

sundevildining.asu.edu
480-727-3463

Sun Devil Fitness

fitness.asu.edu
480-727-7802

TRIO Student Support Services

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

University Housing

housing.asu.edu
480-965-3515

University Technology Office

uto.asu.edu
855-278-5080

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. Cassandra Aska
480-965-6547
cassandra.aska@asu.edu



West
Dr. Kendra Hunter
602-543-8157
kendra.hunter@asu.edu

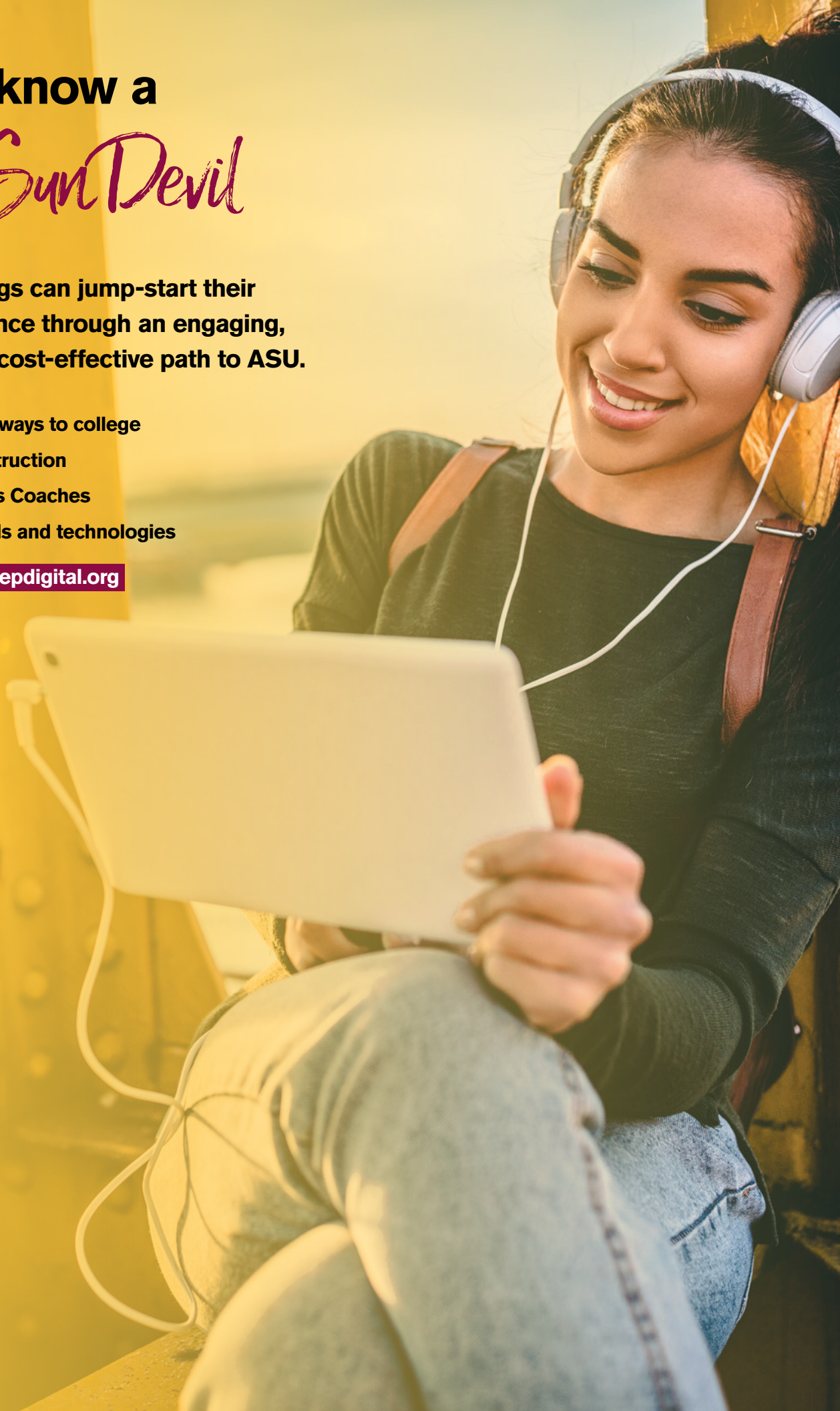
Do you know a *future Sun Devil*

Sun Devil siblings can jump-start their college experience through an engaging, supportive and cost-effective path to ASU.

- Accelerated pathways to college
- Personalized instruction
- Learning Success Coaches
- College prep tools and technologies

Learn more: asuprepdigital.org

ASU Prep
Digital
Arizona State University



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.