



Student Services Update September 2017

Hello Eagle Families. We hope you and your student are adjusting well to your new routines. We wanted to share some tips and information that may be of use to you and your student during the month of September.

All American Weekend – Join us for a weekend of AU, October 20-22, 2017. With 40+ events planned, there will be something for everyone. Open to alumni, families, students, and community members, this weekend celebrates the memories, the fun, and the future of AU. For more information, please visit <http://www.american.edu/ocl/orientation/Family-Weekend.cfm>

Free Application for Federal Student Aid (FAFSA) – For those students and families receiving federal financial aid (Pell grants and Direct loans) or institutional aid (AU Grants), we wanted to remind you to file your 2018-19 FAFSA by **May 1st**. The FAFSA application will open October 1, 2017, at www.fafsa.ed.gov. As a reminder, students and parents will be using their 2016 federal tax information to complete the 2018-19 FAFSA. For more information, please visit <http://www.american.edu/financialaid/FAFSA.cfm>

Student Account Restrictions – Students with an outstanding fall balance, who are not on a payment plan, will receive notices later this month reminding them of the need to settle their account before spring 2018 registration begins in late October. Students will be given additional notice before a stop is placed on the student's account, which will affect their ability to request transcripts and register for spring semester classes.

Tools and Scripts to Improve Communication with your College Student – Even though your student is here, they still need you. This [link](#) may be of help in keeping the lines of communication open and provide you with tips on how to start conversations that may be challenging <http://collegeparentsmatter.org/index.html>

Eagle Bucks and Dining Dollars – EagleBucks and Dining Dollars are a convenient, cashless way to make purchases both on campus and at many popular off-campus businesses. Like using a debit card, funds

are deducted as purchases are made. EagleBucks can be used both on and off campus; Dining Dollars can be used at on-campus food locations. Vending machines across campus accept EagleBucks, and EagleBucks are the only form of payment accepted for on-campus laundry. For information on how to add value to either of these accounts, please go to <https://eacct-eaglebucks-sp.blackboard.com/eAccounts/AnonymousHome.aspx>

Drop Deadlines for Refunds – As a reminder, there are two drop dates in September that will still provide students and families with a refund on tuition. Students should talk with both their academic advisor and AU Central prior to dropping to discuss degree requirements and financial implications. For information about dates and deadlines, please refer to the Academic Calendar

<http://www.american.edu/provost/registrar/academiccalendar/upload/Prelim-Acad-Calendar-17-18-IncWCL-20170814.pdf>

Academic Support – The Academic Support and Access Center (ASAC) provides academic support for all AU students. Consider recommending a visit to the ASAC if your student is struggling with the academic transition to college, needs help with time management, or is looking for tutoring or writing help. ASAC has drop-in hours Monday-Thursday from 2-4. (ASAC, 243 MGC, www.american.edu/asac, asac@american.edu, 202-885-3360).

If you or your student has any questions, please do not hesitate to contact AU Central at aucentral@american.edu.