



Student Services Update July 2018

Hello Eagle Families. We hope you are enjoying your summer. It is hard to believe that summer is nearly half over, and students will be returning to campus in several weeks. Here are some updates for July:

JustAsk.American.edu: The University has created a new resource to better provide an integrated experience for our students and parents. At JustAsk.American.edu, you can browse knowledge articles about your frequently asked questions concerning different student's services, chat with an expert, or request help from AU Central, Financial Aid, or the IT help desk. Students who access the site will be prompted to log in. Parents and other first time users are prompted to create a user name and password if they request to be contacted.

A screenshot of the JustAsk.American.edu website. The header features the 'JUST ASK' logo and navigation links: 'Chat with an Expert', 'Create Case', 'IT Help Desk', 'Student Services', and 'My Stuff'. The main banner shows the AU mascot, an eagle, with the text 'Just Ask HOW CAN WE HELP?' and a search bar containing the text 'Search for the answer to your questions regarding AU Services.' Below the banner are three service tiles: 'Get Help' (with a person icon), 'Browse Knowledge' (with a book icon), and 'Request Something' (with a briefcase icon).

JUST ASK

Chat with an Expert Create Case IT Help Desk Student Services My Stuff

Just Ask
HOW CAN WE HELP?

Search for the answer to your questions regarding AU Services.

Get Help
Can't find what you are looking for?
Request help from an AU service center.

Browse Knowledge
Search for answers to the most common questions.

Request Something
Browse our service catalog to request services or support.

FERPA/Proxy Access: The Family Educational Rights and Privacy Act (FERPA) protects the confidentiality of student education records. American University may only release these records to third parties with prior written consent or as otherwise permitted by law. Students may grant access to specific parties by submitting a waiver on their portal at <https://myau.american.edu/my.policy>

Students may also grant access for others to view and/or pay the student account statement online. Students who wish to grant proxy access to the student account should follow the instructions at: <https://www.american.edu/finance/studentaccounts/eagleservice.cfm>

Tuition Refund Insurance: A reminder: AU is working with a new partner this year, Allianz Global Assistance, to provide tuition refund insurance to our students.

Tuition insurance acts as an extension of the university's refund policy, reimbursing tuition payments, housing and meal fees, and other nonrefundable expenses if students withdraw for a covered reason at any time during the semester. Students must elect to participate in the plan before the first day of classes. For more information, please visit: https://gradguard.com/tuition-insurance/partners?refCode=american&tracking_codes=american,school_link

Save the Date: All-American Weekend October 19-21

<https://www.american.edu/ocl/orientation/All-American-Weekend.cfm>

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