



Student Services Update May 2019

Hello Eagle Families. Another academic year has ended. We hope you and your students have a great summer. Here are some topics of interest for May.

Housing Updates:

Summer Housing: Summer housing is available to current American University students who are enrolled in summer classes, participating in a summer internship, or staying in D.C. with plans to return to AU during the fall semester. Full details are available on our [website](#).

Returning Students: Wait List housing applications are still being accepted through the AU Housing Portal. Students currently with a fall 2019 housing assignment can apply for a room change beginning May 13. Details about this process are available on our [website](#). Wait List and room change spaces are historically limited to traditional style halls.

First-Year Housing Application: We will continue to communicate with students primarily through their AU email account and encourage students to monitor this account regularly throughout the summer for important information. First-Year housing information can be found on our [website](#).

2019-2020 Housing License Agreement: Is available on our [website](#) for the coming year. This document includes details about dates of occupancy, policies, procedures, cancellation details, dining plan requirements, and other important information for all applicants to review.

Mail services: The last day the university will receive packages is May 6. We will distribute packages to residents until noon on May 8 and return all packages to sender after 12 p.m.

One Card & Dining Services:

- AU Dining locations will close semester operations on Friday, May 10, 2019
- The Spring 2019 Meal Plan ends on Friday, May 10 following dinner
 - As a reminder, unused Meal Swipes do not roll over
 - Any unused dining dollars will expire
 - Eaglebucks will roll over as long as a student is actively enrolled at AU

- Summer operations will begin on Monday, May 13, 2019–Saturday, August 10, 2019
 - Summer students are eligible to enroll in a Summer Meal Plan
 - [Review Meal Plan rates](#) and contact One Card & Dining Services at onecard_dining@american.edu

If you are graduating this semester and have a remaining balance of Eaglebucks, we encourage you to utilize your balance at the Campus store and add mementos of your time at AU to your collection.

Eaglebucks refunds are approved:

- Once it is confirmed that a student has matriculated from AU
- For amounts over \$5.00
- There is a \$5.00 processing fee
- Please complete the following [form](#) if you are eligible for a refund of Eaglebucks

Dining Services 2019–2020 Important Dates

- The Meal Plan Portal will open in June for Fall 2019 Meal Plans. Students will be emailed when the portal opens.
 - Enrollments/Changes/Cancellations
 - Students required to hold a meal plan for the fall 2019 semester will be default enrolled in the minimum meal plan by One Card & Dining Services
 - First-Year Residential Students are required to hold the **175 Block Meal Plan**
 - Second-Year Residential Students are required to hold the **50 Block Meal Plan**
 - The Fall 2019 Meal Plan change deadline is Tuesday, September 10, 2019 at 11:59 p.m. EST
 - For more information on the 2019–2020 Academic Year Meal Plan, see meal plan rates and information [here](#)

For more information regarding One Card & Dining Services, please check out our website <https://www.american.edu/ocl/onecarddining/index.cfm> or feel free to contact us at 202-885-CARD (2273)

Office of Orientation, Transition and Retention updates:

New Student Orientation: Registration for Eagle Summit orientation is open for fall 2019 students. Incoming students receive an invitation to register via email sent to their AU email account. AU offers six two-day summer orientation sessions throughout June and July and two one-day orientation sessions during All-American Welcome in August. Both program types offer concurrent parent and guest orientation sessions. We strongly encourage students to register by June 14 due to space capacities for each session. For more information, visit the [Eagle Summit website](#).

Online Pre-Orientation: AU's online pre-orientation is designed to help ensure your student has a smooth transition to AU and is prepared for life as an Eagle. Sections include: Academics, Support Services, Life at AU, Financing Your Education, and Policies & Safety. The orientation should take about 45 minutes to complete and is available to refer back to at any time. Visit [online pre-orientation](#). Student should select "Student" and log in with their AU username and password. Family members can also create a "Guest" account to access the online pre-orientation and we highly encourage you to complete it too.

Social Media Pages to Follow

American University Parents - <https://www.facebook.com/AmericanUParents/>

American University Orientation - <https://www.facebook.com/OrientationAU/>

AU President, Sylvia Burwell - <https://twitter.com/SylviaBurwell>

Vice President of Campus Life, Fanta Aw - <https://twitter.com/VPCampusLifeAU>

Provost, Dan Myers - <https://twitter.com/myersdanielj>

Save the Date: All-American Weekend (Family Weekend)

October 4–6, 2019

Open to alumni, families, students, and community members, this weekend celebrates the memories, the fun, and the future of AU. With 40+ events planned, there will be something for everyone. Registration for All-American Weekend 2019 will open in summer 2019. More information will be updated later this spring on our [website](#).

American Payment Plan: American University offers the **American Payment Plan (APP)** to students in the fall and spring terms as an alternative to paying your bill in full at the start of each term. The plan splits your fall or spring semester balance into convenient monthly payments, with no interest charged. By budgeting ahead for the upcoming term's charges, you may be able to reduce the amount of loans needed for the school year. Please note, there is no summer payment plan option. The fall 2019 application is available now.

<https://www.american.edu/finance/studentaccounts/Payment-Plan-Overview.cfm>

Tuition Refund Insurance: Because we feel that a college education is an investment worth protecting, AU has partnered with GradGuard/Allianz to offer tuition refund insurance to your family. 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.

https://gradguard.com/tuition-insurance/partners?refCode=american&tracking_codes=american,school link

Question of the month: When will diplomas be sent to May 2019 graduates?

Diplomas will be mailed to the address indicated on a student's graduation application approximately eight to ten weeks following commencement.

All spring 2019 graduates will receive a Certified Electronic Diploma (CeDiploma) in addition to the paper diploma that will be mailed to the student. Prior to graduation, students can visit the CeDiploma site to reserve the document, or they can visit the CeDiploma site to download the document once the degree has been conferred.

<https://www.american.edu/provost/registrar/student-services/cediploma-validation.cfm>

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