



Parent & Family Handbook

2009-2010

Building community,
partnering for success!

www.umaine.edu

Dear Parents, Families, & Friends,



Welcome to the University of Maine community. We truly value your contributions to UMaine and welcome your involvement in University activities and events.

Our experience has borne out the studies that say students will reach out first to their families when they are stressed. Thus, your support and involvement are vital to your student's success. We have designed this handbook to provide helpful information to support your involvement in your student's academic success and engagement in the UMaine community.

One booklet cannot answer every question, but we have attempted to identify some of the most frequent areas of concern expressed by parents, family members, and friends over the years and to provide straightforward answers and resources.

The college years are not easy, but they are full of new friendships, new responsibilities, and new challenges. We are engaged in a partnership with you and your student. Our goal is to prepare your student for their role as a global citizen and to support them as they achieve academic success and graduation. That you have taken the time to read this handbook is evidence of your commitment to your student's success at UMaine.

Please know that you can contact us at any time with questions or concerns. We hope you will take every opportunity to visit UMaine, especially on special weekends such as Homecoming and Family and Friends Weekend.

Robert Q. Dana, Vice President for Student Affairs and Dean of Students

VISION STATEMENT

The University of Maine aspires to be the premier institution of higher education in New England and one of the best in the world. Through our research, teaching, and service, we will create an environment of excellent scholarship, unparalleled intellectual discovery, and unequalled service to our students and community.

Building Community, Partnering for Success!

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The College Adjustment

Change is Challenging

University life and the experience of a college student will be filled with change, growth, learning, and decision-making. College students face many challenges which often provide opportunities for self-discovery. As your student engages these experiences, you as parents and family members have a great opportunity to provide sound guidance and advice while also encouraging your student to take control of his/her college experience.

The transition from high school to college is as challenging for family members as it is for college-going students. Family roles and relationships change, expectations and the nature of the involvement in each others' lives also changes. Knowing that you all are entering a time of transition will help prepare you to adapt more effectively and to support your student throughout their years at UMaine. Remember that college students often want a greater degree of independence than what they had in high school but at the same time need and expect the same amount of support

You may not hear as much as you'd like about your student's progress or life at UMaine. You are likely to find that you are not as involved in the day-to-day activities of your student. However, you will appreciate being asked for advice on larger, more important and personal decisions. Your moral support, active listening and willingness to share in significant decisions are essential to your student's development. It is critical to show your student support and openness to change, even when you may not agree with those changes. Keep the dialog and discussion going.

The time at UMaine and all the experiences that accompany this endeavor can be valuable to the entire family and friends network. Keeping lines of communication open as your student develops into a more mature and self-reliant adult can maximize your student's development into a global citizen, not to mention make this time enjoyable and memorable.

Following are some ideas, suggestions and recommendations for you, as family and friends, to consider.

Showing Support

Tip #1: Don't ask them if they're homesick.

A student once told us, "The idea of being homesick never occurred to me, with all the new things that were going on, until my mom called during the first weekend and asked me if I was feeling homesick. Then it really hit me." If homesickness strikes, that there are a great number and variety of programs and services available to new students. The Office of First and Second Year Programs (207.581.1420) and the Student Affairs Office (207.581.1406) are good places to start.

Tip #2: Write, even if they don't write back.

Most new college students are eager to experience their new independence on campus, but they also want to be reassured of their connection with family and friends. Students love to receive mail. Clippings from the hometown newspaper, postcards, photos of family and friends, and other information from home that they can share with their new friends in the halls.

Tip #3: Expect change.

Your student will change. College and all of the experiences that go along with it will bring about changes in many parts of their life. These could be changes in their career goals, in their perspectives, or in their behavior and choices. It's natural and inevitable but can also be challenging, especially if you're not expecting change.

While you may never understand the changes, it is within your power (and to you and your student's advantage) to accept them. Remember that your

student will be the same person fundamentally that you brought to UMaine, even if they come home for Thanksgiving with a different hair style or start talking about new opinions and ideas.

Tip #4: Don't worry (too much) about stressed out phone calls or emails.

Parenting can be a thankless job, especially when your son or daughter is attending college. When problems become too much for first-year students to handle (e.g., flunked test, ended a relationship, and shrunken t-shirt all in one day), one place to turn is parents and friends. Unfortunately this may be one of the rare times your student contacts you. They may not call you when they get the "A" on their paper or the high score on the Bio test. Be patient and understanding with those "nothing is going right" or "I hate this place" calls or emails. You're providing crucial support and indispensable care through your advice and counsel. Being a sympathetic ear is valuable to your student. It may not feel good to you, but it works wonders for a frustrated student.

Tip #5: Trust them.

Hopefully, your student will come to UMaine with big expectations. Once here, they may second-guess some of their plans and aspirations, but that is normal. While you might question some of their ideas and decisions, hear them out. Your support will give your student the courage to continue to make their own decisions. Encourage them to take initiative and to deal with their problems as an adult. Trust is one of the most important things you can offer.

The Differences Between High School and College

	High School	College
Teacher/Student Contact	Closer and more frequent (5times/week)	Faculty available during office hours, by appointment, sometimes before/after class
Competition/Grades	Academic competition not as strong; good grades can be obtained with minimum effort	Academic competition much, much stronger; minimum effort likely lead to poor grades, much more effort required for academic success
Status	Personal status in academic & social activities based on family and community factors	Status is built as students desire, high school status can be changed or repeated
Counseling/Dependence	Students abide by parents' boundaries and restrictions. Parents, teachers, counselors available to help make decisions, give advice	Students set own restrictions. Rely on self, see results of making own decisions
Motivation	Stimulation from parents, teachers, counselors	Self-motivation required, no one typically checks to see if attending classes, doing assignments, etc.
Freedom	Limited, parental help in crisis	Much more freedom, must accept responsibility for own actions
Distractions	Controlled by home and school	Little external control, student must use time management
Value Judgments	Student judgments more likely to align with parental values; Many such judgments made for students	Students must make own judgments, develop own opinions and values. Peer pressure and desire to fit in socially can lead to compromised values

These pages adapted from Mullendore, R.H. and Hatch, C. (2000). Helping your first-year college student succeed: a guide for parents. Columbia, SC: OCM. And Texas A & M University (2000).

Experience has shown us that there is a cycle or rhythm to student life on our campus. Parents who understand the ups and downs of the first year of college can better support their student as he or she navigates the huge transition from high school to college. The adjustment is challenging but there are predictable issues that students face in their first year...

August/September

- Excitement and strong desire to fit in socially
- Testing new-found freedom
- Homesickness and loneliness
- Anxiety about classes, roommates and initial assignments
- Early assignments/check syllabus

October

- Roommate issues may arise
- Love relationships from home can weaken/break
- Consequences of decision-making experienced
- Watch for early signs of academic trouble or missed classes
- First grades coming in
- Fall Break gives stress relief

November

- Midterm grades received
- Many exams and papers due before Thanksgiving
- Excitement and/or anxiety about going home (or not going home) for Thanksgiving
- First signs of flu and other common sicknesses

December

- Anxiety for finals and projects
- Anxiety over grades/GPA
- Excitement/anxiety about going home or not going home

The Rhythm of College Life

January

- "Fresh Start" mentality
- Satisfaction or disappointment with fall term grades
- Homesickness
- Relief at being back on campus and with friends

February

- Winter blahs, claustrophobia, and depression may become evident
- Challenges with love relationships can emerge
- Potential increase in alcohol and other substance abuse
- Valentine's Day can bring out loneliness, isolation

March

- Excitement and/or anxiety about Spring Break
- Midterm academic stresses
- Anxiety about living arrangements for coming year, roommates
- Concern about summer employment, summer plans
- Concern about winter weight gain

April

- Concern about major
- End of the semester worries
- Worry about semester grades
- Excitement about spring/outdoors

May

- Final exam/project anxiety
- Apprehension about going home for summer
- Sadness about leaving friends, love relationship at school
- Realization of how college influences life decisions

Recent studies indicate that parents tend to overestimate the well-being of their college-age children. (Bers, 2005; Bylund, et al. 2005). For this reason, be sure to listen carefully and be attentive to changes when communicating with your student.

Academics

FACT SHEET: <http://factsheets.umaine.edu/Booklet.pdf>

Academic Advising

Academic advisors are a vital and crucial resource for all students, particularly to new and first-year students. Academic advisors are people who care, who listen, and who have a wealth of information. Some are faculty who are experts in a major or field of study. Some are staff with advanced degrees. Most have long-time experience helping college students. They are familiar with how things work and the ins and outs of being successful at UMaine.

Students are assigned an academic advisor who is identified on their MaineStreet account. Students should meet with their advisor at least once each semester but also when questions arise about classes, majors, or any other academic issue. It is preferable that students meet with their advisor before registering for next semester's classes.

Advisors can answer questions about studying abroad (also check with International Programs, 581-2905), registering for classes, changing majors, graduation, summer and on-line courses, improving one's GPA, dropping/adding classes, and graduate or professional schools. Students are sometimes hesitant to tell their advisors they are having difficulty with classes for fear that the advisors will think the student is not capable of doing college work; this is especially true for students who were excellent high school students and never had to ask for help. Advisors, however, realize that even the best students sometimes have difficulty with the transition and can offer suggestions. For first-year students, registration is completed during Orientation. For



spring semester, class registration begins in late October or early November. Registration for the subsequent fall semesters occurs right after Spring Break, usually in mid to late March.

Students log onto their MaineStreet accounts to see the name and contact information for their academic advisor. Though advising systems vary across campus, usually once a student is accepted into a major, they are assigned a faculty advisor in the academic department of that major. If students are not certain who their advisor is, they should contact the Office of First and Second Year Programs, 581-1420. This office can help students make contact with their advisor. Students can make the most of their advisor meetings by keeping a file of advising materials, tracking their academic progress, reviewing the Undergraduate Catalog, being aware of major requirements, and following the advisor's recommendations and advice.

Meeting with an academic advisor will maximize your student's potential for success.

Class Standing and Credit Hours

Classification of students into the first-year, second-year, third-year and fourth-year categories is determined on the basis of credit hours *earned*, NOT by semesters of enrollment or credit hours *taken*.

Most students enroll for approximately 15 credit hours per semester. Taking an average of 15 credit hours per semester should enable a student to graduate in four years. No student is permitted to enroll for more than 18 credit hours without the permission of their advisor. Before dropping a class, students should check with: Housing Services (581-4580), Veterans Education and Transition Services (581-1316) and/or Student Financial Aid (581-1324). If a student fails to register for at least 12 credit hours per semester, they will likely be jeopardizing eligibility for financial aid, athletic participation and/or scholarship, veteran's benefits and campus housing. Some medical insurance issues may also arise if a student is not full-time.

All UMaine courses are assigned a credit hour value and contribute to a student's academic record. The number of credits a course is assigned is related to the number of hours the course meets each week. Students typically take four to six classes each semester, and generally each class is worth 3 credits hours. Unless specified by a particular degree program, 122 credits are required for graduation. If a student fails a course, the credit hours for that course cannot contribute to the total required for graduation (although the course can be re-taken which is usually a good idea). To graduate in 4 years, a student needs to average at least 15 credits per semester.

Dropping Courses

Students can drop a course any time during the drop-add period without the instructor's permission. A full refund will only be received if the course is dropped within the first 2 weeks. After the drop-add period through the first third of the academic calendar (www.catalog.umaine.edu/content.php?catoid=47&navoid=513), students who withdraw from a course will receive a partial refund and the course will not show on the transcript. Students who drop a class after the first third of the semester up to the second third of the semester will receive a grade of W but no refund for the course. Students withdrawing from a course after the second third of the semester will receive no refund for the course and a grade of WF (withdrawn failing). A grade of WF counts as an F when calculating a student's GPA.

Grades/Grade Point Average

Letter grades are given to all students who choose to take classes for a grade. The grades are assigned based on the following system:

A	Superior work
B	Good work
C	Satisfactory but undistinguished work
D	Poor work that does not prepare students for more advanced work
F	Failure. No credit is earned.

Students receive their final grades on their MaineStreet account. The grades have the following numerical values used in calculating a student's GPA:

A = 4.00	A- = 3.67	
B+ = 3.33	B = 3.00	B- = 2.67
C+ = 2.33	C = 2.00	C- = 1.67
D+ = 1.33	D = 1.00	D- = 0.67
F = 0.00		

AU	Assigned for audit option course
DG	Deferred grade
I	Incomplete

Academics (continued)

Appealing Grade Reports

A formal procedure has been established to allow students to appeal a grade, an accusation of cheating or plagiarism, or other issues of academic procedure. The details of these appeal processes can be found on-line in the Student Handbook. Click on "Academics", then on "Academic Guidelines", and finally on "Appealing Grades and Assignments".

Majors

Approximately 60-80% of students who enter college with a declared major change their major at least once. During the first year or two at UMaine, many courses fulfill UMaine's general education requirements and provide an opportunity for students to explore different areas of interest. If a student is sensing that their selected major is not what they expected or want, they should contact their academic advisor immediately and set up a meeting. If a student is switching majors, advisors can help students maximize the academic work already completed and plan for future classes. The staff in the Career Center is another resource to help students decide on classes.

Did you know that having a video game in a student's room reduces their study time by two-thirds of an hour per day?

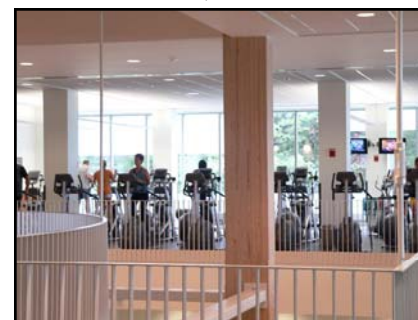
A 2008 study of students at Berea College in KY examined the effects study quantity and quality had on academic performance. Researchers found an additional hour of study per day increases first semester GPAs by .36.

Stinebrickner & Stinebrickner, 2008, The B.E. Journal of Economic Analysis & Policy.

Ten Keys to Academic Success

1. **GO TO CLASS:** Attend every class, lecture, lab, and review or help session. Even if a student is not prepared or has not completed the assignment(s), they need to go to class. Class attendance is essential for academic success. Skipping class is the first step toward trouble.
2. **DO ALL ASSIGNED & OPTIONAL WORK:** Often instructors offer optional or extra work. Taking advantage of these opportunities is always a good idea.
3. **MEET WITH ACADEMIC ADVISOR:** Each student should meet with their academic advisor at least once each semester. Students should take the initiative and make an appointment. Don't wait!
4. **STUDY, STUDY, STUDY:** College work is more challenging and moves at a much quicker pace than high school work. Students need to adjust their study habits to meet the increased demands. Students should expect to read and study at least 2 hours out of class for every hour in class, regardless if they have a specific assignment. For a convenient and quiet place to study, study halls are available Sunday through Thursday nights in Hilltop Commons. The Math Lab and Writing Center are also available to students.
5. **GET A TUTOR:** Free peer tutoring is available through the Tutor Program. Sign up early before getting behind and before the deadline. Students meet in small groups with peer tutors. This is a fantastic resource and highly advisable for first-year students in particular. It will help them get used to the level of work required and the pace of the instruction, which is much faster in college.
6. **GET A JOB ON CAMPUS:** Even if the money isn't really needed, getting a job helps put structure in a student's day. Unlike high school where a student's day is often scheduled for them, college requires a lot of self-discipline. Having a job helps with this, gives great work experience, and helps connect students to UMaine.
7. **CHECK UMAINE E-MAIL & MAINE-STREET ACCOUNTS REGULARLY:** Official communications from UMaine will almost always come through email. Students should check their UMaine email account daily. They should forward their UMaine email account (first.last@maine.edu) to their FirstClass email account because many professors use FirstClass to support or supplement their class instruction. Check out this web site about email: www.umaine.edu/mainestreet/communication.htm
8. **ASK FOR HELP:** Everyone needs help at some time during their college career. See Information and Services and Student Safety in this handbook for information about resources available to students. Although parents are welcome to contact any of the offices, we encourage students make the contact themselves.
9. **TALK WITH PROFESSORS:** Most professors post their office hours online, on the class syllabus, and on their office door. Some accept appointments during these times and/or are available for drop-in visits. No matter which way the professor offers office hours, students should take advantage of them to ask questions, get clarification, and simply to get to know their professors. Office hours are too often an under-utilized opportunity.

10. **GET INVOLVED:** There are hundreds of student organizations and clubs at UMaine in addition to wonderful opportunities for volunteerism and community service. To get started, contact the Office of First and Second Year Programs (207-581-1420) or Campus Activities and Student Engagement (207-581-1793) or Campus Recreation (207-581-1082). There are countless things to do, to be involved with and to connect to. Don't waste a minute—get connected to UMaine.



Release of Information

In compliance with the Family Educational Rights and Privacy Act (FERPA) of 1974 as amended, the University of Maine will not release student grades, student financial records, schedules, or financial aid or academic information to parents, relatives, spouses, or others without written permission from the student. To obtain a release form, contact the Office of Student Records at 207-581-1288 or www.studentrecords.umaine.edu

A separate release is required to obtain information from Cutler Health Center. For more information contact Cutler Health Center at 207-581-4000 or visit their web site: www.emmc.org/cutler.aspx?id=40126. The Office of the Vice President for Student Affairs is another resource: 207-581-1406.

Behavior & Student Responsibility

The Code

The purpose of the University of Maine System Student Conduct Code (Code) is to promote the pursuit of activities that contribute to the intellectual, ethical, and physical development of students. It is also the purpose of the Code to ensure the safety of persons engaging in those pursuits, to protect free and peaceful expression of ideas, and to assure academic integrity. The Code is available at this web site:

www.umaine.edu/studentaffairs/jad/

Students are expected to conduct their affairs with proper regard for the rights of others and of UMaine. All members of the University community share a responsibility for maintaining an environment where actions are guided by mutual respect, integrity and reason. In addition to the Code, other policies with which students should be familiar are outlined in the Student Handbook, www.umaine.edu/handbook/. Guide to Campus Living, www.umaine.edu/rfp/guide%20to%20campus%20living.htm, and the Housing License, www.umaine.edu/housing/roomboardlicense0809.htm.t

The Office of Community Standards, Rights, and Responsibilities in the Division of Student Affairs is the principle agency for administering student discipline. Residence Life staff, and the Dean of Students Office are also actively involved in administering the Code.

Other than suspension or dismissal, disciplinary sanctions are not part of a student's permanent academic record but are a part of the student's conduct record which is kept for seven years.



Students alleged to have violated the Code will receive notice of such allegation from a conduct officer, usually a staff member in Community Standards, Residence Life or the Dean of Students Office. This notice is typically an email and will outline any allegations and designate a meeting date/time/location. Attending the meeting is critical. The time for the meeting may be changed if it conflicts with a class, but the responsibility for rescheduling is the student's.

Alcohol Issues

Some alarming reports have been issued recently about college student drinking behaviors. Please know that while some students do in fact experience problems due to their drinking or drug use, most do not. At UMaine, about 20% of students report not drinking. Those that do drink report few, if any, problems but it is important to note a 2007 CASA study. In that study, 70% of college students stated that parents' expectations influenced whether and how much they drank, smoked or used other drugs.

Prior to the start of college, having a conversation with your student about alcohol, marijuana, and other issues is important. Most students who drink in college began drinking in high school. While students may or may not heed their parents' advice, it is important that they know their parents' expectations. Be sure to make expectations regarding family values and beliefs regarding alcohol and drinking known.

Alcohol Issues (continued)

Talk to your students about how they will decide whether to drink at college, what will they do if their roommate wants to drink or party, what will they do if they're at a party with only alcohol to drink, and how they will assure the safety for themselves and their friends. These conversations can help your student clarify the reasons for their choices.

While your student is at college, take interest in their academics and activities without prying. Give them a chance to offer what they want. If they had discussed concerns before going to school, it's okay to ask about those. Regular contact via email, text, or phone will provide an opportunity for you as a parent to detect any downward changes your student might experience. Don't be surprised, however, if the communication from your student diminishes as the year goes on.

The legal drinking age in Maine is 21. This is enforced on campus and in the residence halls. While UMaine takes an educational and developmental approach to conduct violations, students are still held accountable for their behavior. Students and parents should know that UMPD does issue summonses when necessary. Please talk to your students and contact us if we can be helpful:

Alcohol & Drug Education Programs
207.581.1423

Vice President & Dean of Students Office
207.581-.406

Drugs

Marijuana and other illegal drugs are not permitted on campus, including the residence halls. Those who bring marijuana or other illegal substances to campus will be held accountable under the law and the Code.

Sexual Assault, Stalking

Discussing safety issues and concerns with your student is important. The majority of sexual assaults that occur on college campuses involve alcohol. Be honest with your student about making wise decisions concerning their personal safety: lock their room, even if they're just taking a nap; use a buddy system so that no one is left alone; call UMPD for an escort (free service, 581-4040); and make a plan before going out. There are resources on campus to support students regarding sexual assault, stalking, or other relationship issues.

Counseling Center (free, confidential)
207.581.1392

Safe Campus Project
207.581.2515

Cutler Health Center (appointments)
207.581.4000

University Public Safety
207.581.4040 (non-emergency)
911 (emergency)

Community

We at the university consider community-building to be an integral part of a student's experience at UMaine. Community is about looking out for each other, about keeping everyone safe, and about doing the right thing. Faculty and staff are interested in the well-being of students, and they address concerns. Students, too, look out for each other. Everyone partners with UMPD to make the campus as safe as possible. Campus Eyes is a way to confidentially report problems: www.umaine.edu/publicsafety/campuseyes.htm or call UMaine Public Safety (581-4040) any day, any time. The Vice President and Dean of Students is also available (581-1406).

Information and Services

Alumni Association

Homecoming, a popular event for current students and families as well as graduates, is organized by the University of Maine Alumni Association. The weekend is full of activities for all ages and is a time for families to come to campus. For more information about the Alumni Association and/or Homecoming, check out this site: www.mainealumni.com/homecoming.htm. Upon graduation from UMaine, graduates receive a free one-year membership in the Alumni Association—a great opportunity to stay connected to UMaine! The Alumni Association conducts the annual tuition raffle and student legacy events. Web site: www.umainealumni.com

Bookstore

The official University Bookstore is conveniently located on the lower level of the Memorial Union. In addition to providing our faculty and students with affordable new and used textbooks, the Bookstore is a friendly destination for licensed UMaine insignia clothing, residence hall room supplies, magazines and course materials. First-year students can reserve their fall textbooks during the summer and their order will be ready and delivered on campus: 581-1700.

Bursar's Office

Students pay their bills at the Bursar's Office, 100 Alumni Hall (581-1521). The staff in the Bursar's Office collects tuition and fee payments. They can answer questions students and parents have about what charges are assessed and how to make payments. For more information: www.umaine.edu/bursar/

Career Center

The Career Center is located on the third floor of the Memorial Union and offers comprehensive services and programs to help students clarify their academic and career goals, gain practical experience through internships and cooperative education experiences, and identify employment opportunities and options. The Career Center hosts two major career fairs every year and provides every student with a Career Link account.

Career Link to Success: Career Link allows students to begin building their resume from the moment they arrive on campus. Students activate their Career Link account and start constructing their academic and career plan. This plan helps students identify the skills, experiences and knowledge they need to achieve their goals. Career Center (and Student Affairs) staff can help any student get started. Career Link will help students maximize career and employment opportunities. To access Career Link, go to this site: www.umaine.edu/career/
Career Center: 581-1359

Computer Connection (CC)

All accepted students have buying privileges at low educational pricing through the campus computer store, Computer Connection. High-quality products and support are provided on campus for your convenience. Required laptops for some majors as well as iPods, software, other computers, and accessories can be viewed at www.umaine.edu/computerconnection. The best time to order a computer is at New Student Orientation in June. Some students prefer printing in their rooms. The CC can help students decide which printer is best. The CC is on the lower level of the Memorial Union, 581-2580 or 800-261-5543.

Counseling Center & Peer Education

The staff of the Counseling Center, located on the east side of the Cutler Health Center building, strive to promote the psychological and emotional wellbeing of students; to support students in crises; and to be a confidential and free resource to all students. Group and individual sessions are offered and psychiatric services are also available. The Counseling Center staff are knowledgeable about the stresses and pressures of college life and can, therefore, provide the help and support students may need on issues of homesickness, relationship problems, and mental health concerns. Parents and family members are encouraged and invited to consult with staff about any mental health issues regarding their student(s). They may also find valuable information on the Counseling Center's web site: www.umaine.edu/counseling/.

Cutler Health Center (CHC)

Healthcare providers are available 9am-6pm, M-F at Cutler Health Center on campus and also after hours and on weekends at EMMC Orono Family Medicine (Kelly Rd) or at Walk-in Care (Union St, Bangor). Transportation to off-campus appointments and the ER are offered through a local taxi service at no charge. To schedule an appointment, call 207-581-4000 or login/register for myCutler-ProviderOnline, secure messaging service. Health care services include: allergy shots, immunizations, wellness consultations, physical exams, orthopedics, podiatry, optometry, x-ray and laboratory work. There is no pharmacy on campus but CHC has a relationship with three local pharmacies that deliver on campus. CHC can bill your insurance company. There is also insurance coverage available through CHC. For questions/info: www.emmc.org/cutler.aspx?id=39930 or 207-581-4000.

Dining Services

Dining Services (Black Bear Dining) offers students a variety of meal plan options designed to provide value, flexibility, and convenience. The dedicated staff provides a wide selection of healthy and fresh food options while being committed to wellness, quality and customer service. Resident students have their choice of three meal plan options while commuter students can select from six meal plan options. All plans consist of two components: 1) a specific number of meals that can be used at all-you-care-to-eat venues or a "combo meal" at a la carte locations, and 2) Dining Funds that can be used for a la carte items, snacks or in place of a meal at all-you-care-to-eat locations. Both meals and Dining Funds roll over from Fall to Spring Semester but expire at the conclusion of the academic year. Refunds cannot be issued for unused meals or Dining Funds. If students have special dietary needs, food allergies or food intolerances, contact the Director of Culinary Services at 581-4580, www.umaine.edu/dining/.

Disability Support Services

Services for students with long-term or short-term disabilities are available through the Disability Support Services Office (DSS) which is part of College Success Programs. DSS is located in the East Annex and provides a variety of services for students with documented disabilities. DSS provides reasonable accommodations, auxiliary aids, and support services that are individualized, and based on disability documentation, specific class needs, and personal preference. DSS does not provide personal assistance or equipment (e.g., typing, personal laptops, etc.). Contact DSS at 207-581-2319 or visit their web site: www.umaine.edu/disability/.

Information & Services (cont.)

Financial Aid (OSFA)

The Student Financial Aid office is located in Wingate Hall, 207-581-1324, www.umaine.edu/stuaid. To be eligible for financial aid, students must be enrolled at least half time in a degree program and complete the Free Application for Federal Student Aid (FAFSA). For priority consideration, the FAFSA must be filed by March 1. Check the "To Do List" in *MaineStreet* regularly and respond to requests for information in a timely fashion. Students will be sent a letter when awards can be viewed on *MaineStreet*. If awards are updated, students are sent an email notification. Changes to bills or awards can also be viewed on *MaineStreet*. Students are required to notify OSFA via *MaineStreet* of any outside scholarships or other assistance they may be receiving. Scholarship checks must be sent to OSFA. If students need additional assistance, loan options are available: www.umaine.edu/stuaid/loans.html, 207.581.1324.

First and Second Year Programs (FSY)

The Office of First and Second Year Programs is located on the third floor of the Memorial Union, 207-581-1420. The primary goal of this office is to support and ease students' transition from high school to college and then from the first to the second year. Programs and services are provided throughout the academic year and the summer. The Office of First and Second Year Programs is the first stop for many questions students and parents might have.

One of the new programs offered by FSY is *Experience UMaine*. The program features a varied schedule of activities and

events throughout the academic year designed to engage new students at UMaine. The staff in FSY would love to hear from students and parents any time: 207.581.1420.

GLBT Services

GLBT Services, Room 162 of the Memorial Union, is also known as the Rainbow Resource Room. This is a resource for all students. A regular schedule of programs and events are conducted every year. Contact GLBT Services at 581-1439 or visit the web site: www.umaine.edu/glb.

Health and Legal Professions Advising (HLPA)

Part of the Career Center, HLPA advises students looking to enter any health or legal profession. This service has helped many students realize their career aspirations. Call 207-581-2587, 3rd floor Memorial Union.

Help Center (IT)

The computer/IT Help Center is in Room 17 Shibles Hall. They provide services and are a resource for all types of computer and IT problems. Call them at 207-581-2506.

International Programs (IP)

Study Abroad and National Student Exchange are just two of the exciting programs offered through the Office of International Programs, located in 100 Winslow Hall. This office also provides assistance to students related to immigration, international students seeking admission, and many other services. Annually, IP hosts Culture Fest on campus where the food, dance, and customs of other countries are featured by the students on our campus. Call IP at 207-581-2905.

Legal Services

Free legal advice is provided by provided Corenna Howard, Esq. Ms. Howard's services are sponsored by Student Government, Inc. Her office in the Memorial Union is open M, T, W, & Th from 9am-4pm, 207-581-1789.

Mail Services

Student mailboxes are provided in all on-campus residences. Regular mail delivery occurs daily, Monday-Friday to the residence halls. Address mail to your student using the address assigned by Housing Services. Phone: 207-581-3760.

MaineCard

Every student is issued a *MaineCard* which serves not only as their UMaine identification but also gives them access to campus services, their residence hall and room, and the BAT bus. Students use their meal plans in the dining commons, C-stores and Marketplace by presenting their *MaineCards* as well. Three types of funds can be put on the *MaineCard*: Dining funds (these come with the meal plan, roll over from Fall to Spring semester and expire at the end of the Spring term); Black Bear Bucks (these can be used for laundry, at the Bookstore, and other places both on and off campus, they stay on the student's card as long as they are a UMaine student); and Health Care Bucks (used only at Cutler Health Center to pay co-pays and other healthcare-related expenses not covered by insurance). To add Black Bear or Health Care Bucks to a student's *MaineCard*, simply go to the Student Service Center in the Memorial Union, or contact them at 207-581-CARD (2273).

Parking and Transportation

A car is not typically needed at UMaine because students can ride the BAT (Bangor Area Transit) Bus for free by

showing their *MaineCard*. The BAT runs between campus, Orono, Old Town, Veazie and Bangor, including the Bangor Mall and the airport. Also, there is a shuttle to and from campus and Orono, and Concord Trailways picks up students on campus for destinations south of Bangor, including Portland and Boston. For schedules: www.umaine.edu/parking/default.htm

While anyone may bring a car to campus, it must be properly registered with Parking Services located in the DTAV Community Center, 207-581-4047. Every vehicle needs a permit to park on campus. Residential and commuter students can purchase permits at the Parking and Transportation Office or Student Service Center. Visitors can get a visitor permit from Parking and Transportation Office or from Public Safety on Rangely Road.

Residence Life

Residence Life staffs all residence halls on campus and provides important service to residential students by creating their home away from home. The Res Life staff are specially trained to support and guide students. The staff in the First Year Residential Experience (FYRE) halls are trained to deal with the transitional issues typical for first-year students. First-year students are encouraged to contact their roommate before coming to campus to avoid duplicating items like TVs and furniture.

Adjusting to living with a new person can be one of the most memorable and rewarding experiences for students. A roommate agreement will be among the first things students will do when they arrive, but if problems arise, students should contact their RA. The staff will also work with students to get them involved and engaged to the academic, social and community life at UMaine: 207-581-4801, www.umaine.edu/rlp/

Student Employment (SE)

Students who wish to work while attending UMaine should visit the Office of Student Employment. Students with federal work-study can work on or off campus, but work-study is not required to get a job. To find employment, students can either contact the employer or department directly or go to www.umaine.edu/studemp to do an online job search. Be sure to complete and submit all documentation before beginning to work. SE is in Wingate Hall, 581-1349.

Veterans Education and Transition Services (VETS)

The VETS office is located on the third floor of the Memorial Union and provides a wide range of services for student veterans and their families. These services include certification for benefits, information about available benefits and support, and general information and referrals. The University of Maine is part of the Yellow Ribbon Program. Call VETS at 581-1316.

Student Safety

The safety of the campus community is vitally important and so UMaine has an Emergency Response Plan that can be quickly implemented in the event of a crisis or emergency.

Department of Public Safety

Located in the Public Safety Building on Rangely Road, Public Safety provides campus with 24-hour police protection by a fully certified police officers, detectives, and dispatchers. Public Safety employs a collaborative approach to its community police work. Crime statistics for the UMaine can be found at:

UMaine Public Safety also offers free Rape Aggression Defense System classes. RAD is a program of realistic self-defense tactics and techniques for women. Information about a crime or suspicious behavior can be reported anonymously through the web: www.umaine.edu/publicsafety/campuseyes.htm

This site is not monitored continuously so to report immediate concerns, call 581-4040 or 911.

Emergency Response and Communication

In the event of a campus-wide crisis, information will be communicated to students, faculty, and staff through a variety of means. UMaine's Emergency Warning System gives quick access to accurate information in the case of an emergency. If the campus-wide siren sounds, do the following:

[Check your cell phone for a text message](#)

[Check \[umaine.edu\]\(http://umaine.edu\) for emergency information](#)

[Check FirstClass for an emergency message](#)

If those options are not available, call 581-INFO (581-4636) to listen to a recorded message with more information. To receive emergency messages, you must be registered with umaine.txt. Visit www.umaine.edu/umainetxt to sign up. Parents can also sign up under their student's account.

Blue-Light Emergency Phones

Public Safety maintains emergency telephones located throughout campus. Easily distinguished by their color, the blue-light emergency telephones can be used to summon police assistance when needed.

Campus Escort

If someone on campus is in need of an escort from one place to another, they need only contact UM Public Safety at 581-4040. Volunteers escort people so they don't have to walk alone on campus.

Shuttle

UMaine offers a shuttle service from campus to Orono. Check with Parking and Transportation for details (581-4047).

Residence Halls

Our residence halls have multiple safety policies in place for the benefit of our residents. Only residents have access to residence halls and only residents of a particular hall have MaineCard access to that hall after 9:00 p.m. Students are key partners in residence hall safety and security by keeping their rooms locked at all times, reporting suspicious behavior, not propping exterior doors open, and not allowing non-residents access to the building. All residents and their guests are subject to the Student Conduct Code, the Residents Manual, and the housing license. For everyone's safety, all residents and their guests are asked to follow these policies.

Pandemics and Other Emergencies

Students and their families should know that the University of Maine works continuously to be prepared in the event of an emergency. Plans are in place to address potential flu or other illness outbreaks, severe weather, power outages, and other crises. The best way to stay informed is to register for UMaine's Emergency Warning System. The UMaine web site will also carry information and updates in the event of an emergency.

Student Involvement

Special events and activities are offered every week during the academic year, including weekends. They range from films and lectures to art exhibits, recitals and concerts. There are hundreds of student organizations active at UMaine and the residence hall staff also plan activities for their halls and complexes. By being involved, students develop a connection to campus. They also develop and hone their leadership skills, learn time management, self-discipline and self-confidence while they are building relationships with other students.

Athletics

UMaine is a member of the NCAA Division I and competes in intercollegiate athletics in several conferences including America East, Hockey East, and the Colonial Athletic Association. Men and women compete more than 15 intercollegiate athletic teams. For more information, including schedules, go to: <http://goblackbears.cstv.com/#00>

GO BLUE!

Bodwell Center for Service and Volunteerism

Located in Hannibal Hamlin Hall, the Bodwell Center is named for Barbara Bodwell, an incredible UMaine alumna and supporter. Barbara is a selfless individual and her example continues to inspire the UMaine community to give back. The Center is the home to several notable programs including: Alternative Spring Break, Americorp VISTA, Civic Passage, ARC Blood Drives, Black Bear Mentors, and Service Learning. Contact the Center at 207-581-3059.

Student Involvement (continued)

Campus Activities & Student Engagement (CASE)

With offices in the Memorial Union, CASE offers entertainment and social programs and events 5-6 nights each week during the academic year. The Campus Activities Board (CAB), a volunteer student group, is very active planning events and concerts throughout the year. Often partnering with Student Government, Inc. and other offices, CASE is the focal point of much student activity and energy. Events and activities occur primarily in and around the Memorial Union but campus-wide events also occur throughout each semester. For more information, call 581-1793 or go to: www.umaine.edu/campusevents.

Campus Recreation

A central student service, Campus Recreation offers a variety of recreational programming including open recreation in the state-of-the-art Student Recreation and Fitness Center. Other programs offered include: Intramural Sports, Sport Clubs, Fitness and Wellness classes including personal training, and Maine Bound adventure trips and activities. Maine Bound is located in the Maine Bound Adventure Center which features an indoor climbing wall. All types of sports and outdoor equipment are available for free check-out or rental. Lockers are available for rent in the Center too. There are more than 20 miles of hiking, biking, skiing and snowshoeing trails north of the Center available year-round. Campus Recreation also employs nearly 300 students each year. Contact Campus Recreation at 581-1082, or visit the web site: www.umaine.edu/campusrecreation

Community Governing Boards

Each residence hall complex sets up its own governing board. CGBs are an easy way to get involved right in your own backyard. The Community Coordinators and the Assistant Community Coordinators can get students connected.

Commuter and Nontraditional Students

The Commuter Lounge is located on the second floor of the Memorial Union. The staff associate for commuter and non-traditional students is available during the academic year. Programs and events are offered throughout the year and students can get involved in the Off Campus Board. Contact CNTSP at 581-1734 about the OCB. The CNTS Program also has great information about off-campus housing in the area.

GLBT & Allies Council

The GLBT & Allies Council is very active on campus and always welcomes new and interested students. Contact GLBT Services in the Rainbow Resource Room for more information about the council.

Greek Life

Greek life has existed since 1874! There are more than 15 men's fraternities and nearly 10 women's sororities. Almost 11% of UMaine students are involved in Greek letter organizations. Check out: www.umaine.edu/greek/index2.asp

Maine Campus

The Maine Campus is the student newspaper that is published twice weekly during the academic year. Check out their offices in the Memorial Union. There are opportunities to write, take photos, and

otherwise be involved in this hub of student life. The Maine Campus is a great experience for journalism and non-journalism students alike. Call 581-1273.

Maine Channel

The Maine Channel is the student-run TV station on campus. Students are involved in writing, directing, staging, lighting, etc. of special and regular programming. Contact Student Affairs at 581-1406.

Multicultural Programs (MP)

The Multicultural Programs Office and Center are located in North Hannibal Hamlin Hall. The Student Heritage Alliance Council (SHCA), an umbrella group under which all other groups advised by MP fall, is active on campus, represents other MP student groups in Student Government, and helps these groups secure funding for programs and events. These groups include: Asian Student Association, African Student Association, Black Student Union, Latin American Student Organization, Sisters Supporting Sisters, Japanese Language Club and Capoeira Club. Through MP there are opportunities for employment, volunteerism, and service. Call 581-14 28 or go to the web: www.umaine.edu/multicultural/index.htm

Peer Educators

Peer Educators are involved in delivering educational programs to their fellow students. These educational programs include: community health, dating and relationships, personal well-being, and many others. Peer education opportunities are available in Alcohol and Drug Education Programs (ADEP), First and Second Year Programs, Greek Life, Counseling Center, Campus Activities and Student Engagement, and the Touchstone Project. Contact any of these offices for more information.

Residents on Campus (ROC)

ROC is a representative body of residential students. Comprised of representatives appointed by the Community Governing Boards, ROC is very active in co-sponsoring activities and events. Find out more about ROC at: www.umaine.edu/ROC or 581-1760.

Student Alumni Association

Students involved in the Student Alumni Association (SAA) work closely with the UMaine Alumni Association to host alumni groups during events like Homecoming and Reunion Weekends, and assist with other alumni projects. Call 581-1144 for more information or to get involved.

Student Government, Inc.

Student Government, Inc. offices are located in the Wade Leadership Center in the Memorial Union. Student Government, Inc. (SGI) meets weekly throughout the academic year. Elections are held during the fall semester. A representative body, SGI offers a multitude of involvement opportunities for students.

Student Organizations and Leader Development (SOLD)

Part of Campus Activities and Student Engagement, SOLD supports student organizations and focuses on developing outstanding student leaders. LEAD training, a leadership class, is available to all students and more information about the hundreds of student organizations can be found on the at: www.umaine.edu/sold/index2.asp

Your Class (Class of 2013)

Each entering class has a council, including officers. Get involved with your class by contacting CASE, 581-1793.

Academic Calendar
www.catalog.umaine.edu/content.php?catoid=47&navoid=513

Alcohol and Drug Education Programs
www.umaine.edu/aod/ 581-1423

Alumni Association
www.umainealumni.com/ 581-2586

Athletics
http://goblackbears.cstv.com/ 581-1052

Bodwell Center for Service and Volunteerism
www.umaine.edu/volunteer/index2.asp 581-3091

Bookstore (University Bookstore)
www.bookstore.umaine.edu 581-1700

Bursar's Office
www.umaine.edu/bursar/ 581-1521

Campus Activities and Student Engagement
www.umaine.edu/campusevents 581-1793

Campus Recreation
www.umaine.edu/campusrecreation 581-1082

Career Center
www.umaine.edu/career 581-1359

College Success Programs/Tutoring Program
www.umaine.edu/csp/ 581-2319

Collins-Clement Visitor's Center
www.umaine.edu/orientation/visit.htm 581-3740

Community Standards, Rights & Responsib.
www.umaine.edu/studentaffairs.jad 581-1409

Commuter and Nontraditional Students
www.umaine.edu/cntsp/ 581-1734

Computer Connection (Computer Store)
www.umaine.edu/computervernnection 581-2580

Computer Help Center
www.umaine.edu/it/helpcenter/ 581-2506

Counseling Center and Peer Education Program
www.umaine.edu/counseling 581-1392

Credit Union
www.ucu.maine.edu 581-1457

Cutler Health Center
www.emmc.org/cutler.aspx 581-4000

Dining Services
www.umaine.edu/dining/ 581-4580

Disability Support Services
www.umaine.edu/disability/ 581-2319

Equal Opportunity
www.umaine.edu/eo/ 581-1226

Explorations
www.umaine.edu/exp/ 581-1830

Financial Aid (Student Financial Aid)
www.umaine.edu/stuaid/ 581-1324

First & Second Year Programs 581-1420
www.umaine.edu/studentaffairs/firstandsecond

FirstClass Accounts 581-2506
www.umaine.edu/it/software/firstclass/

GLBT Services and Rainbow Resource Room
www.umaine.edu/glb 581-1439

Greek Life
www.umaine.edu/greek 581-4183

Health and Legal Professions Advising
www.umaine.edu/healthcareers 581-2587

Help Center (IT Support)
www.umaine.edu/it/helpcenter/ 581-2506

Honors College
www.honors.umaine.edu 581-3263

Housing Services
www.umaine.edu/housing/ 581-4580

Resource Guide & Phone Numbers

International Programs
www.umaine.edu/international 581-2905

Legal Services
www.umaine.edu 581-1789

Library (Fogler Library)
www.library.umaine.edu/ 581-1666

Maine Campus (Student Newspaper)
http://mainecampus.com/ 581-1273

MaineCard (Student ID/Debit Card)
www.umaine.edu/servicecenter/ 581-2273

Math Lab
www.math.umaine.edu/mathlab 581-3900

Memorial Union
www.umaine.edu/campusevents/union/index2.asp

Multicultural Programs and Center
Www.umaine.edu/multicultural 581-1428

New Student Programs (Orientation)
www.umaine.edu/orientation/ 581-1590

Parking and Transportation Services
www.umaine.edu/parking/default.htm 581-4047

Property Management (Res Hall Maintenance)
www.umaine.edu/ofm/sustainability/ 581-4444

Public Safety
www.umaine.edu/publicsafety/ 581-4040/911

Radio Station (WMEB-FM)
www.umaine.edu/wmeb/ 581-4330

Residence Life
www.umaine.edu/r/p/ 581-4801

Safe Campus Project
www.umaine.edu/safecampusproject 581-2515

Student Affairs Division (Vice President/Dean)
www.umaine.edu/studentaffairs 581-1406

Student Employment
www.umaine.edu/studemp 581-1349

Student Government, Inc.
www.umaine.edu 581-1775

Student Innovation Center
www.umaine.edu/innovation 581-1454

Student Organizations & Leader Development
www.umaine.edu/sold 581-4183

Student Records
http://stdntrecords.umaine.edu 581-1303

Veterans Education and Transition Services
www.umaine.edu/studentaffairs/vets/aboutus 581-1316

Visitors' Center (see Collins-Clements Visitors' Center)

Wabanaki Center
www.naps.umaine.edu/ 581-1417

Women's Resource Center
www.wrc.umaine.edu/ 581-1508

Writing Center
www.umaine.edu/wcenter/ 581-3828