



**Rutgers University–New Brunswick**

# **Parent and Family Guide**



**RUTGERS–NEW BRUNSWICK**

**Parent and Family Engagement**

Division of Student Affairs



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# Welcome to R Family

On behalf of the R Family Council and Parent and Family Office at Rutgers-New Brunswick, I would like to welcome you to R family! All of us on the council are very excited that your student has chosen Rutgers as their home away from home for the next few years. Whether you are a new parent/family member or a “seasoned” parent/family member, you will likely have some questions about how to support your student’s success while they are attending Rutgers. This guide will be helpful to answer some of those questions and provide helpful information about campus departments and services.

We encourage you to be an active parent/family member, as this will contribute to your student’s success. Please take advantage of the many resources and events designed specifically for parents and family members, such as subscribing to the R Family Hub newsletter. These opportunities have helped me meet other family members and feel supported enough to help my son navigate Rutgers. This community helps to make a large school feel small!

If you ever need guidance and are unsure of how to proceed, please use the Parent and Family Programs office as your first point of contact. They are available to help you support your student success at Rutgers, with the ultimate goal to keep you informed and connected with other parents and families at Rutgers.

In Scarlet Pride,

Lisa Tobin, P’24  
R Family Council Member



# Parent and Family Office

Parent and Family Office is a dedicated resource to help parents and families understand the new challenges, expectations, and opportunities that their students will encounter at Rutgers University–New Brunswick.

We believe that one of the best ways to support students with their overall success is to partner in strategic ways. We do this by raising awareness about university offices and resources so that important messages at Rutgers are being reinforced both at Rutgers and at home.

Our dedicated staff is here to help answer questions, provide guidance and create opportunities for families to feel like valued members of the Rutgers community.

## Department Goals:

- Support parents and family members through the transition of sending their student to college.
- Keep parents and family members informed of important deadlines, policies, and campus updates.
- Act as a dedicated resource that parents and family members can utilize during their entire time at Rutgers.
- Provide meaningful opportunities that keep family members engaged and connected to Rutgers.

You can connect with us in a variety of ways:

**Email:** [ruparents@echo.rutgers.edu](mailto:ruparents@echo.rutgers.edu)

**Website:** [parents.rutgers.edu](https://parents.rutgers.edu)

**Facebook:** [facebook.com/ruparents](https://facebook.com/ruparents)



If your students have questions, please have them contact [orientation@echo.rutgers.edu](mailto:orientation@echo.rutgers.edu) or visit [transition.rutgers.edu](https://transition.rutgers.edu)

# Parent and Family Checklist

Here are some helpful reminders for you and your student to keep in mind before the semester begins. You can also access this checklist at [parents.rutgers.edu/checklist](https://parents.rutgers.edu/checklist).

- Submit the Post-Orientation Survey**  
We want your feedback so we can make the Parent and Family Orientation experience even better for new parent and family members in the future! Keep an eye out for an email with the survey link.
- Provide Parent/Guardian Contact Info**  
Remind your student to include up to two family members' contact information in the Parent and Family section of the MyRutgers Dashboard.
- Family Educational Rights and Privacy Act (FERPA) Waiver**  
Review and discuss the FERPA waiver with your student. For more information visit [scarlethub.rutgers.edu/registrar/ferpa-information](https://scarlethub.rutgers.edu/registrar/ferpa-information). Students can give parents, guardians or third parties access to view student information online and discuss their record with a Rutgers University representative with the myGuest Portal – [scarlethub.rutgers.edu/myguest-faq](https://scarlethub.rutgers.edu/myguest-faq).
- Review the Post-Orientation and First-Semester Checklists with your Student**  
Your student has been provided with a checklist of important action items that should be completed. Some highlighted items include: submitting immunization forms online, waiving or enrolling in the Student Health Insurance Plan, selecting a meal plan, ordering a parking permission, and completing new student online modules. The online module links will be emailed to students this summer and must be completed by September 1. Both checklists can be found at: [transition.rutgers.edu/orientation/post-orientation](https://transition.rutgers.edu/orientation/post-orientation).

You can also access this checklist at [parents.rutgers.edu/checklist](https://parents.rutgers.edu/checklist).

# Ways for You to Get Involved

Join the R Family Hub [https://rutgers.campusesp.com/users/sign\\_in](https://rutgers.campusesp.com/users/sign_in)

Student success improves when parents and families are engaged in their student's college experience. That makes you one of the most influential factors in your student's education.

The R Family Hub connects you to the resources you need to help your student navigate the challenges, opportunities, and responsibilities of college life. Sign up and select what type of information you want to receive and how often you want to hear from us.

- **Regular newsletters on your schedule** — No time to log in? No problem. We'll send you personalized email updates.
- **News Feed** — All the information you need, in one place. You'll find campus news, upcoming events and deadlines, geared toward your interests.
- **Save & share articles** — Save articles for later, or share them across other social media platforms. Hint: We make it easy for you to share information with your student.
- **Alerts via email** — We'll let you know about upcoming events, important deadlines, and a whole lot more.

## R Family Council

The R Family Council is a representative group of Rutgers–New Brunswick parents and families who serve as an advisory group working closely with the Division of Student Affairs to help families foster a positive and enduring connection to the university. Council members commit to volunteering their time and sharing their knowledge and expertise to support the division's mission and goals. To learn more about the Council visit

<https://studentaffairs.rutgers.edu/about/vice-chancellor/r-family-council>



# Homecoming & Family Weekend

## Join us for Homecoming & Family Weekend!

In the fall, Homecoming & Family Weekend gives you the opportunity to come to campus and reconnect with your student. This action-packed weekend provides a great opportunity for you to spend quality time with your student. Parent and Family Weekend isn't just for parents either—all our events are designed for family members of all ages to join in on the fun!

- Past Events Include:**
- Rutgers Football Game Tailgate
  - Stargazing at the Observatory
  - Family Feud Trivia Showdown
  - Paint Knight
  - A Taste of Rutgers
  - R Family Council Wine Tasting
  - Late Knight Bingo

While visiting campus for Homecoming & Family Weekend, guests have the opportunity to eat at the dining halls for a special rate, see the academic buildings where their students attend class, and even work out at a recreation center.

Starting September you can find the full schedule of events, ticket information, and hotel locations at [homecoming.rutgers.edu](https://homecoming.rutgers.edu).  
*Space for many events will be limited, so act fast!*

We look forward to seeing you on campus with your student in Fall!



# The First-Year Student Experience

The chart below helps to highlight some of the differences between high school and college so you can have a better understanding of your student's time at Rutgers.

	High School	College
<b>Academics</b>	Students are given a set curriculum to learn from during the traditional time frame of 7:00 a.m.-3:00 p.m.	Students choose which classes they wish to take and what days/times to take them.
<b>Grades</b>	Parents/family members receive a report card with their student's grades each semester.	Student records, including grades, are protected by FERPA. Parents/family members are not privy to their student's grades without their written consent.
<b>Textbooks</b>	Textbooks are provided by the high school and must be returned at the end of the school year.	Students must purchase/rent textbooks for their classes and textbooks can be expensive.
<b>Independence</b>	Parents/family members generally establish "house rules" and set curfews for their students.	Students living in residence halls or off-campus apartments are not assigned curfews; they can come and go based on their schedule.
<b>Attendance</b>	Attendance at each class is mandatory and parents/family members are alerted about attendance and/or tardiness issues.	Attendance policies vary and not every professor will take attendance. Parents/family members will not be notified if students don't attend class.
<b>Class Size</b>	High school courses typically have 30-40 students per class.	University class sizes can range from 30-300 students per class.
<b>Time Management &amp; Prioritizing</b>	Time is structured by school officials and parents. Students can depend on teachers or parent/family members to remind them of their responsibilities and to guide them back to their priorities.	Students manage and take ownership of their time. Students must balance their responsibilities and set priorities for themselves.

# The Transfer Student Experience

On average, about 1/3 of college students will transfer to another higher education institution before they complete their college degree. While transfer students are not new to the college experience, they are new to the Rutgers campus so there are a few things to be aware of as you assist your transfer student with their transition to Rutgers University.

**Asking for Help is the Key to Success:** New transfer students hold a major advantage in that they have a strong understanding of how the college setting works. However, their previous knowledge should not deter them from seeking assistance when needed. There are a variety of services at Rutgers that many students coming from other institutions did not previously have access to, including the Learning Center, Writing and Science labs, Dean of Students, and academic advisors. Encourage your student to utilize the appropriate resources as needed.

**Maintain a Good Balance:** Many transfer students also work full- or part-time jobs in addition to attending classes. These students should be mindful when creating their academic schedule to ensure that they can dedicate adequate time to work and school.

**"Transfer Shock" is real.** As a transfer student attending a new school, some students may experience a temporary decline in the GPA during their first or second semester at Rutgers. Remember to be patient with yourself as you adjust to the academic expectations at Rutgers and use the resources outlined in this guide.

**A Good Amount of Learning Will Happen Outside the Classroom:** Students coming from smaller community colleges and universities may have had limited opportunities to get involved with organizations and connect with other students. Rutgers has over 700 student organizations that allow students to explore academic, social, religious and cultural interests. Student organization involvement is not only a great way to make new friends, but this will also provide students with great leadership experience that can strengthen their resume.

**Regardless of Where a Student Started, Rutgers is Their New Home:** Transfer students have an opportunity to make lifelong connections with other students and learn from world class faculty members during their time at Rutgers. First-year and transfer students face many similar challenges in making new friends, finding their way around campus, and choosing the right major. Remind your student that even if they did not start their college journey at Rutgers, they have a new identity as a proud Scarlet Knight, now and forevermore!



# Involvement

Rutgers University students excel throughout their college career because of their on-campus involvement. Here are some statistics of how campus involvement has improved student life:

- Involvement on campus correlates with higher levels of student retention and greater progress to the four-year degree.
- Students who are involved in their first year benefit from mentor-mentee relationships with upperclass students they meet in organizations.
- Students involved on campus have higher GPAs and rate themselves as happier than students who are not involved.
- Involvement in organizations can help students choose a major and shift from undeclared to declared status.
- Students who get involved in co-curricular activities in their first year consume less alcohol than uninvolved students. They also report fewer conflicts with their parents.

# Skills Employers Value

As a result of students' on-campus involvement, they are able to gain skills and experiences that make them more marketable in the workforce. Here are the top five skills that employers value in successful candidates:

1. Ability to communicate verbally with people inside and outside the organization
2. Ability to work in a team structure
3. Ability to make decisions and solve problems
4. Ability to plan, organize and prioritize work
5. Ability to obtain and process information

(Adapted from National Association of Colleges and Employers)



# 2024–2025 Academic Calendar

Fall Semester Begins	Tuesday, September 3
Regular Saturday Classes Start	Saturday, September 7
Changes in Designation of Class Days	Tuesday, November 26 (Thursday Classes) Wednesday, November 27 (Friday Classes)
Thanksgiving Recess	Thursday, November 28 – Sunday, December 1
Regular Classes End	Wednesday, December 11
Reading Days	Thursday, <del>December 12</del> – Friday December 13
Fall Exams Begin	Monday, December 16
Fall Exams End	Monday, December 23
Winter Session Begins	Monday, December 23
Winter Session Ends	Friday, January 17
Spring Semester Begins	Tuesday, January 21
Spring Recess Begins	Saturday, March 15
Spring Recess Ends	Sunday, March 23
Regular Classes End	Monday, May 5
Reading Days	Tuesday, May 6 – Wednesday, May 7
Spring Exams Begin	Thursday, May 8
Spring Exams End	Wednesday, May 14
University Commencement	Sunday, May 18
Summer Session Begins	Tuesday, May 27
Summer Session Ends	Wednesday, August 13

# Monthly Tips

**August:** Academic schedules will be released. This is a great time for students to review their schedule and make an appointment with an academic advisor in their school/college if they need to adjust their schedule. Housing assignments will have been distributed in late July. Students planning to live off campus should consult Off-Campus Living and Community Partnerships for tips on finding an off-campus residence.

**September:** Students are able to make changes to their schedule during the first week of school. They can contact their academic advisors for assistance. The Involvement Fair takes place and features over 700 student organizations that students can learn more about and join.

**October:** It's midterm time – check in with your student about study habits and resources. Don't forget to complete the FAFSA to receive financial aid for the next academic year. Additionally, students should consult an academic advisor to stay on track for course registration for the following semester. If they haven't yet identified academic support services like tutoring, office hours, and study groups for their courses, now is the time to get connected!

**November:** Homesickness and illnesses can start to set in for many students. Remind them about the Counseling and Student Health Centers on campus and maybe even send them a care package. Students should also meet with academic advisors to help with course selection for the Spring semester.

**December:** It's time for finals! Make sure your student identifies some study places and tips. As your student prepares to come home for Winter Break, revisit your communication plan to ensure that everyone's expectations still align.

**January:** It is a great time for your student to prepare for the spring semester. Check in with them to ensure they have everything they need for classes and the start of a new semester. The Housing Lottery process for on-campus residences will open this month.

**February:** This is the best time for your student to beat the winter blues and explore the recreation centers.

**March:** It's time for a little break—Spring Break that is! Students should also plan to visit their academic advisor to stay on track with course registration for the upcoming semester.

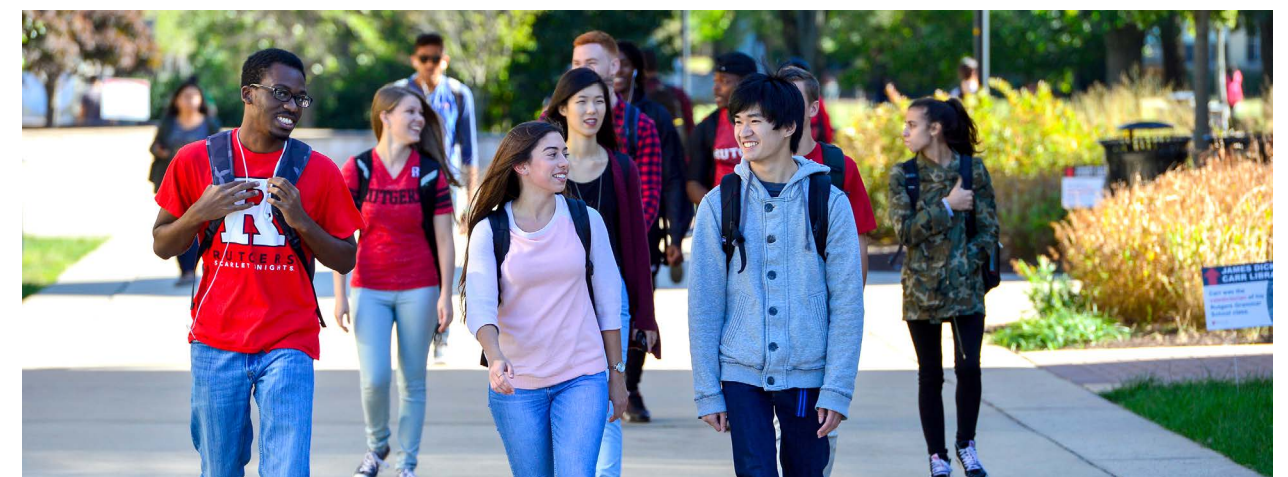
**April:** Finals will soon be underway, so students should take time to visit the Learning Center for tips on how to ace their final exams.

**May:** Find some time to celebrate the end of the academic year and all the successes that came with it!

# Helpful Tips

The transition to college life can be a fun, exploratory process where students will grow and mature into responsible adults who are ready to take on the “real world.” During the next few years, your student will inevitably encounter some struggles on the road to graduation. Here are some helpful tips on how to support your new Rutgers student:

- **Anticipate and Support Change:** Your student will be exposed to new social, academic, and cultural opportunities during their time in college. Most of these opportunities will change your student and aid them in becoming a holistic, well-rounded adult. Ask questions and have ongoing conversations to stay in the know about how your student is developing and changing during their time in college.
- **Have a Conversation about Financial Responsibilities:** Your student will be introduced to the concept of financial literacy in a variety of ways during their first year. Continue the conversation at home and take some time to discuss what expenses your students will be responsible for (including meal plans, books, tuition and loans) and educate them about budgets, credit cards, and managing their finances.
- **Educate Yourself:** You can be a vested partner in your student's success by being knowledgeable about campus resources so you can refer your student as needed. If you notice that your student needs extra assistance, encourage them to utilize the many support services available at the university that are listed in the back of the book.
- **Empower Your Student:** When your student encounters an issue, help them develop their decision-making skills by taking a step back and allowing them to generate solutions. When students develop and own their decisions and find solutions using campus resources, they will grow and mature into independent adults.







## Developing a Communication Plan

Parents and family members can often underestimate how the communication between them and their student will change as their student begins to transition to the college environment. We recommend taking a proactive approach by developing a communication plan, focusing on personal communication, academics, and student life. A good suggestion is to have at least 2-3 conversations throughout the year with realistic expectations, understanding that your plan should be revisited and revised based on ever-changing schedules and needs. Try to determine a personal communication plan that works best for both parties. This will go a long way in avoiding unexpected concerns or misunderstandings.

**Academic:** The academic arena will likely present a greater challenge for your student than high school or community college. There will be a lot to discuss as your student adjusts to the academic rigor at Rutgers. Here are some aspects to consider in regard to academics:

- Do both parties expect grades to be shared every semester?
- Has your student chosen a major that aligns with their skills and strengths?
- What information would you want shared about academic performance? (Be prepared that parent/teacher conferences will not be a reality once your student is in college).

**Student Life & Experience:** As your student gets acclimated to Rutgers, they will spend time attending co-curricular events and going to student organization meetings, attending programs, etc. Take some time to talk to your student about how they will communicate with you about their student experience at Rutgers.

- How soon in advance should your student inform you about important deadlines and bills that you may share responsibility for?
- Do either parties have expectations about internships, jobs or conducting research?
- What are involvement opportunities that may help your student prepare for future career opportunities?

### Tips:

- Ask your student to share their schedule so you know when they are in classes.
- Consider starting a family "group chat" where your students can share pictures, videos and other things about their college experience.

# Conversation Starters

## Conversation Starters

Now that you have started to think about how you will communicate with your student once they enter Rutgers, here are some conversation starters that will help pave the way for some thoughtful dialogue regarding things they are experiencing and learning in their new college environment.

### Beginning of the Semester:

- When you think about starting college, what makes you most nervous?
- How are you making connections with your roommates?
- What classes seem most interesting to you?
- What do you hope to get involved with this semester?

### Middle of the semester:

- How do you feel about the amount of time we've spent communicating and visiting so far?
- Tell me about some of your successes so far.
- Tell me about a fun event you attended on campus.
- What are additional ways I can provide support to you?
- How are you adjusting to college life?
- How are you managing your finances?
- Have you considered studying abroad? What programs or countries interest you?
- Have you thought about starting a part-time job on campus? What jobs interest you?
- How is studying different now that you are at Rutgers from high school/ previous college?
- When it was time to take a test, who did you study with?
- When do you register for classes next semester? Have you made an appointment with your academic advisor?
- What has been your biggest challenge so far?
- What organizations have you joined? What interested you most about these groups?
- How have you balanced classes and campus involvement?

### End of the semester:

- What are you most proud of this semester?
- What was the highlight of your semester?
- How did you stay organized this semester? Is there something you'd like to do differently next semester?
- What projects, jobs or involvement opportunities have you done lately that you might be able to add to your resume?
- Did you cross any items off of your RUcket List? (RUcket List = Bucket List that starts with an "R" for Rutgers)

### New semester:

- Do you have any new stressors that are different from the previous semester? How are you managing stress?



# Money Matters

## Financing Your Education at Rutgers

The One Stop Student Services Center assists students and their support with financial aid and student accounting questions – in addition to registrar related inquiries. One Stop is open for walk-ins, emails and phone calls. For contact details please visit [scarlethub.rutgers.edu](https://scarlethub.rutgers.edu).

## Free Application for Federal Student Aid (FAFSA)

- All students should complete this form every year to determine eligibility for financial awards. Students can complete the FAFSA at [studentaid.ed.gov/sa/fafsa](https://studentaid.ed.gov/sa/fafsa).
- The priority deadline for continuing Rutgers students for internal aid consideration is January 15. The priority deadline for continuing Rutgers students for state aid consideration is April 15.
- Once a student completes the FAFSA, the Rutgers Office of Financial Aid will electronically send the student a Financial Aid Offer Letter.

## Types of Aid

Students may be awarded the following types of financial aid depending on their eligibility.

### Gift Aid

- **Grants:** Grants are need-based and don't have to be repaid. Eligibility is determined based on the information provided in the FAFSA.
- **Scholarships:** Scholarships are merit-based and do not require FAFSA completion. Scholarships may be awarded upon university admission or through external sources and do not have to be repaid.

## Federal Direct Loans

Eligibility for the following loans is determined by the FAFSA. Payments for these loans can be deferred up to 6 months after the student stops attending school or falls below half-time.

- **Subsidized Loans:** These loans are available to undergraduate students who demonstrate a financial need. Subsidized loans do not accrue interest while one is attending school at least half-time.
- **Unsubsidized Loans:** These loans are offered to all students; demonstrated financial need is not required and interest accrues on this loan upon initial disbursement.
- **Direct Plus Loans:** These loans are available to parents of undergraduate students, to graduate students or to professional students. PLUS loans require the completion of a separate application. Eligibility for this loan is based off of the borrower's credit history.

## Student Employment

- **Work Study:** This need-based program provides part-time jobs at the university through Student Employment. A student may be awarded up to \$2,000 per academic year and will earn this amount in a paycheck.
- **Other Employment:** If you are not awarded Federal Work-Study, don't worry! You can still apply for an on-campus job through Rutgers Handshake.

## Payment Methods

Payment can be made via the online term bill at [paymybill.rutgers.edu](https://paymybill.rutgers.edu).

Accepted payment methods include:

- Check
- Electronic Check (no fee)
- Credit card (2.7% processing fee), or a Payment plan: [paymentplans.rutgers.edu](https://paymentplans.rutgers.edu)
- Cash payments can be made in person at the One Stop Student Services Center

## Refunds

When the payments on a term bill exceed the balance due the student will receive a refund.

- **Direct Deposit:** Fast, free, easy, and secure! Sign up at [refunds.rutgers.edu](https://refunds.rutgers.edu).
- If you do not wish to sign up for direct deposit, a physical check will be mailed to your permanent address.

## Holds

- Parking: Unpaid parking citations
- Financial: Unpaid balance on the term bill

## Satisfactory Academic Progress (SAP)

- Required for all students receiving federal, state, or university aid.
- Financial aid recipients must meet and maintain a minimum GPA and completion rate each semester to continue qualifying for financial aid.

## Dropping/ Withdrawing

- If you are thinking about withdrawing from any or all of your classes, it is strongly recommended you contact the One Stop to discuss how a withdrawal will impact your Financial Aid and Term Bill, as well as your academic advisor to discuss how this will impact your academic career.

## myGuest Portal

- Family Educational Rights and Privacy Act (FERPA) is the federal law that governs the rights of students and institutional responsibilities with respect to student records.
- Students can give parents, guardians or third parties access to view student information online and discuss their record with a Rutgers representative.
- Students can grant access to an authorized user through their myRutgers portal.
- Additional information can be found at [scarlethub.rutgers.edu/myguest-faq](https://scarlethub.rutgers.edu/myguest-faq) or by emailing [myguest@rutgers.edu](mailto:myguest@rutgers.edu).

# Student Health and Wellness

## Submitting Immunization Forms

All students are required to submit proof of immunization before starting at Rutgers. Students can submit their immunization records through the secure online Rutgers Immunization portal [rutgers.medicatconnect.com](https://rutgers.medicatconnect.com). All health and immunization requirements and forms can be found online on the Rutgers Immunization Portal [rutgers.medicatconnect.com](https://rutgers.medicatconnect.com). This secure portal provides a central location for students to find and report the information needed to fulfill these requirements. Students should select Rutgers from the dropdown and then log in to the Rutgers Portal using their NetID and password. On the site they can:

- Complete the Mandatory Health Form
- Download the Immunization Record Form
- Upload the Immunization Record (Signed by Healthcare Professional)
- Submit Immunizations or Lab Test Dates
- Receive a Copy of their Immunization Record

## Important Conversations: Mental Health, Alcohol & Other Drug Use

Becoming a college student is a significant transition for young adults and for their parents and family members as well. Whether living on or off campus, students can struggle with many issues – fitting in, making friends, finding social outlets, or missing family and friends back home. Parents and family members can play a role in helping students adjust while also checking in on emotional wellness and what's happening in your student's social scene.

## Emotional Wellness

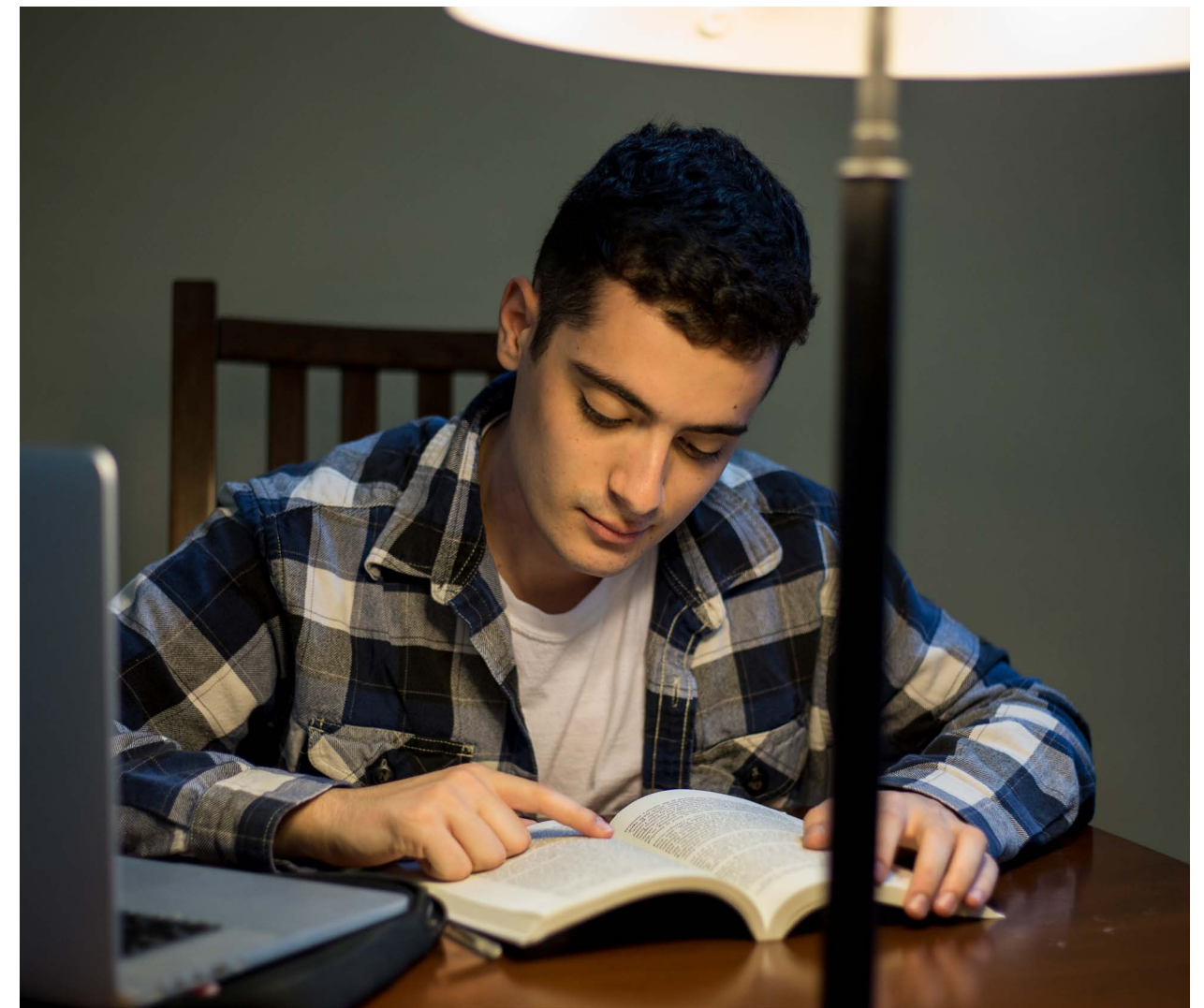
Many students struggle with the college transition. Here are some tips for supporting your student in maintaining emotional wellness or if they are having difficulties with the transition:

- Let them know you are always there if they need to talk. Tell them it's okay if they do not want to talk to you and know what resources are available at Rutgers and share that information.
- Normalize help-seeking behaviors. Everyone struggles at some point. If they had a physical ailment, they would see a health care provider; it's the same with emotional health. If your student is having mental health concerns, they should seek help. They can contact Counseling, Alcohol and Other Drug Assistance Program & Psychiatric Services (CAPS).
- Ask questions! Are they making friends? With whom do they eat lunch and/or dinner? Do they like their classes? Their instructors? Are any classes difficult? Which ones? Why? What are they doing socially? Have they joined any student organizations? Gone to any parties? This might help you identify where they are struggling.

You may notice changes in their behavior such as:

- Withdrawal from family and friends
- Feeling discouraged, and hopeless about the future
- Missing work or other appointments
- Losing interest in activities or people
- Sleeping too much or difficulty sleeping

If so, let your student know that you have noticed these changes and are concerned. Suggest they make an appointment with Counseling, Alcohol and Other Drug Assistance Program & Psychiatric Services (CAPS) at 848-932-7884 or visit [health.rutgers.edu/CAPS](https://health.rutgers.edu/CAPS) for an overview of services. Keep talking and letting them know that they are not alone.



### Five Tips to Talk to Your Student about Alcohol & Other Drugs

Preparing to attend college is a special time that marks the beginning of a new milestone for your student's independence and continued academic success. As you help your student plan and organize for college, take an opportunity to remind your student of their responsibility to make responsible decisions regarding alcohol and drug use.

1. Have an open and honest dialogue with your student to communicate your expectations of their behavior related to alcohol and/or drugs. Remind your student of their responsibility as a Rutgers University student on and off campus.
2. Encourage your student to make responsible and informed choices to decrease the risk of negative consequences.
3. Remind your student that confidential resources are available on campus (i.e. Do Something, [dosomething.rutgers.edu](https://dosomething.rutgers.edu)) students that may want to help or share a concern. Confidential resources are also available for students that would like to seek support regarding alcohol and drug use (i.e. CAPS-Counseling, Alcohol and Other Drug Assistance Program & Psychiatric Services).
4. Discuss strategies with your student to help them manage challenging situations that they may be confronted with during their college experience.
5. Encourage your student to utilize the campus security escort service for safe transportation as needed to vehicles, campus residences, or the University mass transit system. Students may request police escort services at no cost by dialing the RUPD non-emergency number at 732-932-7211.



# Visiting Campus

## Visiting Campus

If you are planning to come to campus to visit your student, here is some information to help you plan your visit. All guests must obtain a visitor permit to park on campus when they are visiting their students for ANY length of time, prior to parking in university lots. Visitors have the option to choose one campus per day to park with a permit and can travel to other campuses by bus. Guest parking permits are \$5 per day and can be purchased by visiting [parktran.rutgers.edu](http://parktran.rutgers.edu). If you are a first-time user, you will have to create an account before purchasing your permit. All parking permits are issued electronically. There is not a need to print out or receive a tag to hang in your vehicle.

## Campus Bus System

When you are on campus, you are welcome to use our Rutgers bus system to get around and visit other campuses. Rutgers buses are free and open to all guests. Buses run seven days a week; service times vary by day. You can find the bus schedule and route information on the Rutgers app under Bus.

# Sending a Package to Student

## Want to send your student a package?

Your student will be able to set up a mailing service attached to their Rutgers ID (RUID) Number. Please address mail/packages in the following manner for each campus your student will reside:

### Busch Campus

[Student Name]

[Last 4 Digits of RUID] BPO Way

Piscataway, NJ 08854

### College Ave. Campus

[Student Name]

[Last 4 Digits of RUID] RPO Way

New Brunswick, NJ 08901

### Douglass Campus

[Student Name]

[Last 4 Digits of RUID] DPO Way

New Brunswick, NJ 08901

### Livingston Campus

[Student Name]

[Last 4 Digits of RUID] LPO Way

Piscataway, NJ 08854

### Cook Campus

[Student Name]

[Last 4 Digits of RUID] CPO Way

New Brunswick, NJ 08901

### Easton Ave. Apartments

[Student Name]

[Last 4 Digits of RUID] RPO Way

New Brunswick, NJ 08901

# College Lingo

Now that your student has started university, you may have heard some terms that are unfamiliar. Here is a list of common terms you may come across during your student's time at Rutgers.

## Academic Advising

An opportunity to meet with an advisor to help students reach their educational and career goals and pick courses.

## Add/Drop Period

A period of time during the first week of classes where students can freely drop or add classes to their schedule.

## Campus

The grounds that make up Rutgers - New Brunswick, of which there are five: Busch, College Avenue, Cook, Douglass, and Livingston.

## Core Courses

Required areas of study that all students must complete regardless of their major.

## Credits

Recognition for having taken a course that can be applied to completing a degree.

## Dean of Students

Office that provides solutions, services, and support to help students navigate Rutgers by focusing on educational, social, and personal development.

## Financial Aid

Assistance to help pay for college, including grants, loans, and scholarships.

## Internship

A short-term work experience offered by companies to gain entry level exposure to an industry or field.

## Meal Plan

A pre-paid account for a student's on-campus meals, specifically in dining halls.

## Office Hours

Designated times for students to meet with professors to discuss material presented in class or ask any questions.

## Office of the Registrar

The custodian of student academic records, providing registration, transcripts, changes in residency and graduation information.

## Resident/Apartment Assistant (RA/AA)

A student responsible for supervising and supporting other students in a specific residence hall.

## Teaching Assistant (TA)

Students who work directly with professors to help teach a class and serve supplemental support for other students.

## Term Bill

Rutgers official billing statement that includes all tuition, fees, financial aid and other credits for a specific term.

## Syllabus

A document that communicates information about a specific course and outlines important dates and assignments.

## Work-Study

A federally-funded employment program where students are placed in part-time jobs to earn funds and gain work experience.

For a complete listing of College and Rutgers Lingo visit [success.rutgers.edu/how-information](http://success.rutgers.edu/how-information)

# Campus Resources

Visit [success.rutgers.edu](https://success.rutgers.edu) for a searchable list of services, resources, and tools such as “how-to” instructional videos to support student success.

## Student Support

**Alcohol and Other Drug Assistance Program (ADAP) - Recovery & Housing** [health.rutgers.edu/CAPS](https://health.rutgers.edu/CAPS)

Students support each other’s sobriety while forming meaningful, personal relationships based around friendship, sobriety, and their college experiences.

**College Avenue:** 848-932-7884 or [llaitman@rci.rutgers.edu](mailto:llaitman@rci.rutgers.edu).

**Counseling, ADAP and Psychiatric Services (CAPS)** [health.rutgers.edu](https://health.rutgers.edu)

Counseling, group therapy, crisis intervention, workshops and educational program, “Let’s Talk consultation sessions, campus-based treatment program, alcohol and drug assistance program, and psychiatric services. Call to make an appointment for any of these services or [health.rutgers.edu](https://health.rutgers.edu) for information.

**College Avenue:** 17 Senior Street - 848-932-7884

**Mental Health Emergency Resources:** Text HELLO to National Crisis Text Line at 741741 or call NJ Hope Line at 855-654-6735.

**Office of the Dean of Students** [deanofstudents.rutgers.edu](https://deanofstudents.rutgers.edu)

Student advocacy, connection to campus resources, assistance for temporary conditions and difficulties due to financial, confidential or family-related issues. The office serves as a student support network when students are having challenges both in and out of the classroom – a place to get answers when students are unsure where to go for support

**College Avenue:** 88 College Avenue - 848-932-2300 or [deanofstudents@echo.rutgers.edu](mailto:deanofstudents@echo.rutgers.edu)

**Community Concerns Reporting System** [dosomething.rutgers.edu](https://dosomething.rutgers.edu)

Rutgers is a community that cares. The community concerns reporting system is a simple way to express concern about a member of the Rutgers community. Visit [dosomething.rutgers.edu](https://dosomething.rutgers.edu) to share a concern. You may choose to submit your concern anonymously. Please note that Do Something is NOT a resource for emergency situations. If someone believes they are the victim of, or a witness to, an alleged bias incident, a report can be filed at [bias.rutgers.edu](https://bias.rutgers.edu).

**Health Outreach, Promotion and Education (HOPE)** [health.rutgers.edu](https://health.rutgers.edu)

HOPE works to advance health and wellness through community engagement and innovation. Peer educators facilitate interactive workshops on sexual and reproductive health, alcohol and other drug use, mental health, nutrition and well-being.

**College Avenue:** 8 Lafayette Street - 848-932-1965

# Campus Resources

**Interfaith Prayer/Meditation Rooms on Campus**

Interfaith prayer and meditation spaces are available on each campus for student use. Please check out the Multifaith Council for a complete listing of locations - [ruoffcampus.rutgers.edu/rutgers-university-multi-faith-council](https://ruoffcampus.rutgers.edu/rutgers-university-multi-faith-council).

**Office of Student Affairs Compliance/Title IX** [nbttitleix.rutgers.edu](https://nbttitleix.rutgers.edu)

This office responds to reports of sexual harassment, sexual violence, relationship violence, stalking, and related misconduct among students. This office also oversees compliance of the Not Anymore modules that are required for all incoming first-year and transfer students.

**College Avenue:** 2 Richardson Street - 848-932-8200 - [nb.titleix@rutgers.edu](mailto:nb.titleix@rutgers.edu)

**Office of Student Conduct** [studentconduct.rutgers.edu](https://studentconduct.rutgers.edu)

Student Conduct assists students in making better choices in their behaviors and aids in the creation of a safer and more educational environment.

**College Avenue:** Bishop House - 848-932-9414 - [conduct@echo.rutgers.edu](mailto:conduct@echo.rutgers.edu)

**Office of Student Legal Services** [rusls.rutgers.edu](https://rusls.rutgers.edu)

Rutgers University Student Legal Services (RUSLS) provides eligible students with professional legal advice and assistance, at no cost, by attorneys licensed to practice in the State of New Jersey. Student Legal Services also provides students with pre-law advising, notary services, community outreach and educational workshops and seminars.

**Livingston:** 247 Tillett Hall - 848-932-4LAW(4529) - [sls@echo.rutgers.edu](mailto:sls@echo.rutgers.edu)

**Office of Veterans and Military Programs and Services** [veterans.rutgers.edu](https://veterans.rutgers.edu)

Education benefits, academic advising, financial aid, disability services, rehabilitation counselors, social work support, town hall meetings.

**College Avenue:** 14 Lafayette Street - 848-932-VETS(8387)

**Residence Life** [ruoncampus.rutgers.edu](https://ruoncampus.rutgers.edu)

Residence Life serves the needs of over 15,500 residents who study and live around 140 buildings on four campuses in New Brunswick and Piscataway. To support one of the country's largest student housing operations, Residence Life builds community through supporting diversity, providing leadership opportunities, responding to individual and community issues, offering living-learning and themed experiences, and assisting with room changes. Did you know that living on campus has been found to improve students' academic success? Each resident is assigned their own Resident Assistant (RA) and is supported by a network of 70+ professional staff, nearly 300 student staff and approximately 350 staff members living in the residence halls.

**Busch:** 90 Davidson Road: 848-932-4371 - [oncampus@echo.rutgers.edu](mailto:oncampus@echo.rutgers.edu)





# Campus Resources

## Rutgers Global–International Student and Scholar Services [global.rutgers.edu](http://global.rutgers.edu)

Services for international students including employment information, English language conversation groups, individual counseling on immigration, cross-cultural, financial, health and other personal matters, international student health insurance information.

**College Avenue:** 180 College Avenue - 848-932-7015

## Rutgers Student Food Pantry [ruoffcampus.rutgers.edu/food](http://ruoffcampus.rutgers.edu/food)

Serving Rutgers students, the pantry provides free, healthy groceries to any student who needs help affording or accessing food. The food pantry was established to help students who have difficulty affording enough food to stay focused on their studies and remain healthy. Some students may need it once or twice and for others it may be a weekly need. All are welcome. Check website for up-to-date location information and appointments: [foodpantry.rutgers.edu](http://foodpantry.rutgers.edu).

**College Avenue:** Room 115 College Avenue Student Center, 126 College Ave- 848-932-5500

## Campus Services

### Career Exploration and Success [careers.rutgers.edu](http://careers.rutgers.edu)

The Office of Career Exploration and Success (CES) provides opportunities for students to discover their interests, explore majors and careers, develop their skills, and pursue their post-graduate goals. CES also provides you with access to the #1 resource for on and off-campus employment opportunities, internships, career advising appointments, employer information sessions, on-campus interviews, events, online tools, and more!

**College Avenue:** Gateway Transit Village, 106 Somerset Street, 4th Floor

**Busch:** Busch Student Center - 848-932-7997 - [careers@echo.rutgers.edu](mailto:careers@echo.rutgers.edu)

### Department of Transportation Services [rudots.rutgers.edu](http://rudots.rutgers.edu)

DOTS oversees parking on campus, buses, and biking rental programs.

**College Avenue:** 55 Paul Robeson Blvd - 848-932-7744 - [info\\_dots@ipo.rutgers.edu](mailto:info_dots@ipo.rutgers.edu)

### Dining Services [food.rutgers.edu](http://food.rutgers.edu)

Students can purchase meal plans, find dining hall menus, and add funds to RU Express through Dining Services.

**Douglass Campus:** Federation Hall - 848-932-8041 - [ruexpress@dining.rutgers.edu](mailto:ruexpress@dining.rutgers.edu)

### Mail Services [mds.rutgers.edu](http://mds.rutgers.edu)

On-campus students are automatically enrolled into our systems to receive Mail and Packages. Off-campus and commuter students must contact us to set up service. All questions about our services or items you are expecting should be sent to our email address.

848-932-2143 - [mailquestions@ipo.rutgers.edu](mailto:mailquestions@ipo.rutgers.edu)

# Campus Resources

## Off-Campus Living and Community Initiatives [ruoffcampus.rutgers.edu](http://ruoffcampus.rutgers.edu)

Off-Campus Living and Community Initiatives provides off-campus housing assistance & support, connection with faith-based communities on campus, and local community service.

**College Avenue:** 39 Union Street - 848-932-5500 - [RUoffcampus@echo.rutgers.edu](mailto:RUoffcampus@echo.rutgers.edu)

## Office of Information Technology [it.rutgers.edu](http://it.rutgers.edu)

OIT assists students with university-wide technology services including email, WiFi, NetID activation, printing, software, and more. A student technology guide, which helps navigate some of Rutgers' technology resources, is available for review at [techguides.rutgers.edu](http://techguides.rutgers.edu).

833-OIT-HELP - [help@oit.rutgers.edu](mailto:help@oit.rutgers.edu)

## RU ID Card [iam-ipo.rutgers.edu](http://iam-ipo.rutgers.edu)

The official RU ID card allows students access to residence halls, rec centers, computer labs, meal plans, RU Express, and more. Be sure your student has uploaded their photo for their RU ID online through their myRutgers Dashboard. New students who have uploaded photos on file are provided a Rutgers ID Card prior to their arrival to campus. To obtain a replacement RU ID card, or receive an ID card after uploading photo, please visit <https://ipo.rutgers.edu/publicsafety/id-location>. International students and some graduate students will receive their Rutgers ID Card upon arriving to campus.

## RU Express [food.rutgers.edu/ru-express](http://food.rutgers.edu/ru-express)

The RU Express card is a student's official debit account that can be used for laundry, dining, and school supplies. RU Express cards are accepted at over 100 on and off-campus locations.

**Douglass Campus:** Federation Hall - 848-932-8041 - [ruexpress@dining.rutgers.edu](mailto:ruexpress@dining.rutgers.edu)

## Rutgers University Emergency Services (RUES) [go.rutgers.edu/emergserv](http://go.rutgers.edu/emergserv)

Rutgers Emergency Services provides ambulatory and emergency medical services and fire prevention and response.

848-932-4800

## Rutgers University Police Department (RUPD) [rupd.rutgers.edu](http://rupd.rutgers.edu)

RUPD is a 24/7/365 full-service police department that provides police and security services to all Rutgers campuses. A few services include safety escorts, crime prevention education and vehicle jump-starts and lockouts.

For emergencies dial 9-1-1

Non-emergency- 732-932-7211

[rupdcomments@ipo.rutgers.edu](mailto:rupdcomments@ipo.rutgers.edu)

# Campus Resources

## **Violence Prevention and Victim Assistance (VPVA)** [vpva.rutgers.edu](http://vpva.rutgers.edu)

Education and resources on various types of violence and prevention, counseling, advocacy, and crisis intervention.

If you are ever in crisis, contact the 24/7 advocate at 848-932-1181.

**College Avenue:** 3 Bartlett Street - 848-932-1181 - [vpva@echo.rutgers.edu](mailto:vpva@echo.rutgers.edu)

## **Taking Care of Business**

### **Office of Disability Services** [ods.rutgers.edu](http://ods.rutgers.edu)

Exam accommodations, note taking services, assistive technology, alternative course materials, and coordinator for accommodations. This office also partners with the Department of Transportation Services for accessible parking and transportation.

**Livingston:** Lucy Stone Hall, A145 - 848-445-6800

### **One Stop Student Services Center** [scarlethub.rutgers.edu](http://scarlethub.rutgers.edu)

The "One Stop" Student Services Center serves as an integrated and coordinated cross-functional service for the Offices Financial Aid, Registrar and Student Accounting, Billing, and Cashier Services. Students connect with the One Stop in one of three ways:

- Visit in-person at Dr. Samuel Dewitt Proctor Hall on Busch Campus – 65 Davidson Road
- Submit an email inquiry via [go.rutgers.edu/onestop](http://go.rutgers.edu/onestop)
- Call at 848-445-4636(INFO)

### **Student Health Insurance** [riskmanagement.rutgers.edu/student-healthinsurance](http://riskmanagement.rutgers.edu/student-healthinsurance)

It is mandatory for full-time and all F&J Rutgers Sponsored VISA students to waive or enroll in the Student Health Insurance Plan each semester. Visit [universityhealthplans.com](http://universityhealthplans.com) to complete the required action each semester before the deadline.

848-932-8285 - [info@univhealthplans.com](mailto:info@univhealthplans.com)

### **Rutgers Student Health Services** [health.rutgers.edu](http://health.rutgers.edu)

Provides routine and primary care, preventive services, physical/ wellness visits, management of acute problems and chronic conditions, sexual and reproductive health care, travel medicine, allergy shots and immunizations.

**College Avenue:** Hurtado Health Center — 11 Bishop Place

**Cook/Douglass:** Cook/Douglass Health Center — 61 Dudley Road

**Livingston:** Busch/Livingston Health Center — 110 Hospital Road

Medical Appointments — 848-932-7402 or [nbstudenthealthportal.rutgers.edu](http://nbstudenthealthportal.rutgers.edu)

# Campus Resources

## **Get Involved**

### **Cultural Center Collaborative** [culturalcollaborative.rutgers.edu](http://culturalcollaborative.rutgers.edu)

Creates a welcoming and holistic environment for all members of the community by encouraging dialogue and challenging traditional notions of diversity and inclusion.

### **Asian American Cultural Center (AACC)** [aacc.rutgers.edu](http://aacc.rutgers.edu)

The Asian American Culture works to foster a safe, inclusive, and supportive environment for all students at Rutgers University and community partners by providing programs and initiatives that focus on issues relevant to the Asian Pacific Islander Desi American (APIA) community. The AACC offers a myriad of social, cultural, and educational opportunities to contextualize, highlight, promote and critically examine the unique histories, traditions, and cultural identities within the APIA diaspora.

**Livingston:** 49 Joyce Kilmer Avenue - 848-445-8043

### **Center for Latino Arts and Culture (CLAC)** [clac.rutgers.edu](http://clac.rutgers.edu)

The CLAC's mission is to research, document, interpret, and promote Latino/a, Hispanic, Caribbean, and Latin American arts and culture.

**College Avenue:** 172 College Avenue - 848-932-1264

### **Paul Robeson Cultural Center (PRCC)** [prcc.rutgers.edu](http://prcc.rutgers.edu)

PRCC offers programs, initiatives and services that reflect the robust history, heritage and diversity of the African diaspora, functioning as a "home away from home" and community hub for students.

**Busch:** 600 Bartholomew Road - 848-445-3545

### **Social Justice Education and LGBT Communities** [socialjustice.rutgers.edu](http://socialjustice.rutgers.edu)

SJE promotes a supportive environment for students of all backgrounds, with a focus on gender and sexuality, while developing social and educational opportunities for leadership, identity, and social justice advocacy.

**College Avenue:** 17 Bartlett Street - 848-445-4141

### **Douglass at Rutgers University–New Brunswick** [douglass.rutgers.edu](http://douglass.rutgers.edu)

Douglass Residential College translates its strong legacy of educating women into the needs of the 21st century. Our award-winning programs and living-learning communities focus on career and leadership development, women in STEM, research, global studies, public health, the creative arts and the suite of skills needed to be successful in any role and any setting. Students of any major can choose to enroll in Douglass and thrive in this diverse community of women scholars.

**Douglass Campus:** 125 George Street, College Hall Suite 104 - 848-932-9500 - [discoverdouglass@echo.rutgers.edu](mailto:discoverdouglass@echo.rutgers.edu)



**Rutgers Fight Song:**

March, men of Rutgers  
Down the field today.  
March to another score,  
Forward to the fray;  
Fight, men of Rutgers  
As in days gone by  
Fight! For the Scarlet Flag over the rest must fly.

Keep Rutgers colors to the fore  
For they must win so fight, fight, fight!  
And we'll advance some more to score,  
The Rutgers flag flies high tonight, alright, alright  
We'll fling the Scarlet Banner out,  
And Rutgers men will fight, fight, fight, fight, fight;  
The bells of Queens each victory shout  
The bells of Queens must ring tonight.

RU, Rah, Rah;  
RU, Rah, Rah,  
Whoo-Rah, Whoo-Rah;  
Rutgers Rah

Up Stream Red Team  
Red Team Up Stream  
Rah, Rah, Rutgers Rah

Keep Rutgers colors to the fore  
For they must win so fight, fight, fight!  
And we'll advance some more to score,  
The Rutgers flag flies high tonight alright, alright  
We'll fling the Scarlet Banner out,  
And Rutgers men will fight, fight, fight, fight, fight  
The bells of Queens each victory shout  
The bells of Queens must ring tonight.

# Campus Resources

## Fraternity and Sorority Affairs [greeklife.rutgers.edu](http://greeklife.rutgers.edu)

OFSA partners with headquarters, advisors, and students to live up to our values of leadership, scholarship, service and friendship for life. With over 80 different recognized organizations RU has one of the largest and most diverse fraternity/sorority communities in the country.

**College Avenue:** 84 College Avenue - 848-932-7692 - [ofsa@echo.rutgers.edu](mailto:ofsa@echo.rutgers.edu)

## Intercollegiate Athletics [scarletknights.com](http://scarletknights.com)

Students have access to Big Ten sporting events, including football, basketball, soccer, and wrestling. Students can claim free tickets for Football, Basketball and Wrestling via the website or in person day of game based on availability.

**TICKET OFFICE:** Rutgers Athletic Center - 83 Rockefeller Road, Livingston Campus; 866-445-4678; [tickets@tickets.scarletknights.com](mailto:tickets@tickets.scarletknights.com)

## Recreation [recreation.rutgers.edu](http://recreation.rutgers.edu)

Proudly supports the health and well-being of its students by offering five recreation centers, 20 acres of outdoor space, an Olympic-size pool with a diving tower, an 80-foot climbing wall, a ropes challenge course, a large picnic pavilion, and a roller hockey rink. Complete with over 100 fitness and wellness classes each week, personal and small group training, and massage therapy.

**Busch:** 656 Bartholomew Road

**College Avenue:** 130 College Road

**Easton Ave Gym:** 30 Easton Ave

**Cook/Douglass:** 50 Biel Road

**Livingston:** 62 Road 3

## Centers and Activities: Campus Programs - [programs.rutgers.edu](http://programs.rutgers.edu)

Campus Programs at Rutgers provides opportunities to find community and make memories outside of the classroom at signature traditional events.

**College Avenue:** 126 College Avenue - 848-932-7213 - [programs@echo.rutgers.edu](mailto:programs@echo.rutgers.edu)

## Centers and Activities: Student Involvement and Leadership -

[involvement.rutgers.edu](http://involvement.rutgers.edu)

Student Involvement serves over 500+ student organizations and their student leaders through advisement, organizational development, and support services. Student Involvement and Leadership design experiential programs and trainings in an effort to provide thought and inspire action.

**College Avenue:** 613 George Street - 848-932-6978 - [osi@echo.rutgers.edu](mailto:osi@echo.rutgers.edu)

# Campus Resources

## Multifaith Council [ruoffcampus.rutgers.edu](http://ruoffcampus.rutgers.edu)

40+ student organizations dedicated to religious and religious-cultural interests, 25+ chaplaincies serving students' spiritual needs.

**College Avenue:** Off-Campus Living & Community Partnerships, 39 Union Street

## Academic Resources

### Aresty Research Center [aresty.rutgers.edu](http://aresty.rutgers.edu)

Undergraduate research, faculty mentors, faculty-led and student-led projects, project funding, presentation opportunities.

**College Avenue:** Milledoler Hall, 520 George Street - (848) 932-7027

### Learning Centers [rlc.rutgers.edu](http://rlc.rutgers.edu)

Individualized academic coaching and writing support, study groups, drop-in tutoring, academic skills workshops, online learning modules, and study space.

**Busch:** SERC Building, Room 106

**College Avenue:** Rutgers Academic Building, Room 1125 West Wing

**Cook/Douglass:** Loree Building, Room 124

**Livingston:** Tillett Hall, Room 111

### Writing Centers [wp.rutgers.edu/writingcenters](http://wp.rutgers.edu/writingcenters)

The Writing Centers provide tutoring for students enrolled in Writing Program classes that helps improve reading and writing and paper revision practice.

**College Avenue:** Plangere Writing Center, 510 George Street, 3rd Floor

**Douglass:** Douglass Writing Center, 135 George Street

**Livingston:** The Livingston Writing Center, Lucy Stone Hall, Room B103/106/108



# FAQs for Parents and Families

You may have some questions about what your student will experience during their time at Rutgers University–New Brunswick. You can find answers to some frequently asked questions below.

## **What items are provided in a standard residence hall room?**

Each student living on campus will be provided a bed, closet, desk and chair, dresser, extra-long twin mattress, and a mirror. Each room includes a microfridge, high speed internet access, cable television service and blinds. A full list of residence hall furnishings and items to pack can be found online at [ruoncampus.rutgers.edu](http://ruoncampus.rutgers.edu).

## **Does my student need to move their belongings out of their residence hall during breaks?**

Students do not have to remove all of their belongings from their residence halls when the university is closed for Thanksgiving, Winter and Spring breaks. When the residence halls are closed, students will not have access to their rooms so they should pack all necessary items. Students must fully remove all belongings when the residence halls close in May.

## **What options are available to my student if they choose to live off-campus?**

Students who are living off campus can contact Off-Campus Living and Community Partnerships for guidance on finding a residence, signing a lease, and navigating landlord dealings. Students can explore their off-campus options at [ruoffcampus.rutgers.edu](http://ruoffcampus.rutgers.edu).

## **What services are available for students who are commuting (do not live on campus)?**

Rutgers University provides a number of amenities for students who travel to campus for classes. Commuter students can study and relax in the commuter lounges in between classes and take advantage of free lockers, microwaves, computers with internet access, a TV, and comfortable seating. For more information about commuter student involvement, amenities, and study spaces, please visit [involvement.rutgers.edu/commuter-involvement](http://involvement.rutgers.edu/commuter-involvement).

## **My student is from out of state. What information can help them adjust to New Jersey?**

Out-of-state students who are attending Rutgers are encouraged to join the Out-Of-State Student Organization to meet and connect with other students. Information about this student organization can be found by visiting [getinvolved.rutgers.edu](http://getinvolved.rutgers.edu). This website also lists hundreds of other student organizations that students can explore. The College Avenue campus is conveniently located near the New Jersey Transit train station, which connects to many trains, buses and Newark airport. Students should also come prepared with warm clothes for those snowy winter days!

# FAQs for Parents and Families

## **What meal options are available if my student has a special diet or food allergy?**

All students living in residence halls are required to have a meal plan, which can be used at any of the four dining halls and at select retail operations. Rutgers Dining Services has a system in place to ensure that students with dietary restrictions have appropriate, safe, and delicious food options. Dining Services nutritionists work with students on an individual basis to accommodate special dietary needs. Students with special diets or food allergies can complete a Medical and Dietary Consideration Form. This form can be accessed at [food.rutgers.edu](http://food.rutgers.edu).

## **Why didn't I receive a report card at the end of the semester?**

FERPA, the Family Educational Rights and Privacy Act, ensures that student's educational records remain private and cannot be shared with anyone without written consent. Initially, it might seem stressful or frustrating that you cannot readily access this information, but hopefully this will allow for an open and honest conversation with your student about what information you expect to receive and what information your student is comfortable sharing with you. Students can fill out a FERPA consent form at [scarlethub.rutgers.edu/registrar/ferpa-information](http://scarlethub.rutgers.edu/registrar/ferpa-information), which allows, but does not compel, the university to communicate with you about your student's records.

## **Is my student required to have a computer/laptop and printer?**

While computers and laptops are recommended, students are not required to purchase these items for class. There are over 15 computer labs across the five New Brunswick/ Piscataway campuses, providing nearly 1,000 workstations and over 40 printers. A list of computer labs and locations can be accessed at [oit-nb.rutgers.edu/computing-labs](http://oit-nb.rutgers.edu/computing-labs).

## **What should my student do if they get sick while on campus?**

If a student is not feeling well and needs to visit a health care provider, they can make an appointment at an on-campus student health center. Appointments are usually available within 24 hours by calling 848-932-7402 or [health.rutgers.edu](http://health.rutgers.edu). All full-time undergraduate students taking 12 or more credit hours are required to have comprehensive health insurance each semester. The premium is automatically added to a student's term bill each semester and must be waived at the beginning of each semester if a student has comparable coverage. For more information visit [riskmanagement.rutgers.edu/student-health-insurance](http://riskmanagement.rutgers.edu/student-health-insurance).



# FAQs for Parents and Families

## What services are available for students with disabilities?

There are many accommodations that can be made through the Office of Disability Services for students approved by the appropriate review committee. This may include, but is not limited to, the following: extra time for exams, recorders, note takers, and text in alternate format. Students needing accommodations must provide documentation as early as possible and can start this process by calling 848-445-6800 or visiting [ods.rutgers.edu](https://ods.rutgers.edu).

## I am concerned about my student's mental health. What resources can I give my student regarding on-campus services?

Rutgers University offers many resources for students who might need assistance with emotional wellness. Counseling, Alcohol and Drug Assistance and Psychiatric Services (CAPS) has a variety of services for students, from individual counseling to group therapy to assisting students who are utilizing medication for a mental health issue.

For a full overview of services, go to [health.rutgers.edu](https://health.rutgers.edu). Other resources include the Dean of Students Office, Faith Communities, the Learning Centers, and the Cultural Collaborative Centers. Touch base with your student. Ask them not just how their classes are going, but if they find any classes difficult. Have they made any new friends or joined any student organizations? If you sense they are struggling, let them know it is normal and that they can find assistance on campus.

## I'm concerned about my student's safety while at the university. What advice can I give my student regarding staying safe on campus?

Rutgers University Police Department (RUPD) operates 24 hours a day, 365 days a year, and officers continually patrol the campus. Students can take precautions by remaining aware of their surroundings at all times, safeguarding their valuable items, and traveling in groups. Additionally, students can request a Public Safety walking escort to their vehicle, campus residence, or the university buses by calling the non-emergency RUPD phone number 732-932-7211.

## How can I ensure that my student stays out of trouble while at college?

The best you can do for your student is to ensure that they have read the Student Code of Conduct. The code of conduct outlines the behaviors that all Rutgers students are expected to abide by. The code of conduct is located at [studentconduct.rutgers.edu](https://studentconduct.rutgers.edu).

**Will my student have access to a tutor if they need help with their classes?**

Rutgers University students have access to several support services for academic success. The Rutgers Learning Centers, with a location on each of the five New Brunswick campuses, engage students in group and one-on-one tutoring. Students can join a study group, attend an academic success workshop, or sign up for drop-in tutoring if they are having trouble in a certain course, or wish to strengthen their skills in an academic area. For more information visit [rlc.rutgers.edu](http://rlc.rutgers.edu).

**Can residential students receive mail on campus?**

Yes, all students can receive mail on campus. Students who live in Rutgers University residence halls and apartments need to “opt in” to activate a mailbox through the [my.rutgers.edu](http://my.rutgers.edu) portal. Off-campus students who want to receive mail on campus must email [mailquestions@ipo.rutgers.edu](mailto:mailquestions@ipo.rutgers.edu) in order to “opt in”. The mailing address they should use is determined by the campus they live on or is provided to them. For more information on mailboxes and sending and receiving campus mail, visit the Mail Services website at [mds.rutgers.edu](http://mds.rutgers.edu).



## TIPS FOR PARENTS AND FAMILIES OF COLLEGE STUDENTS

Going to college can be both exciting and challenging for students and their families. For some, it is a smooth transition and for others it can be overwhelming. Here are some ways to help make the transition as easy as possible.



### SUPPORT YOUR STUDENT'S AUTONOMY.

Give your student some room to get settled into their new life. College students often have a difficult task of balancing autonomy and self-reliance. It can be a fine line between helping too much and helping too little. The degree to which you decrease support depends on your student. The goal is to continue to be supportive without doing everything for them.



### HAVE REALISTIC EXPECTATIONS.

49% of students report that their family's expectations are too high. This often leads to feelings of anxiety, guilt, shame, and sadness. Failure (and learning how to deal with it) is integral to their success. Talk to your student about how you love them and want the best for them, but that you are there for them regardless.



### ALLOW YOUR STUDENT TO RELAX.

College is about development; academically and socially. In addition to your student focusing on their schoolwork, it is important for them to relax with friends. A balanced life that includes work, play, and rest is essential to a healthy life (for everyone!). Encourage your student to make time for friends and activities they enjoy.



### FORGET THE STIGMA AND DISCUSS MENTAL HEALTH.

Approximately 50% of people will experience a mental health challenge in their lifetime. Your student may not feel comfortable starting the conversation, so be the one to start it. Give your student mental health resources (see list below) and show them that you are supportive of them seeking services. Family acceptance often plays a big role in a child's ability to manage stressors.



### STAY IN TOUCH.

College is a transitional time and homesickness is very common, especially for first-year and transfer students. Create a realistic plan to stay in touch on a regular basis whether it's through writing, emails, texting, skyping or talking over the phone. You can also help make the transition easier by attending Parents' Weekend and helping them get connected to clubs and services on campus.

Provided by staff at Counseling, Alcohol and Other Drug Assistance Program & Psychiatric Services (CAPS).

If you think your student could benefit from services at CAPS, have them contact us at 848-932-7884.

More information about CAPS services is available at [health.rutgers.edu/CAPS](http://health.rutgers.edu/CAPS).

Emergency resources can be found at [health.rutgers.edu/Emergency-Resources](http://health.rutgers.edu/Emergency-Resources).

# The Knight's Call

## I AM AUTHENTIC

We have the freedom to be our genuine selves as we seek to find our place in this large community. We welcome differences and challenge assumptions as we strive to build connections that are sincere and meaningful.

## I AM INCLUSIVE

Through diversity, dialogue, and development, we grow together in an environment free from judgement, stigma, and fear. We celebrate our diverse backgrounds and are committed to being a place in the world where ideas, identities, and compassion converge.

## I AM RESPONSIBLE

Upholding the highest values of trust, honesty, and integrity, we believe that our actions significantly impact our personal journeys, our communities, and our larger society. We are thoughtful leaders who protect each other, inspire action, and tackle challenging problems.

## I AM RESILIENT

We come from all corners of the world and travel between many campuses and cities. Our Scarlet Pride is evident as we overcome obstacles with grace and grit while striving to achieve our goals. Our greatest tradition is change and it drives us to persevere and succeed.

## I AM ENGAGED

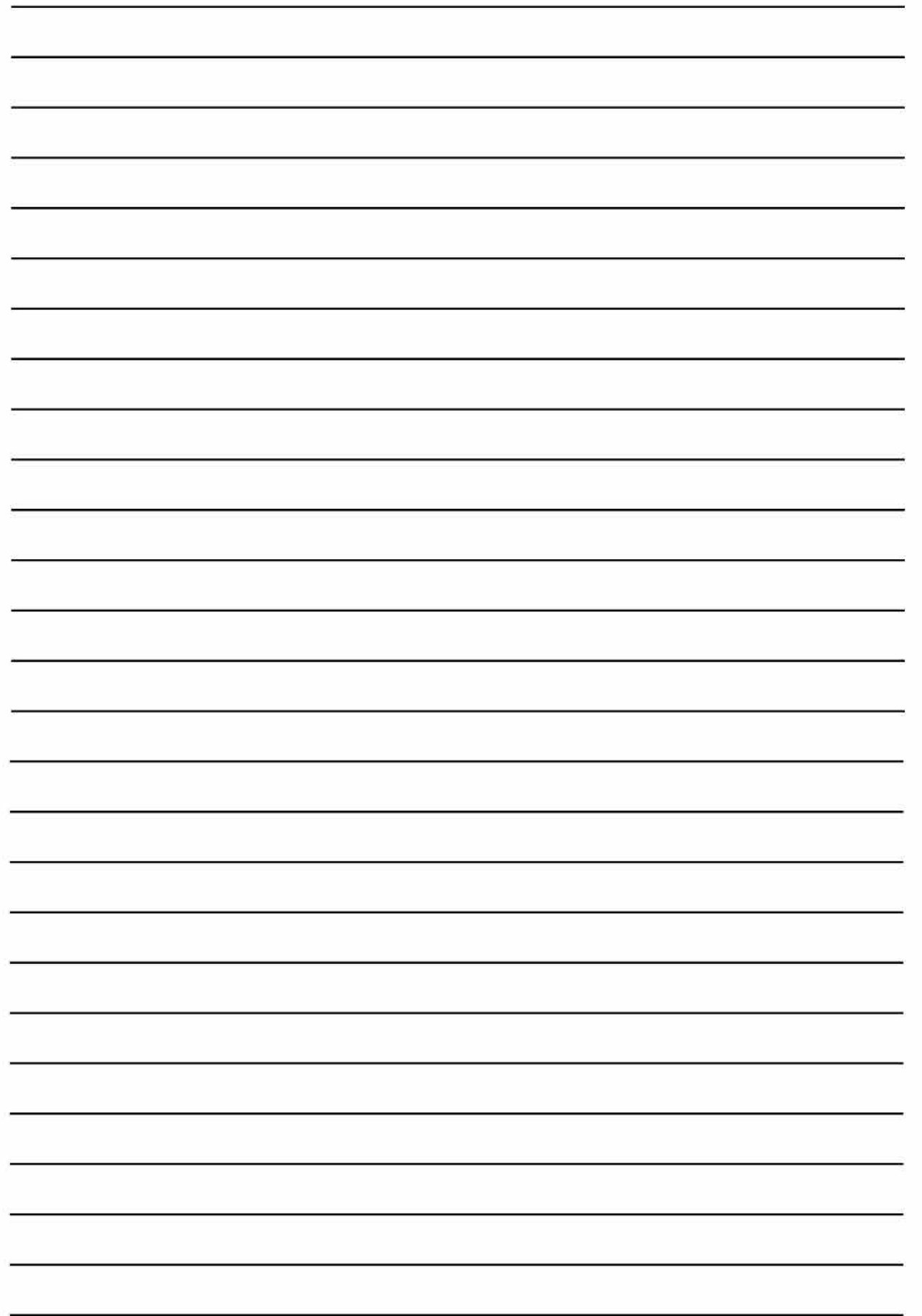
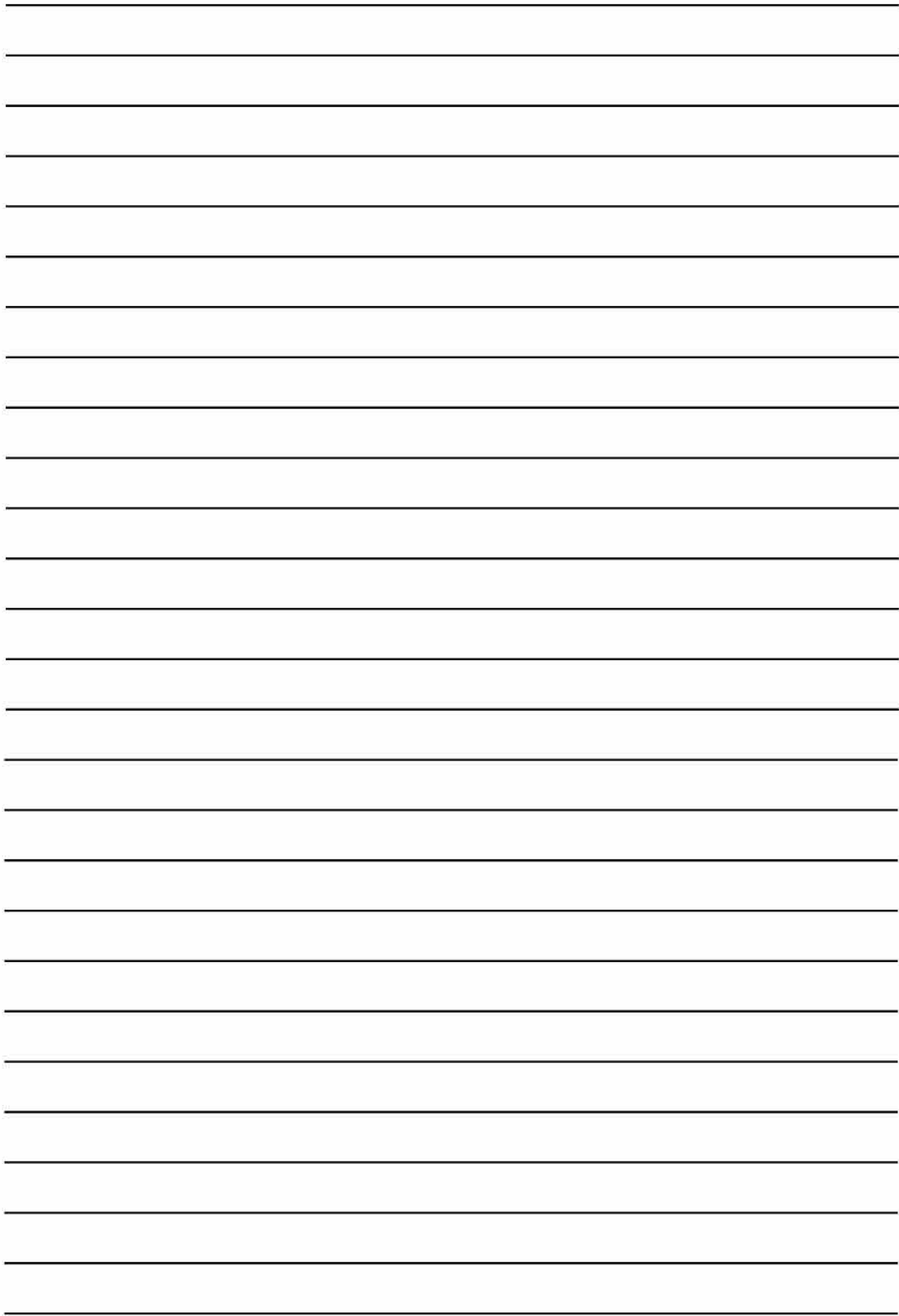
Our Rutgers experience ignites purpose within us and inspires us to get involved. We share our stories, discover our talents, collaborate with one another, and become better global citizens, all while applying the lessons we learn On The Banks.

## I AM A SCARLET KNIGHT

## I AM RUTGERS

Visit [knightscall.rutgers.edu](http://knightscall.rutgers.edu) for more information.





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A series of 24 horizontal black lines on a white background, intended for writing on the right page of a notebook.



# **R** **FAMILY**



**RUTGERS-NEW BRUNSWICK**

**Parent and Family Engagement**

Division of Student Affairs

