Dear VCU families:

I am delighted to welcome you to Virginia Commonwealth University. You are an important part of our community, and I hope you will always take great pride in your connection to VCU.

VCU is home to 19 academic programs ranked in the top 50 nationally, including six top five programs. With Carnegie Foundation designations of “Highest Research Activity” and “Community Engaged,” we are proud to be one of America’s premier urban, public research universities. Our priority will always be to ensure that our students — your student — receive a unique and world-class education experience at one of the most diverse universities in Virginia.

As president of VCU, it is my priority to ensure that our students successfully complete their university education. I am proud that our six-year graduation rate has increased by 37 percent since 2008 — a dramatic rise that reflects the hard work of students, faculty and mentors. Student success is foundational to what we do at VCU. That means that every one of our students — no matter their major or classification — can work with and learn from internationally recognized faculty mentors, engage in undergraduate research, and contribute to and lead the community around them.

We believe in collaborating across disciplines to learn, serve, create and innovate. More than half of our students said they were engaged in entrepreneurial or innovation activities. Over the past five years, we have backed 55 student-led companies. And, our students believe in the importance of service to others — they contributed 1.3 million hours of volunteer service to surrounding communities and the commonwealth last year. I am proud that our students graduate well-prepared and ready to make a difference in the world.

Thanks to our location in Richmond, we are able to leverage connections across the region to help our students succeed during and after their time here. This makes VCU distinctive among our research university peers, and I look forward to the ways in which you and your family will join us in advancing that mission.

Thank you for entrusting your student to VCU. And, thank you for joining us in supporting, empowering and advancing our shared commitment to student success.

Go Rams!

Michael Rao, Ph.D.
President
VCU and VCU Health Systems

Welcome to the VCU family

We extend a warm welcome as your family joins our Ramily! We appreciate your willingness to share your student with us during their time at Virginia Commonwealth University. We consider it a privilege that you entrust your student’s growth and holistic development to our staff and we take the responsibility of being a partner in your student’s success seriously.

As your student forms a relationship with us and the university, we hope you will as well. Just as your relationship with your emerging student evolves during their time at VCU, we hope your relationship will evolve with us. As with any relationship, we hope that we can keep the lines of communication open with one another. When we are doing well, let us know. When we could do better, encourage us with your feedback. When we fall short, be candid in your assessment. We will strive to provide the same feedback to your student to assist them in realizing their aspirations while providing a balance of both support and challenge.

The Division of Student Affairs offers a wide array of services, programs, opportunities and facilities to involve your student in activities and campus life in ways that complement their classroom experiences. We hope that you will acquaint yourselves with what we have to offer to direct, and sometimes remind, your student of our many resources. We encourage you to reach out to us as well when you have questions or concerns.

As a parent of three, I have always found the start of the academic year a time of excitement with a sprinkle of uncertainty of what is to come. We hope this calendar will provide helpful information related to important dates, campus events and tips for supporting your student. Best wishes for a year that provides wonderful opportunities for you and your student.

Charles Klink, Ph.D.
Senior Vice Provost of Student Affairs
Welcome to the RAMily!

All of us in New Student and Family Programs are so excited that you are now part of our Ram family. We believe you are an integral part of your student’s success in college, and we are here to provide you with the resources you need to be effective in your new role. Whether you are a parent, grandparent, sibling, spouse or someone else who cares about one of our Rams, we know that engaged family members empower their student to reach personal and academic goals, and we aim to support you as you take on that task. Thank you for everything you've done so far and everything you will do in the future to support your Ram. We love talking to parents and family members and hope you will engage with us, ask questions and tell us how we can serve you best. We give you our best wishes for your student to have an amazing college career at VCU. We hope it is a time filled with spirited discussions, increased support of one another and opportunities for personal and intellectual growth. Once again, welcome to VCU!

Sincerely,

VCU New Student and Family Programs

What to expect

Below are some tips from the National Association for Orientation, Transition and Retention in Higher Education about dealing with your student’s first year.

Don’t worry (too much) about emotional phone calls, emails or text messages.

The first year has many hills and valleys. You provide a real service as a referral agent to resources on campus, supporter for help-seeking, sympathetic ear and sometimes punching bag. It’s a service that may necessitate your call to some supportive other, but works wonders for a frustrated or overwhelmed student. When in doubt, consult a professional — University Counseling Services, the associate vice provost for student affairs and dean of students, or New Student and Family Programs.

Expect change (but not too much).

You can’t stop change, and you may not ever understand it, but it is within your power (and to your student’s advantage) to accept change. Maturation takes time; be patient.

Trust them.

Finding oneself is a difficult-enough process without feeling that the people whose opinions matter most are second-guessing your own second-guessing.

Visit (but not too often).

Visits accompanied by meals and exploration of the City of Richmond are often greatly appreciated while spur-of-the-moment surprises can be dicey.

Do not tell your student that these are the best years of their life.

The first year of university life can be full of indecision, insecurities, disappointments and, most of all, mistakes. These years are also full of discovery, inspiration, good times and friendships. Accept and understand these highs and lows by providing support and encouragement consistently.

Don’t ask if they are homesick.

Some homesickness is normal. Avoid the power of association. Encourage involvement on campus.

Write, email, text or call

New students, despite new-found independence, are still anxious to maintain family ties and the security those ties represent.

Ask questions (but not too many).

Convey your interest in your student’s life. Use communication to strengthen connection.
Parent and family resources and events

**Family Weekend** — This annual event is one of the highlights of the fall semester, giving families and friends the opportunity to experience VCU’s campus and the surrounding Richmond area with their student. We offer a variety of events for students and their families and hope you will join us for this exciting tradition. For more information, visit [nsfp.vcu.edu/familyweekend](http://nsfp.vcu.edu/familyweekend).

Online registration will open in early Fall and will include a $5 fee per attendee that will provide each registrant with an access pass. The access pass will grant admission to non-ticketed Family Weekend events, as well as discounts at local restaurants and shops. In addition, when registering families will have the opportunity to purchase tickets for ticketed events and Family Weekend apparel. Ticketed events tend to sell out fast, so register early to secure your tickets.

**Care Package Program** — Support your student’s college transition by purchasing a care package subscription. New Student and Family Programs and the VCU Residence Hall Association offer you the opportunity to purchase a single “Welcome to College” package distributed in August, final exam packages or a subscription plan that includes packages throughout the year to keep your student motivated. Each package includes a personal note from you along with some of your student’s favorite snacks. You should receive an order form in the mail prior to the start of classes, or you may order online at [ocm.com/VCU/carepackages](http://ocm.com/VCU/carepackages).

**Family Blog and Newsletter** — Each month, New Student and Family Programs sends out an electronic newsletter to family members that links to content on our family blog. This information includes activities on campus, important dates and deadlines, details about support service offices and opportunities for you to stay engaged with VCU. You can access the blog at any time by visiting [blogs.vcu.edu/families](http://blogs.vcu.edu/families).

**Family of the Year** — The VCU Family of the Year essay contest celebrates the supportive role that family members play in the lives of students and the VCU community. All current VCU students are eligible to nominate their own or any family by submitting a completed application and essay. All nominated families will be recognized during a special celebration at Family Weekend. Visit [nsfp.vcu.edu/families](http://nsfp.vcu.edu/families) for more information.
Addressing Mail To Residence Halls

When addressing mail and packages, don’t forget to include the student’s full name and room number. Always use the complete mailing address. Please be aware that items received that are missing any part of the address information below will be subject to delivery delays or may be returned to sender.

Mail and packages going to residents should be addressed like this:

**Brandt residents**
Full Name (as it appears on your student account)
Room number, Brandt Hall
710 W Franklin St
Richmond, VA 23220-4101

**Gladding Residence Center and Gladding Residence Center III**
Full Name (as it appears on your student account)
Room number, Gladding Residence Center
711 W Main St
Richmond, VA 23220-5508

**Johnson residents**
Full Name (as it appears on your student account)
Room number, Johnson Hall
207 N Laurel Street
Richmond, VA 23220-4126

**Rhoads residents**
Full Name (as it appears on your student account)
Room number, Rhoads Hall
710 W Franklin St
Richmond, VA 23220-4101

**The Honors College residents**
Full Name (as it appears on your student account)
Room number, Honors College
207 N Laurel Street
Richmond, VA 23220-4126

**West Grace South residents**
Full Name (as it appears on your student account)
Room number, West Grace South
207 N Laurel Street
Richmond, VA 23220-4126
Mail Pick-up Hours and Locations

All Mail and Package Centers will hold additional hours for pick-up during high volume times (e.g. the first several weeks of each academic semester, Black Friday, Cyber Monday, etc). All Mail and Package Centers are closed during university holidays and university inclement weather closings. Please visit your designated Mail and Package Center for more information. All residence hall mail and packages will be redirected to the Residence Hall Central Mail and Package Center, located at 207 N Laurel Street, during the summer.

Where to pick-up mail and packages
Residents of Ackell, Broad & Belvidere, Cary & Belvidere, Grace & Broad, The Honors College, Johnson, West Grace North, and West Grace South should pick up their mail and packages at the Residence Hall Central Package Center, located at 207 N Laurel Street.

Residents of these halls will receive an email notification from reshallmail@vcu.edu once each piece of mail or any package has been delivered, processed, and is available for pick-up. Mail is not delivered on weekends or federal holidays, and may be delayed during break periods. Residents must provide their VCU ID for retrieval of all mail and packages.

Residents of Brandt, Rhoads, Gladding Residence Center and Gladding Residence Center III should pick mail and packages from their in-hall Mail and Package Center.

Letter mail for residents of these buildings will be delivered directly to resident’s mailbox. The mailbox number is the same as the resident’s room number, and all residents of a room share a mailbox. In some areas, all residents of an apartment or suite may share a mailbox. Residents will receive a mailbox key upon move-in. If a resident has issues with their mailbox key, they should visit the housing office located in their residence hall.

Packages for residents of these buildings will be scanned and stored in the Mail and Package Center located on the first floor of each residence hall. Residents will receive an email notification from reshallmail@vcu.edu when a package has been delivered, processed, and is available for pick up. Mail is not delivered on weekends or federal holidays, and may be delayed during break periods. To pick up their package, residents must provide their VCU ID.

Academic Year Hours
- Monday – Friday: 9 a.m. – 8 p.m.
- Saturday – Sunday: noon – 4 p.m.

Summer Pick-up Hours at the Residence Hall Central Mail and Package Center
- Monday – Saturday: 9 a.m. - noon and 3:30 p.m. – 8 p.m.
- Sunday: closed
Beginnings

Over the next year, your student will have many exciting and challenging experiences. As students begin their university careers, many are focused on adjusting to a new environment and developing new relationships.

What families can do:

• Discuss family and student expectations, including your student’s personal and academic goals.
• Communicate confidence in your student’s decision to attend VCU.
• Reassure your student that adjustment to a new setting is a normal — and sometimes difficult — process.
• Let your student know that they don’t have to protect you from their problems.
• Encourage on-campus students to get to know their Resident Assistants (RAs.)
• Be informed about campus resources for crises and difficult times.
• Encourage attendance at Weeks of Welcome events.
• Encourage your student to schedule an appointment with an academic advisor to review curriculum requirements and university policies.
• Follow our webinar series for answers to frequently asked questions.

FEATURED EVENT

New Student Convocation
Aug. 16

New students are welcomed to the university

Photo courtesy of the Division of Student Affairs
Did you know?
At VCU thousands of students are among the first in their family to attend college. We know that while being first is an exciting accomplishment, navigating college can be challenging. You First at VCU is a helpful resource to connect with news and events for First Generation students. Visit You First at VCU online at https://youfirst.vcu.edu

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**August 2020**

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### Student Accounting Dates
(dates are subject to change)

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<td>First fall 2020 invoice</td>
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<td>Aug. 20</td>
<td>Fall 2020 payment due</td>
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### Important Dates

- **New Student Convocation**
- **Fall classes begin**
- **Last day to add a course and late registration**
- **Deadline**
  - Dean/departmental offices submit all approved undergraduate change-of-major requests effective for the fall 2020 semester
- **Deadline**
  - Students to provide advance written notification to instructors of intent to observe religious holidays

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- **Last day to drop a course**
Getting started

Classes have started, and you may find your student:

• More comfortable with their living situation or feeling more homesick and insecure
• Adjusting to living with roommates
• Adapting to a more demanding, faster-paced academic environment
• Dealing with time-management issues
• Nervous about upcoming papers, projects and first exams

What families can do:

• Ask them about their favorite class or professor.
• Encourage them to take advantage of their professors’ office hours.
• Encourage time-management planning, including time for relaxation.
• Encourage involvement in campus organizations or a part-time, on-campus job for increased social support.
• Get information gently. (“Tell me about your friends” can be a good conversation starter.)
• Resist the urge to offer solutions. Help your student build good problem-solving skills.
• Make plans to attend VCU Family Weekend.

FEATURED OFFICE
Transfer Center
transfer.vcu.edu
Successful transitions for transfer students
### September 2020

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- **Sept. 24** - First Installment Payment Plan payment due and last day to enroll in IPP for the fall
- **Monroe Park Campus** Last day for fall degree candidates to submit graduation applications to advisors for December graduation
- **Labor Day** University closed
- **Did you know?**
  - VCU’s campuses include seven branch and satellite locations in addition to the 173 acre span in downtown Richmond.
Midterms

Midterms may cause anxiety and some late-night cramming. Students discover which study habits work and which do not. Exam results may bring increased confidence or feelings of failure and self-doubt. Students explore the balance of school demands with maintaining a satisfying social life.

What families can do:

- Send a care package. Food items and money are always appreciated.
- Listen to your student’s successes and frustrations as they continue to adjust.
- Encourage your student’s interest in campus by reading the Commonwealth Times online.
- Encourage your student to contact their academic advisor to evaluate their academic performance.
- Express confidence in personal choices and adherence to personal values.
- Go to the Writing Center or Campus Learning Center if school gets tough.

FEATURED OFFICE

Dean of Students
students.vcu.edu

Aims to help students chart a path towards success and ensure that proper support services are being utilized.
### Did you know?

Ninety-five percent of students, faculty and staff reported feeling “safe” or “very safe,” according to a survey administered by VCU Police. VCU has one of the largest university police departments in the country, with 99 sworn officers, more than 200 security personnel, an on-campus dispatch center and an accredited training academy.

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*Spring semester advance registration begins*

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**STUDENT ACCOUNTING DATES**

*(dates are subject to change)*

Oct. 19 - Second IPP payment due
November is often a stressful month for students socially, emotionally, academically and physically.

- Students experience increased academic demands with projects that are due.
- Students express concerns about grades.
- Procrastinators may feel overwhelmed.
- Conflicts with roommates or friends may increase as stress increases.
- Stress may be alleviated by exercise, spiritual practice and social support, or exacerbated by drinking alcohol, poor eating habits and sleep deprivation.
- Financial worries or concerns may emerge.
- The novelty and excitement from school’s start may seem very distant.
- Stress and fatigue may increase illness.

What families can do:

- Provide encouragement and support.
- Help alleviate unrealistic self-expectations and clarify familial expectations.
- Encourage students to ask for help.
Did you know?

VCU offers nearly 500 student organizations, in categories from service to politics and academic to special interest. A listing of all student organizations can be found on Rams Connect at vcu.campusgroups.com.
Stress and vacation

Final exams and projects can cause more anxiety for first-year students who haven’t faced these challenges before. Students may express concerns about:

- How to finish strong amidst the stress
- How winter break may impact newly established peer relationships
- How changes made will be accepted by family and friends back home
- How one’s first semester performance will be evaluated

What families can do:

- Encourage students to dig in for the end.
- Encourage exercise and healthy eating habits.
- Encourage students to attend Ram ExScream.
- Send a care package or an encouraging card — and don’t be offended if your student forgets to thank you.
- Include students and their friends in family holiday plans.
- Prepare to negotiate expectations around your student’s return home when burgeoning independence may conflict with family rules and expectations.

HOME SWEET HOME

Final exams will be conducted remotely and students will not return to campus after Thanksgiving.
Did you know?
Students can earn credits during winter break. Close to 900 students took classes during VCU's 2019-20 Intersession, which offered over 40 course sections — several of which were available online. Intersession begins Dec. 28.

Students to provide advance written notification to instructors of intent to observe religious holidays during Intersession.

STUDENT ACCOUNTING DATES
(dates are subject to change)
Dec. 8 - Fourth IPP payment due
Dec. 15 - First spring 2021 invoice
More beginnings

Winter break may influence how students return to school. Students may:

• Worry about motivation based on past performance and academic confidence
• Question program of study and career choices based on first-semester experiences and grades
• Worry about maintaining fall semester friendships while expanding their friendship circle

What families can do:

• Encourage your student to capitalize on a new semester while learning from fall semester challenges.
• Encourage new involvement in campus activities and programs, including attending the Student Organization Fair.
• Encourage use of academic and student affairs support services to hone academic and social skills.
• Encourage your student to explore possible programs of study through course selection, volunteer experience and internships and familiarize themselves with Major Maps at majormaps.vcu.edu.

FEATURED OFFICE
Student Accounting
accounting.vcu.edu
Coordinates the assessment, billing and collection of tuition, housing and dining charges, and other university fees

Photo by Steven Casanova, VCU University Marketing
### Did you know?

VCU’s Cary Street Gym is named among the top college gyms and student recreation centers in the country. The gym features two heated indoor pools, a rock-climbing wall and an 18,000-square-foot fitness center with cardio, selectorized and free-weight equipment.

### Winter Break - University Closed

- January 1 - 2

### Intersession classes end

- January 9

### Brandt, Honors, Johnson and Rhoads residence halls open at 10:00 a.m.

- January 15

### Martin Luther King Jr. Day - University closed

- January 18

### Add/drop and late registration

- January 19 - 20

### Deadline

- January 26

  Dean/departmental offices to submit all approved undergraduate change-of-major requests effective for spring 2021 semester

- January 28

  Students to provide advance written notification to instructors of intent to observe religious holidays during spring
No winter blues

With the semester well under way now, your student can expect:

• Pressure to keep up with assignments
• That time-management skills will beat procrastination
• Balancing academic responsibilities with extracurricular activities
• Dreary winter weather challenging even the sunniest dispositions
• Cold and flu season bringing aches and pains
• Spring break planning continuing in earnest

What families can do:

• Surprise your student.
• Support balancing and approaching tasks rather than avoiding them.
• Invite your student to share stories about their friends and acquaintances.
• Encourage exploration of Black History Month programs.
• Discuss spring break plans.
• Support good choices and values.
• Ask about summer plans.

FEATURED OFFICE
Summer Studies
summer.vcu.edu
Offers courses for students to catch up, stay on track or get ahead by taking classes during Summer Studies
Did you know?
Over two-thirds of VCU students who graduate in four years take at least one summer course.
Spring is coming

Though midterms are around the corner, this is also the point when many plans are being made. Your student may be:

- Planning for the fall semester and thinking about classes and financial aid
- Considering new roommates
- Finalizing spring break plans, including vacations, alternative spring break, returning home or working
- Making plans for the summer
- Enjoying the warmer weather

What families can do:

- Discuss next year’s living options. Listen to your student’s ideas and encourage them to gather information about options.
- Encourage advice from academic advisors.
- Encourage balance and stress relief.

FEATURED OFFICE
Student Accessibility and Educational Opportunity
saeo.vcu.edu
Provides support for students with disabilities

Photo by Lindy Rodman, VCU University Marketing
### March 2021

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<td>Last day to withdraw from a course with a mark of “W” instead of a failing grade</td>
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### Did you know?

VCU’s athletic teams compete at the NCAA Division I level and are members of the Atlantic 10 Conference. There’s baseball, basketball, cross country, field hockey, golf, soccer, tennis, track and field, lacrosse and volleyball.

### Student Accounting Dates
- March 16: Second IPP payment due
- (dates are subject to change)
Finals are coming

This can be a taxing month with project deadlines and class presentations, not to mention other considerations such as:

- Spring fever may infect some students, leading to more play and less work
- Concerns about selecting a program of study and choosing a career may linger
- End-of-the-semester social and extracurricular activities are picking up

What families can do:

- Encourage approaching the end of the semester with hard work, optimism and an attitude of doing one’s best.
- Promote outdoor physical activity.
- Attend the Intercultural Festival this month and get a taste of VCU’s diversity.

**FEATURED OFFICE**

*Career Services*
careers.vcu.edu

Connects students to jobs, internships and professional opportunities
Did you know?

There are more than 188,000 VCU alumni worldwide. VCU Alumni members support student engagement initiatives through their membership dollars. STAT, Students Today Alumni Tomorrow, offers current students a chance to connect with alumni. Students who join STAT receive 24 free coffees and discounts at area restaurants.

[vcualumni.org](http://vcualumni.org)

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<th>Sunday</th>
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***All dates and deadlines contained within are subject to change.***

**STUDENT ACCOUNTING DATES**
(dates are subject to change)
April 9 - Third IPP payment due
Wrapping up
In the midst of final exams, it’s also a time to:

• Evaluate the last two semesters: personal and academic achievements; friendships; opportunities gained and lost; balance between academics, social life and extracurricular activities; and financial management

• Reconnect with old friends while maintaining university friendships

What families can do:

• Discuss summer living arrangements and expectations.

• Assist in reviewing accomplishments, challenges, growth points and adjustments for next year.

• Encourage participation in the Focused Inquiry Expo.

FEATURED OFFICE
VCU Parking and Transportation
parking.vcu.edu
Provides parking and transit solutions for just over 50,000 students, faculty, staff and visitors

Photo by Julia Rendleman, VCU University Marketing
### Did you know?

Taking courses during the summer will allow you to get ahead, catch up, or repeat a course you’ve struggled with in the past. You can also explore topics that don’t fit in your schedule during the academic year. More than 800 courses are offered during 11 different sessions!

<table>
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<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>May 2</td>
<td>Last day of classes for spring semester - Monroe Park Campus; evening classes continue through May 8</td>
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<td>3</td>
<td>Reading Day, no classes held - Monroe Park Campus; evening classes beginning 4 p.m. or later are held</td>
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<tr>
<td>4</td>
<td><strong>Final exams for spring semester - Monroe Park Campus</strong></td>
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<td>5</td>
<td><strong>Final exams for spring semester - Monroe Park Campus</strong></td>
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<tr>
<td>6</td>
<td><strong>Final exams for spring semester - Monroe Park Campus</strong></td>
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<td>7</td>
<td>9-month hall move-out May Commencement</td>
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<td>9</td>
<td>Summer Studies sessions begin</td>
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<td>10</td>
<td>Memorial Day University closed</td>
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**STUDENT ACCOUNTING DATES**

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<th>Date</th>
<th>Description</th>
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<tr>
<td>May 3</td>
<td>Fourth IPP payment due</td>
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***All dates and deadlines contained within are subject to change.***
Avoid the sophomore slump!
The second year of college can be very challenging for students. Classes become more difficult and sophomores may feel anxious about picking a career path. They feel pressured to find their place on campus and in the world. Many high school friendships and long-distance relationships come to an end.

Moving to a new residence hall or off-campus apartment changes their social environment and support structure. Sometimes it’s hard to know what to say, but here is some advice you might consider giving your student:

- Talk to University Counseling Services if things get overwhelming.
- Meet with an academic advisor to help figure out the best path for courses.
- Join a new club or organization and consider being in a leadership position.
- Try different classes and don’t settle on a program of study that you haven’t explored enough yet.
- Consider spending some time studying or doing research abroad.
- Visit VCU Career Services to explore career paths and internship opportunities.
- Apply to become an orientation leader to learn more about VCU and connect with people.
- Create a plan to improve your well-being and stick to it.
- Connect with people. New friends, old friends, family or faculty — it doesn’t matter.
**Did you know?**

The Carnegie Foundation designated VCU as “Community Engaged” with the “Highest Research Activity,” one of only 28 public universities with academic medical centers nationwide. In addition, within one year, VCU students contributed more than 1 million hours of community service.
**Did you know?**

VCU’s theatre, music and dance programs offer more than 365 concerts, performances and recitals a year.
VCU Lingo

**Add/drop:** Period of time when a student can register or unregister for classes before setting their courses for the semester; lasts one week (the first week of classes) for fall and spring semesters.

**Academic honors:** Two types: dean’s list and graduation honors; students can get on the dean’s list while currently enrolled and can achieve graduation honors with a completed program.

**Blackboard:** A web-based course-management system designed to allow students and faculty to participate in classes delivered online or use online materials and activities to complement face-to-face teaching.

**Borrower:** Person who receives a loan.

**College/schools:** Where your student’s academic program of study is housed; VCU has 247 degree and certificate programs that are housed within 11 schools and three colleges (e.g., psychology: College of Humanities and Sciences, art history: School of the Arts.)

**Cost of attendance:** The estimated amount it should cost a student to attend college, including tuition and fees, room and board, and allowances for books, supplies, transportation, and miscellaneous expenses.

**Commencement:** Another term for Graduation.

**Drop:** When a student unregisters from a class during the add/drop period; course charges removed from account to indicate the student never attended the class.

**Expected Family Contribution (EFC):** The amount of money that a family is expected to be able to contribute toward the student’s education cost.

**Federal Direct PLUS Loan:** A federal loan available to parents of dependent undergraduate students.

**Federal Direct Subsidized Loan:** Loan for which the government pays the interest while the student is in school, during the six-month grace period and during any deferment periods.

**Federal Direct Unsubsidized Loan:** Loan in which the borrower is responsible for the interest from the date the loan is disbursed, even while the student is still in school; students may avoid paying interest while in school by capitalizing the interest, which increases the loan amount.

**Free Application for Federal Student Aid (FAFSA):** Form used to apply for Pell grants and all other need-based aid.

**Good standing:** Student status designation when a student maintains a cumulative 2.0 GPA or better.

**Grant:** Type of financial aid based on need and that the student does not have to repay.

**Hold (on account):** A block that prevents students from either registering for classes, accessing their student records, or both; students may view their holds online via eServices, but must contact the department that placed the hold to make arrangements to have it removed.

**In-state student:** Student who has met Virginia’s domiciliary residency requirements and is eligible for reduced tuition at public colleges and universities in the state.

**RamBucks:** A prepaid, stored-value account as part of the VCUCard; can be used on and off campus to pay for dining, vending, printing, laundry and more.

**Registrar:** Keeper of student records and managing office for registration; Records and Registration also handles transcripts, graduation information and FERPA.

**Rodney the Ram:** VCU’s official mascot.

**Rowdy Rams:** Official student support organization of VCU Athletics.

**VCU Card:** University’s official identification card; provides access to RamBucks, meal plans, Dining Dollars, RamsLaundry and more.

**V-Number:** VCU ID number.
### University contacts at-a-glance

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>PHONE NUMBER (AREA CODE 804)</th>
<th>WEBSITE</th>
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<tbody>
<tr>
<td>Barnes &amp; Nobles@VCU</td>
<td>828-1678, MCV: 828-0336</td>
<td>vcu.bncollege.com</td>
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<tr>
<td>Career Services</td>
<td>828-1645</td>
<td>careers.vcu.edu</td>
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<tr>
<td>Financial Aid</td>
<td>828-1550</td>
<td>finaid.vcu.edu</td>
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<tr>
<td>Global Education Office</td>
<td>828-8471</td>
<td>global.vcu.edu</td>
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<td>Health Promotion and Well-Being Center</td>
<td>828-9355</td>
<td>thewell.vcu.edu</td>
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<td>Honors College</td>
<td>828-1803</td>
<td>honors.vcu.edu</td>
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<tr>
<td>Libraries</td>
<td>828-1111, MCV: 828-0636</td>
<td>library.vcu.edu</td>
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<td>Military Student Services</td>
<td>828-6563</td>
<td>militaryservices.vcu.edu</td>
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<tr>
<td>New Student and Family Programs</td>
<td>828-3700</td>
<td>nsfp.vcu.edu</td>
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<td>Off Campus Student Services</td>
<td>828-4514</td>
<td>offcampus.usca.vcu.edu</td>
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<tr>
<td>Parking and Transportation</td>
<td>828-7275</td>
<td>parking.vcu.edu</td>
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<tr>
<td>Police, campus</td>
<td>828-1196 (nonemergency), 828-1234 (emergency)</td>
<td>police.vcu.edu</td>
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<tr>
<td>RamSafe</td>
<td>828-7233</td>
<td>ramsafe.vcu.edu</td>
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<tr>
<td>RamTech</td>
<td>828-8324</td>
<td>ramtech.vcu.edu</td>
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<td>Records and Registration</td>
<td>828-1349</td>
<td>rar.vcu.edu</td>
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<td>Recreational Sports</td>
<td>827-1100</td>
<td>recsports.vcu.edu</td>
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<td>Residential Life and Housing</td>
<td>828-7666</td>
<td>housing.vcu.edu</td>
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<td>Student Accessibility and Educational Opportunity</td>
<td>828-2253</td>
<td>saeo.vcu.edu</td>
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<tr>
<td>Student Accounting</td>
<td>828-2228</td>
<td>accounting.vcu.edu</td>
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<tr>
<td>Student Conduct and Academic Integrity, Office of</td>
<td>828-1963</td>
<td>conduct.students.vcu.edu</td>
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<tr>
<td>Technology Services</td>
<td>828-2227</td>
<td>ts.vcu.edu</td>
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<tr>
<td>Transfer Center</td>
<td>827-1349</td>
<td>transfer.vcu.edu</td>
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<tr>
<td>University Counseling Services</td>
<td>828-6200, MCV: 828-3964</td>
<td>counseling.vcu.edu</td>
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<tr>
<td>University Student Commons and Activities</td>
<td>828-6500</td>
<td>usca.vcu.edu</td>
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<td>University Student Health Services</td>
<td>828-8828, MCV: 828-9220</td>
<td>health.students.vcu.edu</td>
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<td>VCU Dine</td>
<td>828-1148</td>
<td>vcu.campusdish.com</td>
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Download VCU Mobile Today!

For quick reference to family resources and event details, download VCU Mobile.

In the Parents & Families experience you will find information about Family Weekend, the family blog and newsletter, the VCU Family Council and much more.

The Parents & Families experience will be updated throughout the year, so check back for updates on upcoming events and highlights of university resources.

New Student and Family Programs
Gladding Residence Center, Suite 1212
711 W. Main St.
Richmond, Virginia 23284

Parent and Family Helpline: (804) 828-7322, Email: ramfamilies@vcu.edu
nsfp.vcu.edu/families

VCU does not discriminate in admissions, treatment, employment or access to its programs or activities on the basis of race, color, religion, national or ethnic origin, age, sex, pregnancy, political affiliation/veteran status, family medical and genetic information, sexual orientation, gender identity, gender expression or disability. The following person has been designated to handle inquiries regarding VCU’s nondiscrimination policies: Laura Walsh Rugless, director of equity and access services and Title IX coordinator, Moseley House, 1001 Grove Ave., Box 842549, Virginia Commonwealth University, Richmond, VA 23284-2549, equity@vcu.edu. 004441-01