



2022-2023

# Parent & Family GUIDE

# CollegiateParent

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CollegiateParent has published this guide in partnership with Morgan State University. Our goal is to share helpful, timely information about the student experience at MSU and to connect you to relevant campus and community resources.

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# Welcome to Morgan State!

**W**elcome, Morgan parents! The first year of college and beyond will be a period of transition for both you and your family — emotionally, socially, and financially.

The support received from parents and family members plays an important role in a student's overall success. At Morgan State University, we believe that college represents a partnership between the student, the family, and the University.

For 155 years, Morgan State University has been an important player in the higher education system in Baltimore City, the State of Maryland, and the nation. Morgan State University has been listed by U.S. News & World Report as "one of students' most popular universities" and named by Forbes magazine among "America's Best Colleges and Universities." Additionally, Morgan has been identified as "one of the 25 Best Universities for African Americans, Hispanics, and Women" by the Black EOE Journal, Hispanic Network Magazine, and Professional Women's Magazine. In 2017, the National Trust for Historic Preservation named Morgan State University a "National Treasure." Morgan is the only university in the country to have its entire campus earn the designation.

Throughout its history, Morgan has served the community with distinction while meeting the educational needs of an increasingly diverse society. As a Carnegie-classified R2 High Research Institution and designated as Maryland's Preeminent Public Urban Research University, Morgan will continue to play a prominent role in Maryland's education future.

**David Kwabena Wilson, Ed.D.**  
*10<sup>th</sup> President  
Morgan State  
University*



# Welcome Parents!

**W**e are excited that your student has selected Morgan State University to continue their journey of academic and personal growth.

As the Vice President for Enrollment Management and Student Success (EMASS) at Morgan State University, I understand that coming to college is a big step and we recognize the investment this requires as a student and as a parent or family member. Students often face challenges which may overwhelm or confuse them as they encounter periods of growth, self-reflection, and independence. Parents and family members can make such obstacles easier to overcome. EMASS is committed to working with you so that your student will learn to access institutional resources independently. This partnership will assist your student in having a successful transition to campus life as well as a successful college experience at Morgan State University.

In this Parent and Family Guide, you will find information designed to keep you informed of significant dates, answer frequently asked questions, and address common concerns. I encourage you to use this resource as you journey with your student through their academic and personal growth here at Morgan State University. We are pleased to assist you and your student and look forward to sharing this journey with you!

With warmest regards,

**Kara Turner, Ph.D.**  
*Vice President  
for Enrollment  
Management  
and  
Student Success*





## Did You Know...

## Morgan serves an ethnically and culturally diverse population.

### History

- Founded in 1867
- Became a public college in 1939
- Renamed Morgan State University by state legislature in 1975 to reflect expanded mission and scope

### Type of Institution

Designated as Maryland's Preeminent Public Urban Research University, Morgan serves an ethnically and culturally diverse population. Morgan is a Carnegie-classified doctoral research institution.

### Enrollment

Morgan's more than 8,500 students come from all 50 states and numerous foreign countries. About 35 percent of all students are from outside Maryland.

### Programs of Study

Academic units include the:

- James H. Gilliam, Jr. College of Liberal Arts
- Clarence M. Mitchell, Jr. School of Engineering
- School of Global Journalism and Communication
- Earl G. Graves School of Business and Management
- School of Graduate Studies
- School of Architecture and Planning
- School of Education and Urban Studies
- School of Computer, Mathematical, and Natural Sciences
- School of Community Health and Policy
- School of Social Work

Students may choose from 49 academic programs that lead to the bachelor's degree, 35 that lead to the master's degree, 16 that lead to the doctoral degree, and one that leads to the post-baccalaureate certificate.

**Undergraduate student-faculty ratio: 18:1**

### Outcomes

Morgan State University is one of Maryland's top producers of African Americans earning the bachelor's degree, particularly in the fields of engineering and the sciences. Nationally, Morgan is among the top five institutions in producing African Americans earning bachelor's degrees in the fields of engineering, architecture, finance, and hospitality management.

An above-average percentage of Morgan State University graduates enter graduate and professional schools.

Morgan ranks among the top four colleges and universities nationally in the number of black graduates who subsequently receive Ph.D. degrees.

Morgan is named on U.S. News & World Report's short list of "Historically Black Colleges Where Students Come Back," with more than 70% of students returning after their first year. Visit [morgan.edu/about/our-history/rankings](http://morgan.edu/about/our-history/rankings) for a complete list of Morgan's Rankings and Recognitions.

Typically, about 41 percent of our graduating seniors report in May that they have found employment, and about 35 percent indicate that they have applied to graduate or professional schools. Of the students seeking to pursue advanced study, 74 percent report that they have applied to programs directly related to their majors at Morgan.

### Honors Program

Our curriculum-based Honors Program offers special academic opportunities, scholarships, and residential communities for high-achieving students. [morgan.edu/honorscollege](http://morgan.edu/honorscollege)

### Activities

Students may choose from more than 100 campus clubs and organizations, including a wide range of music groups, honor societies, professional organizations, student government groups, and fraternities and sororities.

### Army ROTC

Two- and four-year programs are available.

### Athletics

Morgan is a founding member of the Mid-Eastern Athletic Conference (MEAC). All intercollegiate teams compete at the NCAA Division I level, with the exception of football, which participates in Division I-AA. Men's intercollegiate teams include basketball, cross-country, football, tennis, and track and field. Women's intercollegiate teams include basketball, bowling, cross-country, softball, tennis, track and field, and volleyball.

**Intramural activities** include archery, gymnastics, racquetball, soccer, softball, swimming and diving, table tennis, tennis, track and field, volleyball, weight lifting, and wrestling.

### Financial Aid

Need-based and merit-based scholarships, as well as grants, loans, and part-time employment, are available for eligible students.

### Admission

For priority consideration, applications for the Fall semester should be submitted by November 15 of the previous year. Applications for the Spring semester should be submitted by December 1. Other applications will be considered on a space-available basis.

### Campus and Surroundings

The University has the advantages of both suburban life and proximity to an urban center. Built on two slopes, the spacious 140-acre campus is strategically located in the picturesque northeastern section of Baltimore (a city with a population of more than 657,000) and is surrounded by rapidly growing residential communities. The center of the city is easily accessible from the University campus. Take a virtual tour of Morgan's campus at [morgan.edu/campustours](http://morgan.edu/campustours).



## Information about Baltimore

Morgan's campus in northeast Baltimore provides easy access to all the good things the city has to offer: world-class museums, the Baltimore Symphony, great jazz clubs, ethnic festivals, fabulous restaurants, major league sports, shopping, and sightseeing at the Inner Harbor. Students also find great opportunities for internships, community projects, and other off-campus experiences in the city that Chase Econometrics hails as one of the top 10 future employment markets in America.

## Where to Stay

Morgan is located in a pleasant residential neighborhood, nestled among rolling hills in the northeast section of Baltimore. The campus can be reached from hotels in the Inner Harbor area in about 10 minutes. The campus is 10 minutes from lodging in the Towson area and 10–15 minutes from hotels in northern Baltimore County.

## Nondiscrimination and Diversity Statement

It is the policy of Morgan State University that all employees and students should be able to enjoy and work in an educational environment free from discrimination. Discrimination against any person or group of persons on the basis of race, color, national origin, religion, sex, sexual orientation, age, marital status, disability, genetic information, gender identity, or any other protected basis under applicable law is prohibited by the University's Nondiscrimination Policy.

Morgan State University embraces cultural diversity in its broadest sense. Morgan's diversity efforts focus attention on underrepresented racial and ethnic groups who have been marginalized. Additionally, diversity at Morgan encompasses a commitment to enhancing the equity and inclusion of women, those who are economically disadvantaged, and those of different sexual orientations, religions, and abilities. Morgan's mission is to serve a multi-ethnic and multi-racial student body and to help ensure that the benefits

of higher education are enjoyed by a broad segment of the population. Such an environment ensures a supportive atmosphere that promotes student success, enhances Morgan's status as a doctoral research university, and facilitates the University's contribution to community development. Morgan State University serves as an intellectual and creative resource to the community, state, nation, and world. Morgan supports, empowers, and prepares high-quality, diverse graduates to lead the world. A broad diversity of people and ideas are welcomed and supported at Morgan as essential to quality education in a global, interdependent society.

## Division of Enrollment Management and Student Success

The Division of Enrollment Management and Student Success (EMASS) takes a leading role in ensuring that Morgan State University meets its recruitment, retention, degree completion, and overall student success goals. We think strategically, engage in best practices, work collaboratively with internal and external partners, and provide exceptional service to students, faculty, administration, and external stakeholders.

EMASS supports the success of prospective, new, and continuing Morgan State University undergraduate students through its outreach, admissions, summer bridge, transfer, orientation, registration, financial aid, academic advising and support, student retention, and veteran services functions. We are committed to strategically designing, implementing, assessing, and enhancing the services necessary to promote student success from pre-enrollment to graduation. By providing exceptional service to students, the University community, and external stakeholders, we contribute significantly to the University's mission of supporting, empowering, and preparing high-quality diverse graduates to lead the world. EMASS administrators and staff are guided by the principle of PATH. [morgan.edu/emass](http://morgan.edu/emass)

## What to expect from EMASS staff (our PATH):

- P Professionalism.**  
We will treat you with courtesy and respect.
- A Accuracy.**  
We will give you the most accurate information based on our understanding of your particular circumstance.
- T Timeliness.**  
We strive to provide you with same-day service, though this may vary depending on what you need and whether it is a peak time for the office. If we are unable to provide you with same-day service, we will give you an estimated timeframe for resolution of your issue.
- H Helpfulness.**  
We will do our best to help you resolve your concern efficiently and effectively, within the confines of our policies and procedures.

## To provide you with the best service possible, EMASS needs your cooperation in the following (your PATH):

- P Politeness.**  
Treat us as you wish to be treated. We will be polite, respectful, and courteous to you and appreciate you treating us the same.
- A Accountability.**  
You have a responsibility to know and follow University policies, procedures, and deadlines, and to ask questions of the appropriate office if you do not know something. Accept your role and responsibility in resolving your issue.
- T Timeliness.**  
Many problems can be avoided by paying attention to published deadlines, and by not waiting until the last minute to try to address issues of concern. A great way to keep informed about upcoming deadlines is to check your Morgan email regularly.
- H Honesty.**  
Tell us the complete story. Our ability to assist you depends on you giving us an accurate, comprehensive understanding of your issue.

# First Year: The Academic Transition



## THE BASICS

**After all is said and done, college is about developing students' academic and social skills and abilities, with the goal of producing well-rounded, well-informed global citizens who are well-prepared for employment, graduate school, and life.**

The high school transcript and test scores may or may not reflect your Morganite's potential. You may find that your student will perform about the same as in high school, better than in high school, or take a couple of semesters to hit their stride. Here are some basic terms you should know:

### | Final High School Transcript

An admission decision is contingent on successful completion of any courses in progress or that were planned to be taken prior to entry to Morgan. Admitted freshmen should have their final high school transcripts sent to the Office of Undergraduate Admission & Recruitment by August 1. Transcripts from any post-secondary institutions that may have been attended during high school, or after high school graduation, must be sent to the Office of Undergraduate Admission & Recruitment.

### | Major and School

Each student has a major (unless undeclared) and that major is in a department within a school. Please refer to [morgan.edu/academics/undergraduate-studies/undergraduate-programs](http://morgan.edu/academics/undergraduate-studies/undergraduate-programs).

### | WebSIS

WebSIS is a user-friendly online tool that allows students to manage personal and academic information. Students use WebSIS to register for classes, access mid-term and final grades, generate unofficial academic transcripts, view financial aid awards, and pay bills online.

### | Morgan Email

Morgan uses the Google Suite. We issue all students and employees Google Accounts. All students and employees are required to use a valid Morgan email account to send and receive official information and

notices. The University sends important information including financial aid and billing notices to a student's Morgan email address, so it is important that your student checks their Morgan email regularly. Visit [morgan.edu/technologyfaq](http://morgan.edu/technologyfaq) for more information. Technical problems should be directed to the IT Service Desk: (443) 885-4357 or [ServiceDesk@morgan.edu](mailto:ServiceDesk@morgan.edu).

### | Orientation, Advising, and Registration

First-time, first-year students report for orientation, advising, and registration in the school where their major resides on the third day of their ACCESS Orientation Program week. Using placement test results as a guide, assigned advisors help develop the student's course schedule and approve the schedule; students register for the approved schedule online using WebSIS.

### | Canvas

Canvas is Morgan's Learning Management System (LMS). It is a web-based software that allows students to access course material, submit assignments, take tests, and interact with their classmates and instructor online.

### | GPA

Grade point average is based on a 4.0 system. Students must maintain a 2.0 GPA to remain in good academic standing.

### | Satisfactory Academic Performance (SAP)

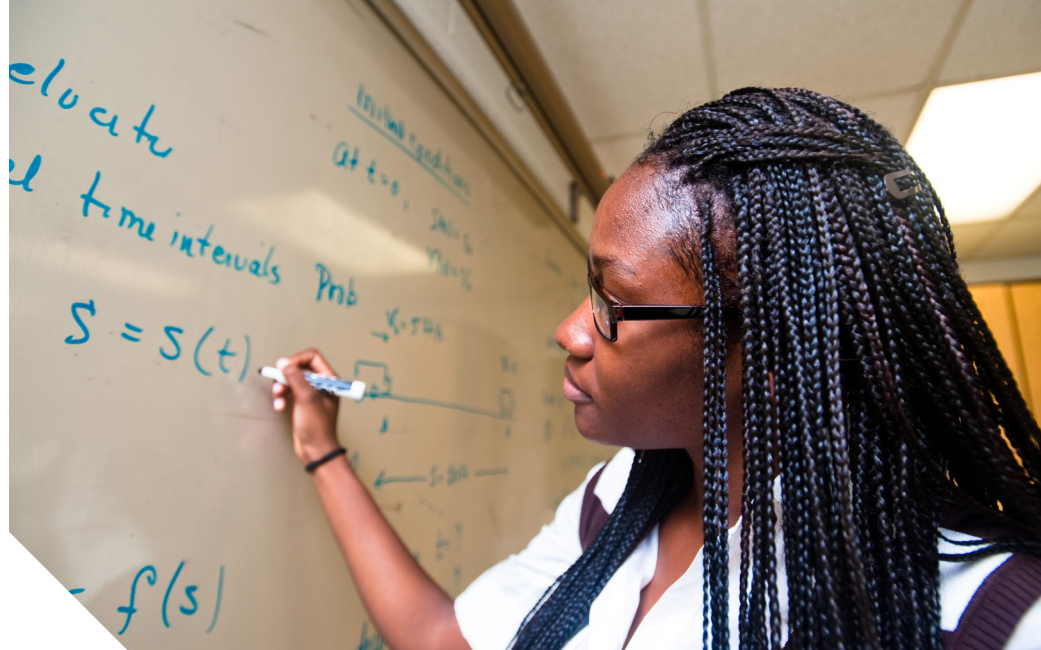
SAP must be attained by each student to be in good academic standing and continue at the University. A student with a GPA less than 2.0 may find themselves on academic probation or suspension from the University.

### | Academic Calendar

The Academic Calendar is the official university schedule of important events and dates related to academic work. The Academic Calendar is found online at [morgan.edu/academic-calendar](http://morgan.edu/academic-calendar).

### | Academic Tools

Calculators, a personal desktop computer or laptop, flash drives, books, a calendar or PDA, etc. are all basic equipment students need to do their work.







## IT'S NOT HIGH SCHOOL ANYMORE

College is not like high school. Understanding and appreciating this difference takes time. It is probably the hardest transition your Morganite will make. What are the main differences students may encounter?

### High school principals vs. college deans:

Unlike high school, where there is only one principal or chief administrator, universities have a dean for every college or school within a university. A dean is a person with significant authority over a specific academic unit, college, or school, or over a specific area of concern, or both. When college students experience challenges with their courses or with faculty, they should seek help from the faculty member first, the department chairperson second, and then their dean.

### High school classes vs. college classes:

College classes are all over the campus; they typically meet one, two, or three times a week. Teamwork and projects often supplement individual work; assignments, homework, and tests may be submitted electronically via Canvas ([morgan.edu/canvas](http://morgan.edu/canvas)). Tutoring and study groups are a must!

### High school teachers vs. college professors:

College professors expect students to do their work, meet all

deadlines, and complete assignments as outlined in the course syllabus. College professors have high expectations for academic work and habits; they are normally seen during scheduled office hours. College professors may be culturally more diverse than high school teachers.

### High school assessment vs. college assessment:

In college, evaluation of academic work and what students must do to earn a grade for each course is outlined in a course syllabus, which includes assignments, timelines, and due dates. Tests, exams, papers, and other opportunities for assessment are fewer than in high school, and more spaced out. A student's ability to know how they are doing in class is important.

### High school workload vs. college workload:

The college workload is double or even triple the high school workload; there is significantly more reading and writing. Absolutely more study hours are required to master the subject matter; specificity and detail are required.

# Transfer Student Resources



Looking for an exciting and welcoming university, a diverse student body, and generous transfer credit policies? Let us help your student with their transfer journey.

We care about smooth transitions to Morgan State University, and we understand how important it is that credits transfer. The **Office of the Registrar** houses the **Transfer Evaluation and Articulation (TEA)** unit, which is a vital and important educational and career resource center not only for students but also for faculty, staff, and the community. The TEA team works to assist transfer students as they transition to university life and to prepare them to map out their academic future.

The Transfer Evaluation and Articulation unit provides credit evaluation, support services, and resources to prospective and current students. Our staff is trained specifically to meet the needs of transfer students after they have applied and been accepted for admission by the University and as they pursue a degree. The Transfer Evaluation and Articulation unit makes determinations regarding the applicability of all transfer credit including military credit, Advanced Placement, International Baccalaureate, and CLEP examination credits. The Transfer Evaluation and Articulation unit can be contacted at [transfer-evaluation@morgan.edu](mailto:transfer-evaluation@morgan.edu) or (443) 885-3300.

The **Office of Transfer Student Programming (TSP)** is designed to assist transfer students as they transition to university life. TSP hosts a virtual transfer student orientation that becomes a vital and important support services resource from matriculation to graduation. TSP is also home to the Delta Gamma Chapter of Tau Sigma National Honor Society. An invitation-only organization, Tau Sigma is headquartered at Auburn University (in Auburn, Alabama) and is an exclusive organization for high-achieving transfer students. Morgan's Delta Gamma Chapter is the 99th in the United States and the first HBCU in the state of Maryland to be awarded a charter. Additionally, TSP is responsible for programmatic coordination of transfer-related projects, and is home to alternative admission programs, including the Connect Program.

Contact TSP at [tsp@morgan.edu](mailto:tsp@morgan.edu) or by calling (443) 885-3711.



# Money Matters



**C**ollege costs money, regardless of who is paying for it (parents, separated parents, student, relatives, scholarship/loan grant, and/or employer). There is a juncture where academics and the cost of attendance meet. This is where the rubber meets the road!

Tuition and Fees/Room and Board are the basic costs for sitting in a classroom, sleeping, and eating. Costs are different for Maryland residents and non-residents. See tuition and fees at [morgan.edu/tuitionandfees](http://morgan.edu/tuitionandfees).

Other expenses (not included in tuition and fees) that should be considered when calculating the cost of attendance include books, supplies, and equipment.

**Note:** The bill is emailed to your student, not to you. Your student can also view their bill (student account) on WebSIS.

## Billing and Payment

Once a student registers for classes, a fee assessment (bill) is generated. A full payment or payment arrangements must be made by a specific date determined by the Office of the Bursar (Billing). Students' bills are paid through direct cash/credit payments, a financial aid package, or a combination thereof to the Office of the Bursar, which is responsible for billing and collecting payments. Demonstrating the ability to pay and making financial arrangements by the required deadline is the single most important step to follow in order to keep your student in class and with meals and a place to lay their head.

**STAY ON  
TOP OF  
EVERYTHING,  
INCLUDING  
YOUR  
MONEY.**



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## Paying the Bill

We recommend having a family conversation regarding money matters, particularly bill payment. Some questions to ask and answer:

- What is the short term/long term cost of education?
- How much money does the family have available to support education over the long term?
- What is each person's role in contributing to the cost of education?
- Who will manage and monitor the payment process?

### Free Application for Federal Student Aid (FAFSA)

The FAFSA is the federal application for financial aid to be completed by a prospective or currently enrolled student. The application is also used to verify the need for aid from other sources such as scholarships and loans. Each U.S. citizen or permanent resident is required to file a FAFSA to be considered for any aid.

Each year, starting October 1st, you and your student can begin to update the FAFSA for the next academic year. The FAFSA generates a Student Aid Report (SAR) which is downloaded to a university at the request of the applicant. Application deadlines for your state may be different from the federal deadlines. For more information about FAFSA and application deadlines, please go to [studentaid.gov/h/apply-for-aid/fafsa](https://studentaid.gov/h/apply-for-aid/fafsa).

### Financial Aid and Financial Aid Counselor

The Office of Financial Aid is responsible for the administration of all student financial aid programs such as federal loans and grants, institutional scholarships, and federal work-study employment programs. Once the FAFSA is completed and the SAR is downloaded to the University, the student is assigned a Financial Aid Counselor. Financial aid awards (whatever the source) are posted on WebSIS and students must accept or decline loans and submit their decision.

Student must make Satisfactory Academic Progress (SAP) to maintain their financial aid eligibility. To meet SAP requirements, students must pass a minimum of 67% of their attempted credits. For any questions about Financial Aid, please go to Montebello Complex A-203 or call (443) 885-3170.



## Parents' Rights: What Is FERPA?

**S**tudent education records are considered confidential and may not be released without the written consent of the student.

University faculty and staff have a responsibility and obligation to protect student education records in their possession. Access to student data is restricted to individuals who need this information for legitimate educational purposes.

Securing a student's educational records is a top priority. While recognizing a parent's wish to know about academic and disciplinary performance, the University respects the need for privacy in accordance with the Family Educational Rights and Privacy Act (FERPA), also known as the Buckley Amendment.

FERPA is a federal law that protects the privacy of a student's academic records. In compliance with this regulation, in order for a parent to receive confidential information regarding their son or daughter, a student must complete and sign a release form authorizing the release of such information. For more information about FERPA at Morgan, please contact the Registrar in the Office of Records and Registration at (443) 885-3300.



# Student Disability Support Services (SDSS)

In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, Morgan State University is committed to providing equal access and opportunities to student with disabilities.

If your student requires reasonable accommodations for access to programming on campus, please have your student contact SDSS following admittance to the University. Students with documented disabilities must complete the Intake Form found on [morgan.edu/sdss](http://morgan.edu/sdss) and submit recent documentation of their disability. Documentation must be completed by a treating provider or an

otherwise qualified diagnostician. Once SDSS has reviewed the documents, students will be asked to meet as part of the interactive process to determine reasonable accommodations. Accommodations are then listed in an Accommodation Memo that students are responsible for updating and providing to each of their professors every semester. For questions, please email [SDSS@morgan.edu](mailto:SDSS@morgan.edu).

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# Student Engagement, Involvement, and Behavior

**M**organ State University is an excellent place for academic and intellectual growth. A wide range of co-curricular activities provide Morgan students with diverse opportunities to engage with faculty, enhance the classroom experience, expand the mind, develop leadership skills, and contribute to the greater good.

Morgan students choose activities based on their interests and career path. Participation promotes a sense of service and civic responsibility that we expect to continue after students graduate from the University.

Morgan students are expected to act with dignity and integrity at all times, in ways that reflect positively on themselves, their family, and the University. Although the freedom and independence experienced during the first year offer many behavior

options, it should be noted that each option comes with consequences. The Student Code of Conduct is a guide for behavior in all instances — academic, personal, and social — and should be read and understood by students and their families. Infractions lead to adjudication that could lead to suspension or expulsion and should be avoided at all costs. For more information about the Student Code of Conduct, please go to [morgan.edu/studentconduct](http://morgan.edu/studentconduct).

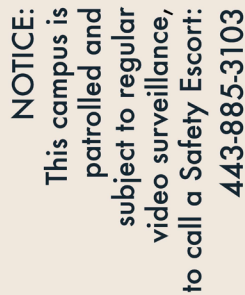
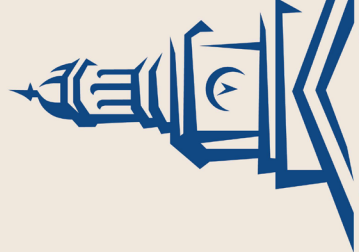


## The Office of Student Activities

The mission of the Office of Student Life and Development (OSLD) is to foster an environment of inclusiveness that encompasses co-curricular experiences, special events, fraternity and sorority life, weekend life experience, excursions and trainings. OSLD aims to provide a learning environment that promotes academic excellence, leadership development, and personal growth in students. This includes, but is not limited to, an appreciation of intellectual and ethical values. Its primary goals are to assist individual students and student organizations in the creation,

implementation and evaluation of social, educational, cultural, and recreational programs, to foster leadership development skills, and to promote community activism. There are more than 90 student organizations to join at Morgan, including the Student Government Association; 19 fraternities, sororities and social fellowships; and the student newspaper and yearbook staffs. Annual events such as Back to School Week, the Student Organizations Fun Fair, Homecoming, and I Love Morgan Day are only a few of the many activities that make Morgan State University an exciting place to be. Find out more by visiting [morgan.edu/studentlife](http://morgan.edu/studentlife).







# Health, Wellness, and Safety

**A**s a parent, you have every right to be concerned about your student's health, wellness, and safety at Morgan State University. A healthy mind and body are essential for good academic performance.

## Health Services

Encourage your student to practice healthy eating habits, exercise, and make time for rest and relaxation. Stress, climate change, nutritional choices, and lack of exercise or rest can affect the body. Each provides a distraction from good academic performance. The Harriet A. Woodford Health Center (UHC) is a valuable resource for your student. The Health Center provides information about basic health and medical care.

To receive treatment in the UHC and acquire housing on campus, students submit a completed Health Entrance Form to the UHC. The Health Entrance Form indicates all required immunizations and addresses additional health requirements. For more information related to health services, please contact the UHC at (443) 885-3236. Required health and immunization forms may be accessed online: [morgan.edu/healthcenter](http://morgan.edu/healthcenter).

## MSU's Student Health Insurance Plan

Morgan State University is pleased to offer our students and their families a Student Health Insurance Plan (SHIP) that complies

with the student insurance requirements under the Patient Protection and Affordable Care Act. All full-time undergraduate students taking 12 or more credits and J-1 Visa Exchange Students and Scholars are automatically enrolled and billed each semester for the SHIP when registered.

Part-time students and graduate students are eligible to enroll in this insurance plan. Graduate students completing their thesis are also eligible to enroll on a voluntary basis. The UHC serves as the primary care provider (PCP) and first stop for health care needs while students are enrolled at Morgan. Through the student health insurance plan, students are covered throughout the school year, even when they travel home or to another country.

If students are already covered by health insurance (e.g., through family plans or employer-sponsored plans), you may decline the Morgan State University sponsored Student Health Insurance Plan by completing the online waiver form. For detailed information about the waiver process, go to Morgan's website and look for the "Student Insurance Waiver" heading.

## Police and Public Safety

The Police and Public Safety Department is responsible for maintaining a secure campus and protecting the university population. Morgan is an open campus and common sense should prevail. For emergencies, the campus has an Emergency Operations Plan and a Mobile Alert Text Messaging System. Sign up on the university website at [morgan.edu/mobilealerts](http://morgan.edu/mobilealerts). For more information about the Police and Public Safety Department, please contact (443) 885-3103.

### Crime prevention objectives at Morgan State University:

- Heighten crime and drug abuse prevention awareness
- Generate support and participation in campus anti-crime efforts
- Strengthen campus spirit and police/community relations
- Send a message to criminals that our campus community is organized to fight back

## Foot Patrol

Morgan State University Police and Public Safety assign police officers to foot patrol. The purpose of the foot patrol is to provide visible police presence to the areas on the campus where vehicles cannot patrol. It is an essential tactic to deter criminal activity and have the campus community feel safe, knowing that they are under a watchful eye.

## Segway Patrol

Segways are single-person transporters that allow officers in foot-patrol environments to cover more ground in less time and not lose the face-to-face contact that foot patrol provides. Officers using these vehicles can also carry considerably more equipment than they could if on foot, or even on a bicycle. An officer on a Segway has a height advantage of almost a foot. This allows for much better observation and the ability to spot trouble.

## Bicycle and Motorized Patrols

Morgan State University has several motorized patrol units which patrol the campus and university housing areas and respond to criminal incidents. They patrol the campus community aggressively to deter criminal incidents and assist all within our campus community. The Bicycle Patrol is a proactive crime prevention patrol program established as part of the department's commitment to community-based policing. The Bicycle Patrol Unit provides a visible public safety presence to Morgan State University. It has become a valuable tool in patrolling because of its swift response to incidents and its ability to deter crime. As a result of the implementation of this unit, more personal contact between the public safety officers and the community has developed.

### Crime prevention tips:

- Be aware of your surroundings and walk in well-lit areas
- Have keys readily in hand when going to vehicles
- Scan inside, under, and around vehicles on approach
- Travel in groups
- Report all suspicious persons and/or activity immediately to the Morgan State University Police Department

## Morgan Police

If you need the assistance of the Morgan Police at any time, 24 hours per day, please call (443) 885-3103.

# Campus Resources

<b>Student Information Line</b> .....	(443) 885-8500
<b>Admission &amp; Recruitment</b> .....	(443) 885-3000
<b>Bursar's Office</b> Tyler Hall, Wing 211 .....	(443) 885-3108
<b>Center for Academic Success and Achievement (CASA)</b> (Tutoring and Advisors for Undeclared Majors), Tyler Hall 117 .....	(443) 885-3380
<b>Center for Career Development</b> Tyler Hall, Suite 307 .....	(443) 885-3110
<b>Counseling Center</b> Holmes Hall, Room 326 .....	(443) 885-3130
<b>Disability Support Services</b> Earl S. Richardson Library, Room 127A .....	(443) 885-1719
<b>Financial Aid</b> Tyler Hall, Suite 206 .....	(443) 885-3170
<b>Health Services</b> .....	(443) 885-3236
<b>Office of Diversity and EEO</b> Truth Hall, Room 103 .....	(443) 885-3559
<b>Office of Student Success and Retention</b> Tyler Hall, Suite 116 .....	(443) 885-3651
<b>Office of the Registrar</b> .....	(443) 885-3300
<b>Office of Transfer Student Programing</b> .....	(443) 885-3711
<b>Police and Public Safety</b> .....	(443) 885-3100
<b>Residence Life &amp; Housing</b> Tubman Hall, Room 114 .....	(443) 885-3217
<b>Transfer Evaluation and Articulation</b> .....	(443) 885-3300



## Books

There are many books on the transition from high school to college and quite a few written for parents. We recommend the following to help you understand the issues parents and students face during the first year:

Coburn, Karen L. and Madge Lawrence Treeger. *Letting Go: A Parents' Guide to College Years*. (Sixth edition, 2016)

Cohen, Harlan. *The Naked Roommate: For Parents Only*. (2012)

Johnson, Helen E. and Christine S. Miller. *Don't Tell Me What to Do, Just Send Money: The Essential Parenting Guide to the College Years*. (Second edition, 2011)

The Princeton Review and Kalman Chany. *Paying for College: Everything You Need to Maximize Financial Aid and Afford College*. (2018)

Savage, Marjorie. *You're On Your Own (But I'm Here if You Need Me): Mentoring Your Child During the College Years*. (Revised edition, 2009)

## Websites

[morgan.edu](http://morgan.edu): Your best resource for everything Morgan, including a complete directory with phone numbers, the University Catalog, Academic Calendar, WebSIS and Morgan email access.

[collegeparentcentral.com](http://collegeparentcentral.com): College Parent Central offers articles about campus life and issues.

[ecampustours.com](http://ecampustours.com): ECampus Tours is a college website with tips for students, parents, and educators. It includes articles on campus life and the transition.

[fafsa.gov](http://fafsa.gov): The Free Application for Federal Student Aid (FAFSA) online application is available here.

[fastweb.com](http://fastweb.com): Fastweb is an all-purpose website for college parents and students that includes the largest online database of college scholarships.

[collegiateparent.com](http://collegiateparent.com): CollegiateParent has the information you need to help your student succeed.



# Let Go!

## *Support, Coach, and Mentor Your Morganite*

**Y**our Morganite is about to begin an exciting time in life — a time of joy, discovery, and perhaps a few disappointments. You may even experience the same happiness and disappointments secondhand. We want you to survive the first year and hope these tips prepare you for some predictable first-year issues.

### 10 TIPS

#### 1 Allow time to get adjusted

The first few days/weeks of school require many adjustments to new situations as well as concentration on the academic transition from high school to college. Believe it — they are missing home at the same time they are adjusting to cultural, academic, and social change. You can help if you write. Send a card or letter letting them know you're going through a period of adjustment as well. Better yet, use the available technology (email, text messaging) or whatever works best for you. A care package loaded with their favorite treats will let them know how much you love them and are thinking about them.

#### 2 Ask questions

Of course, you want to know how things are going. Believe this, it won't hurt to ask. Let them know you are interested in what's going on with them. Be a good listener and point them to useful resources.

#### 3 Expect change to occur gradually and be patient

Maturing takes time. Give old habits a chance to weed out and new ones a chance to develop as your Morganite finds out what works best for them.

#### 4 Don't worry (too much) about "nothing is going right, I hate this place, I want to come home" phone calls, letters, emails or text messages

Let them get it off their chest, but try to find out what's really bugging them and why. Ask about rest, relaxation, and recreation opportunities and about the things they do in their spare time that they enjoy. Suggest ways they can integrate those things into college life. Encourage them to stay on campus on the weekends so they can really experience college life. Let college grow on them. Know what resources are available to help if they hit a snag and whom to call if the going gets too rough. Encourage them to seek out the services Morgan has to offer. A friendly reminder about the services discussed at ACCESS Orientation would be great!

#### 5 Visit

Yes, you want to see them, and they want to see you. Visits by parents are another of the first-year events that freshmen are reluctant to admit liking but appreciate greatly. Spur-of-the-moment "surprise visits" usually are not appreciated, so give advance notice. They will want to impress you about how clean they keep their room.

#### 6 Give them a sense of security

Help provide the tools they need. College costs money, so secure their finances and help them pay their bills on time. They will also need money for everything from books, to flash drives, to snacks or the movies and laundry. Establish a bank account, cash card system, and definitely put them on a budget. Have health insurance and a process in place for a health emergency.

#### 7 Give them their space!

Your Morganite will be growing into independence. When they come home for the holidays, allow them to share their time with family and to catch up with old friends. After dorm food, they will truly appreciate meals at home.

#### 8 Connect with the University

Morgan is your friend. Establish contacts in various offices that can provide appropriate information and help your student when needed. Attend Homecoming in the fall. Give thanks when you get help; you may need it again!

#### 9 Most importantly, trust them

You know in your heart that you have done everything in your power to raise your student well. They won't forget you or what you have taught them. Independence will come through the freedom of experience, not instruction. Mistakes will occur. Let mistakes be a learning experience.

#### 10 Relax, let go, and let Morgan!

# Office of Student Success and Retention



## Are you wondering what “student retention” is? And, more importantly, what difference it makes in the academic lives of Morgan students?

Quite simply, Morgan State University Student Success and Retention staff are advisors, teachers, coaches, and sometimes “cheerleaders” providing needed words of support and encouragement. The MSU Student Success and Retention team does everything possible to ensure student success and achievement.

Some students, particularly new students, may not know where to turn when they are having academic difficulties. Other times, outside forces unrelated to campus life can create stress and problems that make studying all but impossible. Some students respond to stress by dropping out or losing focus in their work. Often, capable students are lost in the maze of difficulty that comes with succeeding in college. Having someone “coach” them through a difficult time can mean the difference between failing or passing, “dropping out” or persisting to graduation.

Morgan has an excellent reputation for offering a nurturing environment to students. We strive to ensure that students admitted to Morgan successfully graduate from Morgan.

The Office of Student Success and Retention (OSSR) ensures improvement in student retention and increased persistence to graduation by focusing on academic success and achievement through early intervention and systematic tracking of all undergraduate students. The OSSR collaborates with the Office of Financial Aid to reduce attrition related to students’ ability to pay for college and maintain their funding. This is a serious issue, considering that approximately 90% of Morgan’s students receive some type of financial assistance.

The OSSR also sponsors and coordinates various campus-wide programs and works in collaboration with the major academic units of the University. The schools’ student success and retention programs are coordinated centrally to ensure that campus-wide goals are met. But, beyond that, each school develops unique retention strategies.

### Here are several of the Campus-Wide Retention Initiatives:

- **Summer Programs for Freshmen** — Facilitating the ACCESS Orientation Program; mandatory for freshmen
- **Placement Testing (ALEKS)** — Proctoring, scoring, and disseminating more than 2,000 tests per academic year
- **Academic Advisement for First-time Freshmen** — Summer and the first year of matriculation
- **Mid-term grades of “D” or “F”** — Monitoring and intervening with students to prevent final grades of “D” or “F”
- **Academic Improvement Mandate (AIM) Program** — Providing support, coaching, motivation, and academic counseling to undergraduate students and monitoring of students on academic probation to restore satisfactory academic progress
- **Alumni Mentoring Program** — Pairing freshmen with alumni volunteers to foster networking
- **Reclamation Project** — Providing support and grants to students in good academic standing who have dropped out but are still within their six-year graduation window
- **Financial Literacy** — Providing a financial education curriculum designed to enhance students’ financial skills
- **Financial Aid Probation** — Working to reduce the number of students who are ineligible to receive financial aid
- **Starfish Early Alert and Response System** — Assisting faculty with intervention for students performing below expectations
- **Parents’ 411 Newsletter** — Mailing to the permanent address of all undergraduate students each semester
- **Peer Tutoring/Mentoring** — Coordinating programs in the academic schools/departments

Specific measures are used on an annual basis to evaluate every program and initiative sponsored by the Office of Student Success and Retention. The overall results show that when students participate in targeted retention programs and initiatives, they earn higher GPAs and have higher retention and graduation rates. For more information about the programs and initiatives offered by the Office of Student Success and Retention, please visit our website: [morgan.edu/retention](http://morgan.edu/retention).



# Beyond Financial Aid



## What Is BFA?

Beyond Financial Aid (BFA) is a toolkit designed by the Lumina Foundation to help institutions close attainment gaps for low-income students. BFA expands the concept of “financial supports” for college beyond grants, scholarships, and loans and describes six college-tested strategies for helping low-income students overcome the significant challenges created by limited resources.

BFA is designed to readily provide Morganites with access to community, regional, and state sponsored resources, programs, and offices which they may find useful in providing supplemental financial and social support in an array of areas which go beyond the norms of financial aid. Whether there's a need for transportation, public assistance, veterans' services, health concerns, food services, or other social needs, circumstances often arise that can't be addressed via traditional financial aid. The focus of BFA is to promote a positive, relentless determination to succeed.

## Three guiding principles for BFA:

- 1 A large and growing number of postsecondary students face challenges created by limited resources.
- 2 When institutions structure and offer all types of financial aid (including non-traditional supports) in a coherent and consumable way, students will persist longer and graduate at higher rates.
- 3 Providing these supports in an intentional way is not an impossible dream.

For more information,  
visit the BFA website  
[morgan.edu/bfa](https://morgan.edu/bfa).



## Career Planning Tips for Parents

Recommendations from the Center  
for Career Development (CCD)

Career planning is a lifelong process of defining and working to achieve career goals. As parents and family members, you have the opportunity to play an integral role in your student's career development process.

Your student will grow in many ways while at Morgan State University, and some of the biggest decisions they will face relate to what they do with their time here and how they will prepare for what comes next. The Center for Career Development is here to assist your student with all aspects of career planning — including self-assessment, career exploration, gaining real-world experience via internships, job search assistance, and graduate school planning. Together we can make their dream job a reality.

## Career Assessments

Whether students are choosing a major, planning ahead for their first career, or thinking about making a career change, [MyPlan.com](https://myplan.com) can help students explore options and bring clarity and insight into figuring out what's right for them. [MyPlan.com](https://myplan.com) integrates self-assessment with in-depth career information. Highlights include career assessments (Personality, Interests, Values), career profiles, a salary calculator, a video library, and much more.

Take some time to review this information and encourage your student to take advantage of our services; insist that they start early: [morgan.edu/careerdevelopment](https://morgan.edu/careerdevelopment).



### Internships

Recent studies indicate that internships are the primary way employers identify entry-level employees. Therefore, it is imperative for today's college students to participate in multiple internships. An internship connects the abstract theories learned in the classroom with the world of work. It allows students to "test" out the career to confirm it is a good fit for them. Internships also enhance their resume, making them more competitive for today's job market.

### Connect With Employers

The CCD hosts three major events each year to bring students and employers face to face to explore opportunities for career employment as well as internships. Encourage your student to attend and ensure they have appropriate business attire to make a great first impression. Business suits in conservative colors with dress shoes should be a part of every college student's wardrobe. The Dress for Success Closet (located in the CCD) provides donated professional clothing for those students without appropriate attire.

### eBear

Students do not have to confine their job search to generic job search engines; encourage them to get an eBear account. Students can use our online database (eBear) to search for part-time jobs and internship opportunities and to learn about upcoming career fairs, employer information sessions, career development workshops, and more!

### Start Early!

Career Counselors/Advisors can meet with students one-on-one to discuss/ formulate career plans, review resumes and cover letters, learn job search strategies, practice interview skills, investigate career options, find internships and jobs, and plan for graduate school. The staff is available for assistance on a walk-in basis or by appointment. Whether they are a first-year or transfer student trying to decide a career, someone looking for hands-on experience, or an alumnus navigating a career transition, the CCD is here to assist.



## Helpful Hints from the Office of Residence Life & Housing

**R**esidency on campus is voluntary and there is no requirement for freshmen or other students to live on campus. However, all newly enrolled students who live on campus in the residence halls must participate in a University dining plan.

Housing at MSU is not guaranteed, and we suggest that new students apply for housing as early as possible. Please be advised that acceptance of your student's housing application and the required non-refundable fee of \$200 is not a guarantee of a room assignment.

Housing assignments for new students are processed in July and are emailed to your student's MSU email address before they arrive on campus for the fall semester (no later than August 1). It is your student's responsibility to activate and regularly

check their MSU email account and to keep the Office of Residence Life and Housing (ORLH) informed of their correct email address.

A residence hall assignment cannot be confirmed until satisfactory financial arrangements are made to cover the entire cost of your student's tuition, fees, and room and board for the fall semester. Please see our webpage at [morgan.edu/residencelife](http://morgan.edu/residencelife) for detailed instructions and information.



# THE CHECKLIST

## for Living On Campus at MSU

*Is your student ready to live on campus?*

**YES!**

*Complete this checklist with them to be sure:*

- ☐ We have read about the University Residence Halls online, including the contract.
- ☐ We have considered our finances and have read the rate information.
- ☐ We have logged onto [morgan.edu/residencelife](https://morgan.edu/residencelife) to complete the housing process by completing the application and paying the \$200 non-refundable application fee.
- ☐ We understand that the University Residence Halls are owned and operated by Morgan State University.
- ☐ We are no longer interested in exploring other housing options in the Baltimore area.
- ☐ We have read the cancellation policy and understand that a student can be released from a housing contract only if they submit a cancellation within the designated cancellation time frame.
- ☐ I realize that if my student signs and submits a Housing Application and the non-refundable fee, they (and the co-signer, if applicable) will have a legally binding agreement subject to the terms and conditions of the contract. If the student is under 18 years old, the housing application must also be co-signed by a parent or legal guardian, and that a signature forms a binding legal contract.
- ☐ I want my student to live in University Residence Halls — the choice most new students make each year!







# MSU Counseling Center Tips for Parents

**E**ven when you're not seeing your son or daughter regularly, many parents can hear a difference in the way they sound on the phone — changes in mood, energy, or tone of voice.

The Counseling Center is available to help with your concerns about your son or daughter through the process of consultation. During a consultation with a member of our staff, usually by phone, we listen to your concerns and offer advice or recommendations about what you can do. Generally, we assist you in working further with your student rather than contacting your student ourselves. In doing so, we are respecting your Morganite's right to privacy and self-determination in seeking psychological assistance.

## Change Is Normal

Your son or daughter will change over the next four years. Sometimes it is a gradual change and other times it feels as if it happens overnight. You might begin to notice changes in their vocational, social, or personal choices in behaviors. The person who has been interested in pursuing a

career in medicine their entire childhood might suddenly develop an interest in the arts. As they transition into adulthood, your student becomes more independent and more competent in new areas.

## When To Consider A Consultation

Look for significant changes in your student's behavior, including appearance, lower academic functioning, and level of energy or interest. Dramatic changes in mood or behaviors such as withdrawing from social activities, unusual agitation, increased use of alcohol or drugs, missing a lot of classes, or unexplained outbursts or crying spells might all be indicators of a mental health concern. Explicit references to suicide or negative thoughts (e.g. "What is the point of being here") might also necessitate a consultation with the counseling center.

## How To Bring It Up

If your student appears troubled but does not tell you so, you can broach the subject in a caring, supportive way. It's often a relief to know that people they care about notice what's going on.

## Some Suggestions For Starting A Conversation:

I'm concerned about you. I've noticed you have been looking (or sounding) tired and you seem as if there's a lot on your mind lately. Would you like to talk about how things are going for you?

You mentioned that you've been missing classes lately, and that can set you back a lot. I'm bringing this up because I care about you. Is there anything going on that is getting in your way?

I'm concerned about how you are doing. Your grades are lower than usual this semester. Is there something that's keeping you from studying or learning?

## How To Talk About It

Whether you broach the topic or another student does, it is often very helpful to talk about a concern to the extent you feel comfortable. Make sure to have privacy and some time without interruption.

## Tips For Empathic Listening:

- Listen, listen, listen...let your student tell their story without interrupting.
- Don't try to solve a problem too quickly with advice or reassurance.
- Let your student express emotion (often it has been building up or bottled up).
- Let your student know it is all right to talk to you about personal concerns.
- Avoid questions that can seem like blame or judgment.
- Show that the situation is one many others have dealt with (if that is true).
- Ask if your student has found anything that helps with the problem.

## Be prepared for all possible reactions.

Your son or daughter may not react to your concern in a positive way. They may deny the possibility that they could benefit from counseling, become angry, or be unready to seek help.

## Don't take a negative reaction personally.

Don't be pushy, but let them know that you will be available for them if they decide to get help. It may be helpful to ask what, specifically, is stopping them from getting treatment.

## Referring To The Counseling Center

Some students will be reluctant to contact the Counseling Center. You can address this reluctance by letting your student know that hundreds of students use the Counseling Center every year and counseling is a part of general health care, with a focus on emotional and interpersonal satisfaction. It helps people to hear that seeking counseling is not a sign of weakness, "craziness," or an inability to handle one's own problems, but rather a sign of strength in seeking out resources. Remind your son or daughter that services are confidential and free. You can give your student:

- Counseling Center brochure (call our office if you would like a copy)
- Counseling Center phone number: [\(443\) 885-3130](tel:4438853130).
- Your student can also utilize our walk-in hours, Monday-Friday from 10 a.m.-3 p.m.

Take a look at our website so that you can be familiar with our services and comfortably tell your student about us: [morgan.edu/counselingcenter](http://morgan.edu/counselingcenter) or go to the Morgan webpage and type "counseling" into the search box.



# The Center for Academic Success and Achievement

**T**he Center for Academic Success and Achievement (CASA) exists primarily to promote and to enhance the academic and personal development of all Morgan State University students through professional academic advisement, peer tutoring, and a range of services to reach students where they are and provide a bridge to where they want or need to be academically and socially.

## Academic Advisement

Academic advising is a strategy for improved student persistence and retention. The Center for Academic Success and Achievement houses a team of professional academic advisors who serve as a critical link in the retention of students at the University. Professional academic advisors assist students in defining and reaching educational and developmental goals.

## CASA Resource/Tutoring Center

The CASA Resource Center provides an intellectual learning environment and is open to all Morgan State University students. In the Resource Center, Morgan students can utilize a wide array of services including personalized study skills management, access to computer printing and academic-related internet research, study space, and one-on-one tutoring. [morgan.edu/tutoring](http://morgan.edu/tutoring)

## Tutoring Services

The Center offers a structured, comprehensive peer tutoring program and services for all students attending Morgan State University. The dedicated staff of peer tutors serves as an invaluable resource for students as a supplement to classroom and lab instruction, enabling them to achieve academic success and develop lifelong learning skills. The Resource/Tutoring Center is located in the Tyler Hall, room 117.

## CASA Hours

The Center is open from 9 a.m.–5 p.m. Monday through Friday.

## CASA Appointments

Appointments for tutoring can be made online at [booking.appointy.com/casatutoring](http://booking.appointy.com/casatutoring). Appointments can be in-person or virtual.



# Second Year Experience

**T**he Center for Academic Success and Achievement (CASA) is responsible for the Second Year Experience (SYEJ) Program which is designed to engage all first-year students returning to Morgan State for their second year in out-of-classroom (experiential) learning opportunities to enhance their career readiness skills.

By engaging in experiential learning opportunities such as internships, job shadowing, campus-to-career field trips, and study abroad, students are able to acquire the soft skills employers desire. Soft skills include communication, self-motivation, leadership, responsibility, teamwork, problem-solving, negotiation and conflict, and time management.

All second year students are assigned an SYE Coach to assist with matching students with the most appropriate experiential learning opportunities. Student participation is documented through the completion of an Experiential Learning Plan (ELP) developed by the student with the support of their SYE Coach.

For more information about the SYE Program, please visit [morgan.edu/sye](http://morgan.edu/sye).

# The Clara I. Adams Honors College

## Mission

The mission of the Honors College is to recruit, retain, and graduate students who have demonstrated scholarly accomplishment, high motivation, and a desire to achieve at the highest levels. By developing and facilitating activities that create and maintain a superlative learning environment, the Honors College seeks to fulfill the University's commitment to "Growing the Future, Leading the World."

## Vision

The Dr. Clara Adams Honors College at Morgan State University is the intellectual incubator for academically advanced students who choose to matriculate at one of the nation's premier Historically Black Colleges and Universities (HBCUs). By exposing its students to enhanced curricula, unique learning opportunities and environments, and a culture of inquisitiveness, the College will produce a diverse population of critical thinkers who are not only civically engaged but also prepared to be highly competitive, thoughtful, and resourceful leaders in a global, interdependent society.

## Goals

The Dr. Clara Adams Honors College is a vital academic entity dedicated to the realization of the University's mission.

### Our specific goals are:

- To aggressively recruit high-ability students from high schools and community colleges within Maryland, the mid-Atlantic region, the nation at large, and internationally as well as within Morgan State University itself;
- To bridge communication gaps and work collaboratively with the University community to increase retention and graduation rates of high-ability students;
- To help Honors students identify and prepare competitive applications for prestigious scholarships (Fulbright, Rhodes, Marshall, etc.) and study abroad opportunities; and
- To assist students in seeking leadership opportunities that will lay the foundation for a lifelong commitment to civic engagement and enlightened leadership in whatever their chosen fields may be.

For additional information about the Clara I. Adams Honors College, please visit the following link:

[morgan.edu/honorscollege](http://morgan.edu/honorscollege).

# Communicating With Your Morganite

The University Post Office is located on the lower level of the Montebello Complex C Wing, Room 07. The hours of operation during the Spring and Fall semesters are Monday–Friday, 8 a.m. to 5 p.m.

Current mail services for students are first-class mail, certified and priority mail, post office express, and insured mail. In order to utilize the services of the post office, students must present a Morgan State University Bear Card; no other form of identification is acceptable. All letters, accountable mail, packages, etc. must be addressed with the student's name and residence hall included in the mailing address.

## Helpful Hints

- ✉ All mail received must include the student's given name. We cannot identify students by nicknames.
- ✉ Do not send cash through the mail. While it is not against the law, students cannot be reimbursed if lost.
- ✉ When making purchases online via the Internet: Purchases must be addressed to students by their name and residence hall. Otherwise, the Post Office cannot release the package; it will be returned.
- ✉ If a company or banking institution cannot include a line for a student's residence hall name: Suggest that they use three to four letters to represent the residence hall name. For example: "Blit" = Blount Towers.
- ✉ If family member(s) are making purchases on a student's behalf (they are the account holder): The packages may be addressed to them in care of the student's name and residence hall; otherwise, the package will be returned.
- ✉ It is imperative to include the correct zip code on all mail and packages. Incorrect zip codes may delay student's mail or packages up to 21 days.



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