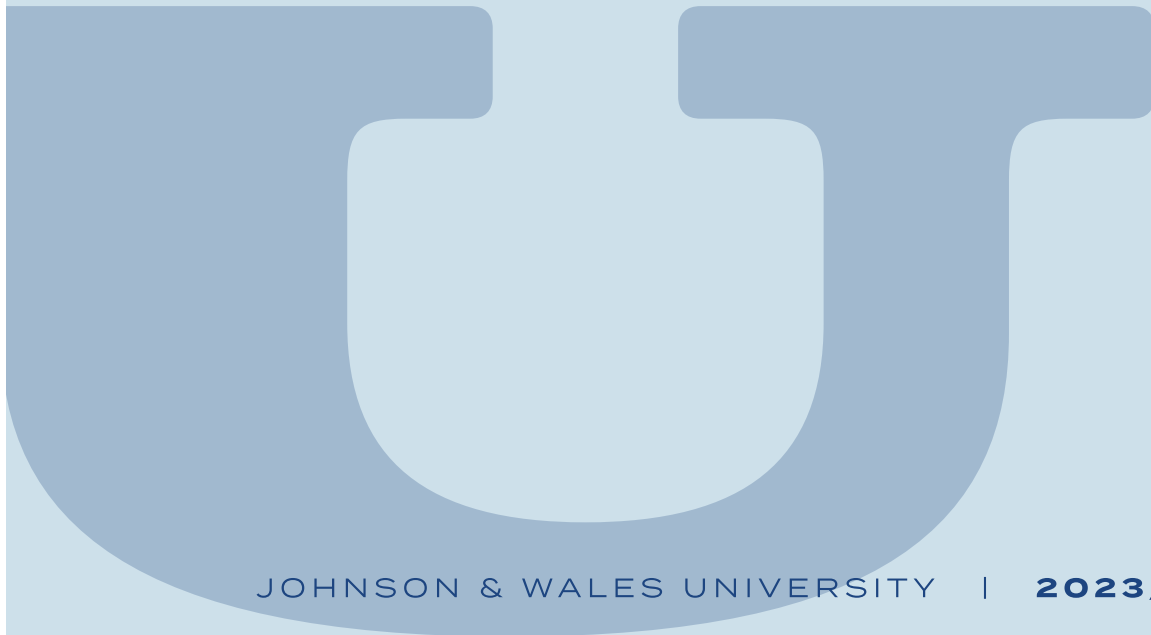




FAMILY  
**RESOURCE**  
**GUIDE**



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# PARENT & FAMILY RELATIONS

As the parent, guardian or loved one of a JWU Wildcat, you are an important part of our university family. You invest in your student's success on many levels, and we know you cheer them on every step of the way.


Whether your student is new to JWU or approaching the commencement stage, know that our Parent & Family Relations office is a dedicated resource for you. We built this publication based on identified college family needs — not just at JWU, but nationally. We focus on topics that are pertinent to your student's stage in their experience.

No two students' and families' journeys are the same. If yours comes with detours or bumps in the road, you are not alone. Any time you have additional questions or need support, please don't hesitate to contact us.

We are excited that you and your Wildcat have chosen JWU, and we look forward to sharing in your student's success.

### **Sandy Cardoza**

Associate Director of Parent & Family Relations  
401-598-2895  
[family.pvd@jwu.edu](mailto:family.pvd@jwu.edu)

 [JWUParentsandFamiliesProvidenceCampus](#)

Search for "Wildcat Parents & Families" to join our Facebook group!



# PARENT & FAMILY RESOURCES

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## SUPPORTING YOUR WILDCAT

Most of today's college undergraduates are members of Gen Z, and guess who's at the top of the list when it comes to their influencers? Families!

How can you maximize your role to aid your student in developing independence and important life skills? Consider the following talking points and discuss them with your student.



## PROBLEM SOLVING

Issues like roommate disagreements, time management, and academic focus may arise. How will your support look without solving problems for your student? Listen as your student shares their feelings and ideas, and encourage them to take steps toward resolution. Remember that family members are “safe” for students — sometimes they just need to vent.

## COMMUNICATION

How often and via what method will you communicate with your student? How quickly will you expect a response? Students’ communication preferences (frequency and format) may change as they progress through their college years.

## HOMESICKNESS

Feeling homesick is expected, especially for first-year students and at the start of each new academic year. Students miss family, friends, pets and the familiarity of home. Encourage your student to get involved and to speak with an RA (resident assistant) or Counseling Services, if needed. Staying on campus for the first six weeks is the higher education recommendation in terms of helping resident students adjust.

## INVOLVEMENT

Students who feel connected to something — a small or large friend network, a club/ organization, an intramurals team, and many other options — report being happiest in college. Encourage your student to get out of their comfort zone and find something to explore outside of class.

## NEWFOUND FREEDOM

College students decide their own timetable: when and what they eat, how much sleep they get, the number of hours spent on screens and time dedicated to homework. As they adjust to their newfound freedom and develop a routine, be flexible. Provide suggestions and trust your student’s navigation of their new autonomy.

## SAFETY & WELLNESS

College life will bring new experiences, some of which may be challenging. Have candid conversations about alcohol, drugs, using the buddy system, dating, relationship violence, self-care, sleep and more. You know your student best and may consider providing reminders about expectations throughout their JWU experience.

## GRADES

What earned a student an “A” in high school may not earn them the same grade in college. Communicate your expectations about academic performance including grades, class attendance, study time and seeking support early on. Due to privacy regulations, you may not have unilateral access to your student’s grades as you may have when they were in high school (see Important FERPA/Authorized User Process on pg. 6), and you’ll need open communication with your student on their progress.

## FINANCES

Discuss money management, expectations and credit card use. Does your student need to consider a part-time job to pay for the extras? Can you, and will you, send money if it’s needed?

## WHAT’S YOUR GENERATION?



### THE SILENT GENERATION

Age : 76+

### BABY BOOMERS

Age : 56-75

### GENERATION X

Age : 41-55

### MILLENNIALS

Age : 26-40

### GENERATION Z

Age : 5-25

## TODAY’S STUDENTS: GEN Z

Gen Z, or zoomer, influencers include families, technology, war and conflict and the Great Recession. They are the most diverse generation in terms of exposure to differences. While there are many characteristics of zoomers, these are some of the most common:

- › Delaying adulthood
- › Getting less sleep
- › Spending less time with friends
- › Loyal, thoughtful, open-minded
- › Career-minded
- › Concerned for others
- › Diverse and tolerant
- › Crave predictability and order

Source: *Best by the Numbers*

## GRIT

College can be tough. Encourage your student to get comfortable with the uncomfortable. Just when they think they've got it all figured out, things may change. Help your student embrace challenges and learn from new situations, setbacks and successes.

## KEEPING UP WITH JWU

The university takes steps to keep families informed and connected to the JWU community. Throughout your student's enrollment, make note of these resources:

### FAMILY E-NEWSLETTER

Watch your inbox for our monthly family e-newsletter throughout the academic year. It contains important updates, highlights of campus events, dates to remember and more.

### EMAIL

Families receive senior administration email communications regarding major or emergency announcements. Other university departments — Student Engagement, Campus Safety & Security, Dean of Students, etc. — may also share information via email on occasion.

### WILDCAT FAMILY SUPPORT SERIES

We offer family panels, conducted via Zoom, throughout the year. Topics vary and are often crafted to target specific audiences (for example, families of commuters or families of soon-to-be graduates). Watch for panel announcements and registration links through emails, the e-newsletter and on social media.

### FAMILY SOCIAL MEDIA

JWU offers two unique social media options for families of enrolled students. First, our JWU Parents & Families Providence Campus [Facebook page](#) features timely updates, Wildcat celebrations and more. Follow us!

Also, Wildcat Parents & Families is a closed group where JWU families communicate, share information and support each other. Individuals must request admittance in the group by answering a few short questions. Note that students are not included in the Wildcat Parents & Families group.

Families should follow other JWU departments' social media accounts based on your student's interests as well as your own. Consider these, and visit the [JWU Social Hub](#) for even more.

- › [Athletics](#)
- › [Campus Dining](#)
- › [Experiential Education & Career Services](#)
- › [Student Engagement](#)



### TIPS FOR USING THE WILDCAT PARENTS & FAMILIES GROUP

- Members share based on their own experiences and info provided is not official. Contact JWU offices directly as needed.
- Think before you post! How would your student react? The JWU family network is large and, while intentions are good, students' feelings and privacy are important.
- People are often quicker to critique than praise. Recognize that conversations typically involve a very small percentage of our campus community. When reading about concerns, understand that your student's experience may be very different.
- We dismantle and rebuild Wildcat Parents & Families periodically to ensure membership is reflective of currently enrolled students' families.

### TROUBLESHOOTING E-CORRESPONDENCE

If you do not receive the family e-newsletter or emails from JWU, first confirm they haven't been misdirected to the junk folder due to your settings. Because we generate our email lists from student information, it is important to make sure your email address is attached to your Wildcat's account. They can find this info by looking at Records & Personal Information in jwuLink. Please note: Students must contact Student Academic Services to request changes to their parent/family email addresses.

## IMPORTANT FERPA/AUTHORIZED USER PROCESS

The Family Educational Rights and Privacy Act (FERPA) is a federal law that, among other things, protects the privacy of student education records. Through elementary and high school, FERPA provided both of you with rights to access and control their educational records. At age 18 or when they attend a school beyond high school, these rights transfer to students.

While parents/families understandably have an interest in their student's academic progress and financial account, we cannot share this information with you without your student's written consent. Enrolled students can authorize parents or other individuals — Authorized Users — to have electronic access to certain portions of their education record. Through jwuLink, students have the ability to select, from a list of authorizations, which pieces of information their Authorized User can view.

Information given to Authorized Users is available in view-only format. Authorized Users cannot update any student information or request written documentation via their Authorized User access.

Additional information and instructions are available through students' jwuLink accounts.

NOTE: To grant family members access to information from offices like Health Services, Counseling Services, Community Standards & Conduct and Accessibility Services, students must sign separate agreements with each of these areas.



# CAMPUS LIFE

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## LIVING ON CAMPUS

Living on campus gives students an opportunity to experience the best of JWU. Our seven residence halls offer traditional rooms, suites and apartment-style living.

Students are required to live on campus for two years (see exceptions), and many choose to stay with us beyond that. All rooms feature an extra-long twin bed, desk, chair, dresser and closet space. Gender-inclusive housing options are available throughout the campus, and we offer pet-friendly communities in six of our residences.



## RESIDENCE HALL ADDRESSES

Want to send mail to your Wildcat? Residential Life staff sorts mail into secure student-assigned boxes and notifies students of package deliveries as soon as possible upon receipt. You should avoid sending valuables like cash or gift cards through the mail. Please use the following information to address your student's mail:

**EXAMPLE:**

Student's Name  
Hall Name, Room #  
Residence Hall Address  
City, State, ZIP Code

**DOWNCITY CAMPUS**

**McNulty Hall**  
101 Pine St.  
Providence, RI 02903

**Snowden Hall**  
32 Page St.  
Providence, RI 02903

**HARBORSIDE CAMPUS**

**East Hall**  
2 Washington Ave.  
Providence, RI 02905

**Harbor View**  
1150 Narragansett Blvd.  
Cranston, RI 02905

**Harborside Village**  
100 Harborside Blvd.  
Providence, RI 02905

**South Hall**  
6 Washington Ave.  
Providence, RI 02905

**West Hall**  
4 Washington Ave.  
Providence, RI 02905

Please be aware that if a student is required to live on campus and/or signs the housing agreement with the university to live in university housing, they will be bound by that agreement and responsible to pay all amounts due for the academic year that agreement applies.

## THE GUIDE TO CAMPUS LIVING

The [Guide to Campus Living](#) is a complete resource for on-campus residents. In it, students can find info on how to address facilities issues in their room, what they can and cannot bring, and other great policies to follow while living in the residence halls.

## OFF-CAMPUS STUDENT SERVICES

Off-Campus Student Services (OCSS) supports commuter students in their academic and personal development through collaborative programming, engagement activities, mentorship opportunities and more. The Den, the commuting student space on the Downcity Campus, is a great place to connect with other commuters and hang out during downtime.

OCSS is also a resource for resident students considering a move off campus and for those who've completed a move to one of Providence's many neighborhoods. The office provides guidance with navigating the off-campus housing and roommate search, lease agreements and other off-campus living business.

## SHARING A ROOM

At times, students may experience challenging situations with a roommate, especially if they have never shared a room before. If your student comes to you with a roommate complaint, consider these tips:

- Encourage open and respectful communication; post-it notes and social media spats rarely work.
- Mention the roommate agreement they signed at the beginning of the year; roommates should look back to what they agreed on and see if something needs to change (cleanliness, noise, guests, etc.).
- Suggest they speak with their resident assistant, graduate assistant, area coordinator or resident director. These individuals are prepared to help.





## TRANSPORTATION SERVICES

### AROUND CAMPUS

Spend some time on campus and you can't miss Wildcat Wheels. Our buses provide the community with reliable, convenient and timely services between the Downcity and Harborside campuses. The JWU bus schedule, which is academically driven and based on overall campus operations, is available on [jwuLink](#). Bus service is more limited on non-class days and during semester breaks.

To board any JWU bus, students must present their student ID. Students may bring up to two guests with them on the bus; however, guests must have a state-issued ID and they must be accompanied by their enrolled JWU student host.

### BEYOND CAMPUS

For traveling further outside of campus, the train and airport are close by and easy to access!

The Providence Train Station for Amtrak (PVD station) is located a short ride service (Uber, Lyft) trip from the Downcity Campus. Walking from Downcity is another option. Rhode Island Public Transit Authority (RIPTA) buses 14 and 20 provide service to T.F. Green Airport.

RIPTA buses travel throughout the city and there is a main bus pickup/drop off right outside the Yena Center, Downcity. JWU students can purchase discounted RIPTA bus passes (UPASS) by visiting [jwuLink > Tools > Campus Life > Wildcat Wheels](#).

## ON-CAMPUS PARKING

Students in any year of study are welcome to bring vehicles to campus, although it is certainly not required nor recommended, especially in the first year. Please note that there is no overnight parking at the Downcity Campus; students park at Harborside and take Wildcat Wheels back & forth.

All students who park a vehicle on campus must display a university parking permit, abide by all rules listed on the permit application and follow traffic signs on campus. Residential students can park in designated areas or in E or F lots on the Harborside Campus. Commuting students can park in the JWU garage\* on the Downcity Campus or in A, B, D, E and F lots on the Harborside Campus. Students can purchase non-refundable parking permits at [pvdparking.jwu.edu](#) (Harborside) or [jwuparkinggarage.jwu.edu](#) (Downcity Garage, semester or annual) beginning in early August of each new academic year. Parking permits for visitors are available at Campus Safety & Security.

\* Students who park in the JWU garage must pay the hourly rate unless they purchase a semester pass (limited in availability). Downcity commuter students who park ONLY in the JWU Garage do not need to purchase a regular parking permit on top of the daily/semester garage rates they pay. Vehicle permits for Downcity commuter students who park only in the JWU Garage are available at the garage office free of charge.

### COMMUTER LIFE

Families are welcome to contact OCSS any time with questions. To help ensure your commuter succeeds at JWU, share these tips:

- Interact with Pack Leaders, who are upperclass students dedicated to supporting first-year commuters (and consider becoming a Pack Leader when you're eligible to help others!).
- Visit The Den to relax when not in class, eat lunch, complete class assignments and network with other commuters.
- Stay connected to commuter news and events through the Off-Campus and Commuter group on [jwuLink](#), Paw Print newsletter, and Instagram (@JWUCommutes).



## CAMPUS SAFETY

The safety of our campus community — students, faculty and staff — is paramount. The university has resources dedicated to ensuring a safe environment for learning, living and working. We also call on members of the community to assist by adhering to policies and procedures, behaving responsibly and being aware of their surroundings.

### CAMPUS SAFETY & SECURITY

Available 24-7 and 365 days a year, Campus Safety & Security (CSS) fosters a safe and inclusive environment by building community knowledge, awareness and preparedness. Officers patrol campus property, investigate incidents, maintain emergency preparedness plans and alert the campus community of threats and crimes. The office hosts crime prevention programs, manages the Silent Witness Program and provides students with safe walk escorts when requested.

JWU community members access campus buildings through IDs, ensuring that only those who are part of the JWU community can enter. Blue Light emergency phones allow students to contact CSS if they feel threatened or unsafe. An Emergency Siren Warning System, on the Harborside Campus, provides emergency messages to JWU and the neighboring community if a threat occurs.

### SAFETY ALERTS

Although imminent threats are rare, if faced with an event, JWU’s policy is to notify our campus community — students, faculty and staff — immediately. A multi-modal message system sends important emergency instructions via these methods: email, text message, phone call and jwuLink announcements. We also utilize the Alertus mobile app, which allows students to send and/or receive information from Campus Safety & Security. (Students can find the Alertus organization code and PIN on jwuLink.)

When the threat subsides and Campus Safety & Security is able to, we share information with a larger audience, including families, via email. If you would like to know about safety and security issues on or near the Providence Campus in general, check these websites and follow us on social media: [safety.jwu.edu](https://safety.jwu.edu), [alerts.jwu.edu/providence](https://alerts.jwu.edu/providence), @JWUAlertPVD or @JWUPVDSafety (Twitter).

## THE BRIDGE

The Bridge for Diversity, Equity & Social Justice advances a campus culture of inclusion, safety and discovery. The center is a hub for connection, resources, support services, programming and training, and also supports academic interests. The center:

- promotes policies and practices that advance the JWU culture of inclusion and social justice
- offers content consultation, training and collaboration to students, student groups, JWU departments and community partners
- supports and works with the academic colleges
- offers one-on-one support to students
- fosters a physical and digital space for learning and connection

### SAFETY TIPS FOR STUDENTS

There are steps your student can take to ensure their safety and that of their peers:

- Always lock doors.
- Avoid leaving valuables unattended or visible, even on a car seat.
- Walk in groups whenever possible.
- Travel along well-lit, well-populated routes.
- Be aware of who and what is around you.
- Know locations of Blue Light emergency phones.
- Report suspicious activity and/or individuals immediately.
- Do not prop doors open or let others “piggyback” into buildings.
- Engrave and register valuables with CSS.
- Add CSS to your contacts.



## CAMPUS DINING

Campus Dining strives to provide high-quality foods, robust and diverse menus, and services that cater to students' nutritional needs. Students can access menus, nutritional information and dining locations through the [Campus Dining](#) website and jwuLink.

### MEAL PLANS





Resident students select from a range of Wildcat Meal Plan options with flex dollars, based on the hall they choose. The cost is applied to your student's account. Meal plans are selected for the academic year during the room selection process. Commuter students can also purchase meal plans, and all students (resident or commuter) can purchase Wildcat Meals in blocks.

### SWIPES OR FLEX?

Every Campus Dining location accepts and offers options for swipes or flex (they take cash and credit cards, too). Generally, students should swipe for a full meal or entry to one of our all-you-care-to-eat locations (Snowden and Harborside Cafe). We recommend using flex dollars for a snack or beverage. When in doubt, students should ask Campus Dining staff. Weekly meal swipes expire on Saturday night and reset on Sunday morning. Families may add funds to their student's account by visiting [this website](#) or by utilizing the [GET app](#).

Campus Dining values student input and works to ensure that favorite foods are available. We offer special features throughout the year such as holiday-themed menus and treats, outside barbeques, etc. We also accommodate many dietary needs including but not limited to vegan, vegetarian and other food preferences.

#### FOLLOW US ON SOCIAL MEDIA

-  [JWUPVDCampusDining](#)
-  [JWU Providence Campus Dining](#)
-  [JWUPVDDining](#)
-  [JWUPVDCampusDining](#)



## ATHLETICS & RECREATION

Whether your student is a varsity athlete, looking to stay in shape or is a spectator, there's something for everyone at JWU. Wildcats compete at the NCAA Division III level in 16 varsity sports, winning numerous conference championships and Commissioner's Cup victories. Coaches recruit to fill team rosters and host tryouts for non-recruits.

Baseball	IHSA Equestrian (coed)
Basketball (men's and women's)	Lacrosse (men's and women's)
Cross Country (women's)	Soccer (men's and women's)
Field Hockey	Softball
Ice Hockey (men's and women's)	Volleyball (women's)
IDA Equestrian (coed)	Wrestling (men's)

All students can stay active through intramurals, fitness and recreation. Student Engagement also hosts additional non-varsity club sports such as men and women's rugby, volleyball, gymnastics, etc. With fitness centers on both campuses, students have the opportunity to participate in weightlifting, fitness classes, yoga, dance and more.

## COMMUNITY STANDARDS & CONDUCT

The role of Community Standards & Conduct is principally educational. Our goal is to ensure that students understand and adhere to JWU's expectations, outlined in the Student Code of Conduct. The Code helps maintain a safe, healthy and positive campus community and online environment for living, learning and working, where individuals act lawfully and in compliance with university policies and rules, and with honesty, integrity, civility and respect for themselves and others. It is also important that we help our students understand how their behavior can have a positive impact on the community and their own personal and academic success. Behavior inconsistent with these goals, whether on or off campus, is prohibited and constitutes a violation of the Student Code of Conduct.

When necessary, the Conduct Review Process is used to support and enforce the Student Code of Conduct by providing procedures for determining whether a student is responsible or not responsible for a violation of the Student Code of Conduct. This process is protected under student privacy laws. For more information, visit [conduct.jwu.edu](https://conduct.jwu.edu).

### WEDNESDAYS ARE WILD!

Each week, JWU celebrates Wildcat Wednesday. We proudly wear Wildcat gear and show support for the Wildcat Way — Pride, Courage, Character and Community. Families get in on the action too, sporting their own JWU tees or sweats, flying JWU flags, even enjoying their coffee in a JWU mug.



## STUDENT ENGAGEMENT

JWU’s Student Engagement team provides opportunities for students to get involved, explore interests, build leadership skills, strengthen Wildcat pride and much more. Wildcats benefit from transition programs in their first year and throughout their enrollment, many enjoy experiences that lead to lifetime memories and friendships.

Here are some Student Engagement programs and services your student can explore:

Nearly 100 active student clubs & organizations

Campus traditions like Wildcat Wahoo, One Ton Sundae, Senior Week, etc.

Student Government Association

Club sports

Fraternity & Sorority Life

Activities ranging from bingo, trivia and movies to comedians, concerts and day-trips off campus

Campus spaces for major events, club meetings, entertainment and more (Wildcat Center Lounge, Pepsi Forum, E-Sports Center, etc.)

Diversity, equity and inclusion programs

Service learning opportunities



### TRY SOMETHING NEW

College is a great time for students to learn more about themselves and the world around them. While many Wildcats continue passions they developed in high school or earlier, others take advantage of opportunities to pursue new interests. Encourage your student to try anything. If they don’t love it, they can move on to something else.

The best way for students to keep up with all things Student Engagement is as follows:

**Find the Involvement Network** on jwuLink and check it often. It has detailed info on clubs & orgs, contact info for student leaders, and a calendar of upcoming events.

**Attend Involvement Fest** at the start of each semester. Representatives from clubs & organizations greet their peers, answer questions and actively recruit new members. (If your student doesn’t join a club at Involvement Fest, or even in their first year, it’s not too late. Most clubs and orgs welcome new members anytime.)

#### FOLLOW US ON SOCIAL MEDIA!

Our handle [@jwupvdinvolved](#) is one every Wildcat should know.

# ACADEMIC LIFE

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At JWU, we know families play an essential role in supporting a student's academic achievement. Please partner with us by encouraging your student to use the resources available to them, attend class, complete out-of-class assignments, and be resilient.

If you notice your student is starting to struggle academically or they are looking for additional opportunities to round out their overall experience, encourage them to ask for support. Our faculty and staff are here to help them succeed.



## ACADEMIC OVERVIEW

### ADD/DROP POLICY

Add/Drop is adding and dropping any number of courses but maintaining active registration in at least one other course in the semester. For on-campus courses, students may Add/Drop a course by the deadlines below, which also appear on the [academic calendar](#):

**College of Food Innovation & Technology labs (that meet twice a week or consecutively):** Thursday of week 1 of the semester

**All other courses:** Thursday of week 2 of the semester

While some classes including culinary or baking and pastry laboratory classes begin later than the first week of classes, the add/drop period at the beginning of the semester applies to all classes regardless of the start date of the lab or course. If a student does not drop a lab or course during the add/drop period, full tuition charges will be assessed.

### COURSE WITHDRAWAL

After the add/drop period has ended, students may withdraw from a course by consulting with Student Academic Services (SAS). A student who withdraws from a course will be issued a W (Withdrawal) by the instructor in order to record attempted credits. Students must officially withdraw from a course, in writing, by the course withdrawal deadline published on the academic calendar; otherwise, they will not be permitted to withdraw from the course and will be graded accordingly. Additional information is available in the student handbook.

### DEAN'S LIST

JWU's college deans proudly compile a Dean's List upon the completion of each semester and notify eligible students through a congratulatory email. Full-time undergraduate students who demonstrate academic excellence by achieving a semester grade point average (GPA) of at least 3.50 while also earning a minimum of 12 or more GPA/credit hours qualify for dean's list commendation, which will appear on the student's academic transcript.

### HONORS

The following honors are issued upon graduation, based on cumulative GPA:

**cum laude, 3.50–3.69**

**magna cum laude, 3.70–3.89**

**summa cum laude, 3.90–4.00**

### CLASS LEVEL

The following criteria determine a student's class level based on credit hours earned:

UNDERGRADUATE	CREDITS
First-year	0 to 23.99
Sophomore	24 to 55.99
Junior	57 to 89.99
Senior	90 and higher

### UNDERGRADUATE GRADING SYSTEM

GRADE RANGE	LETTER GRADE	GPA
95–100	A+	4.00
90–94	A	4.00
85–89	B+	3.50
80–84	B	3.00
75–79	C+	2.50
70–74	C	2.00
65–69	D+	1.50
60–64	D	1.00
0–59	F	0.00
Audit	AU	
Challenge Exam Credit	CX	
Grade Pending	GP	
Incomplete	I	
No Credit	NC	
No Grade	NG	
Pass	P	
Prior Learning Assessment	PL	
Satisfactory	S	
Unsatisfactory	U	
Withdrawal	W	

## HONORS PROGRAM

JWU is committed to providing academically advanced students with an Honors-caliber education. Students are considered for the four-year Honors Program upon acceptance. If a student is not accepted into the Honors Program at the beginning of their first year, they may reapply after they are enrolled, provided they have a 3.60 GPA or higher and recommendation from a faculty member.

The Honors Program offers many advantages, including smaller class sizes, opportunities to work one-on-one with faculty on an honors thesis, and the option to live in an Honors-designated residence hall.

Students who participate in the Honors Program can graduate with one of three Honors designations:

**Chancellor's Honors Scholar** (24 credits of Honors courses including 6 credits of research)

**President's Honors Scholar** (18 credits of Honors courses including 6 credits of research)

**Provost's Honors Scholar** (12 credits of Honors courses including 6 credits of Honors-designated courses at the 2000-level or higher and 6 credits of research)

A 3.60 GPA or higher is required to graduate with an Honors Scholar distinction.

## ACADEMIC RESOURCES

### FIRST-YEAR SEMINAR

First-year students take a required seminar course that is designed to support their transition into college. The seminar explores topics related to academic performance, health and wellness, and opportunities to get involved in the JWU community.

### FACULTY MENTORS

Each incoming student is paired with a faculty mentor who acts as a go-to guide for all things JWU. They provide industry/field-specific expertise that can help students with degree and career planning. Faculty mentors can also help students get involved on campus, build a career network, or find resources to support academic progress or personal well-being.

## SHARP

The Special Honors and Rewards Program (SHARP) is designed to allow qualifying undergraduate day program students to accelerate the completion of their degree requirements. This is accomplished by allowing eligible students to register for up to 21.0 credits each semester — with no additional tuition fees. SHARP offers students the potential to save time and expenses. To be eligible for SHARP, the student must have completed at least one semester of classes at JWU and have a cumulative GPA of 3.60 or higher. If this criteria is met, the student's maximum allowable registration credits will reflect 21.0 for the next semester. If this criteria is not met, the student's maximum allowable registration credits will remain at 18.0. If a student is or becomes SHARP-ineligible at the end of a semester, they may become SHARP-eligible any time in the future provided they meet the 3.60 cumulative GPA requirement at the end of a semester. SHARP students are also eligible to take some Honors courses and enroll in the Honors Program in their sophomore or junior year.

Students registered for 21.0 credits who become SHARP-ineligible for the next semester will be notified via their JWU email account. It is the student's responsibility to drop extra credits, if registered, to avoid incurring additional charges.

## STUDENT ACADEMIC SERVICES

Student Academic Services (SAS) supports students in managing their academic needs. Each student is assigned an academic counselor who is available by appointment and for drop-ins on specific days to assist with planning and course registration. Academic counselors also advise on degree requirements, university policies and procedures, support resources and educational opportunities relevant to students' educational goals. Your student should connect with their JWU academic counselor early and often!

## ACADEMIC SUCCESS CENTER

The Academic Success Center provides educational support that helps students accomplish their goals and achieve academic success. All Academic Success Center services are included in tuition.

The Center offers subject tutoring, writing assistance, success coaching, and Peer-Assisted Supplemental Sessions (PASS). Students can drop in to one of our three on-campus tutoring locations, or meet with a tutor online through the [jwuLink](#).



## ACCESSIBILITY SERVICES

Accessibility Services ensures equal access for students with disabilities to empower them to achieve academic success. All services are included in tuition.

Students who wish to request an accommodation(s), including housing, based on a disability and/or health condition must schedule an appointment with an Accessibility Services advisor to discuss any disability-related barriers the student anticipates or experiences.

Students are not required to disclose their disabilities. Disclosure is always voluntary; however, in order to receive any accommodations, the student must self-disclose the disability to Accessibility Services, provide current documentation of the disability and demonstrate functional limitations. Please note that family members may not request academic accommodations or other support services on behalf of their student, nor will they receive any information regarding their student's accommodations unless shared by their students. For more information on accommodations and services, visit [sites.jwu.edu/accessibility-services](https://sites.jwu.edu/accessibility-services).

## WILDCAT LEAP: LEARNING EFFECTIVENESS IN ACTION PROGRAM

Wildcat LEAP is a fee-based educational program designed to help students discover how they learn and to develop specific strategies to enhance their learning.

Wildcat LEAP includes one-on-one support throughout the academic year, a 10-day summer component, small group activities to foster effective learning and independence, and a 3-credit course available only to LEAP participants. Email [wildcatleap@jwu.edu](mailto:wildcatleap@jwu.edu) or visit the [Wildcat LEAP](#) page to learn more.

## BOOKSTORES

JWU's campus bookstores, located on the Downcity and Harborside campuses, provide the flexibility and convenience students need to begin each semester. The bookstores offer affordable textbook solutions such as used books, book rentals, price matching and digital resources. Additionally, the bookstores have a collection of Wildcat spirit gear, merchandise and gifts. For more information and orders, visit [jwubookstore.com](http://jwubookstore.com). And be sure to stop in on your next visit to campus!

## LIBRARY

With facilities on both the Downcity and Harborside campuses, the [JWU Library](#) offers resources and services designed to meet the scholastic needs of our students. Libraries are open seven days a week during the academic year, with ample seating and study space conducive to individual or group study. Macs and PCs, printers, scanners and Wi-Fi are readily available, as are book, video and journal collections of over 100,000 items. More than 80 research databases are accessible on and off campus, providing a rich array of e-books, e-journals, reports, streaming videos, museum images and more. Friendly librarians provide research instruction, advice and support both online and in person. The libraries also host art, artifact and book displays, as well as cultural activities.

## CENTER FOR STUDENT RESEARCH & INTERDISCIPLINARY COLLABORATION (CSRIC)

The mission of the JWU CSRIC is to foster an interdisciplinary collaborative community of graduate and undergraduate student scholarship and creative inquiry as well as support and implement high impact practices across the university. This center provides students the opportunity to engage directly in the research process through various means, including study development, recruitment, data collection, analysis, manuscript drafting, and dissemination of findings to the community or in the scholarly literature.

The CSRIC offers student-led professional development workshops, monthly health-equity themed discussions, and one-on-one support in research projects. It also showcases exemplary student work across all disciplines at the annual Student Research, Design & Innovation Symposium.

## INFORMATION TECHNOLOGY

Information Technology (IT) provides technology tools, services and support to the university community. Services offered include help with Wildcat email, mobile apps, software discounts, computer labs, on-campus printing, internet and Wi-Fi. For answers to frequently asked questions, visit [it.jwu.edu](http://it.jwu.edu).

## ACADEMIC COLLEGES

It is important that students attend every class. This is the best way to build rapport with their faculty and classmates, not to mention achieve academically. They should familiarize themselves with the syllabus and keep open lines of communication. Asking questions is always encouraged. Faculty are accessible in the classroom, during office hours and via email/phone. Concerns about anything class-related should first be communicated with the professor. If necessary after talking with faculty, students can elevate their concern to individual department chairs and ultimately the dean's office.

Our deans and the faculty and staff of JWU's colleges thank you for entrusting them with your student's education.

### FIRST-YEAR READS

The First-Year Reads program allows incoming students the opportunity to share a common academic experience as they begin their important work in the Arts & Sciences Core curriculum. Essays in the style of the iconic series, "This I Believe," are required readings for English Composition (ENG1020 or ENG1024).

For the past three years, Homecoming & Family Weekend has highlighted students who participated in an essay contest related to the First-Year Reads program. We are happy to celebrate their achievements!



**MICHAEL FEIN, PH.D.**  
Dean, John Hazen White  
College of Arts & Sciences



**MARY MEIXELL, PH.D.**  
Dean, College of Business



**JASON EVANS, PH.D.**  
Dean, College of Food  
Innovation & Technology



**FRANK TWEEDIE, ED.D.**  
Dean, College of  
Engineering & Design



**REBECCA SIMON**  
Associate Dean, College of  
Health & Wellness



**JENNIFER GALIPEAU, ED.D.**  
Interim Dean, College of  
Hospitality Management

## STUDY ABROAD

Study Abroad gives students the opportunity to complete academic credit toward their JWU degree beginning as early as their first year from all over the world. By challenging themselves to live and work with people from other cultures, students gain an invaluable global perspective. These experiences help students distinguish themselves from other graduates and even discover new career paths. Many students encounter an opportunity to study abroad as much as three times while earning their undergraduate degree.

JWU offers a number of Study Abroad options, including short-term/spring break programs, faculty-led programs, JWU semester programs, exchange/direct enroll programs and affiliate programs.

Financial aid and scholarships can be used toward Study Abroad. Students should attend the biannual Study Abroad Fair, meet with their academic and financial counselors and visit [studyabroad.jwu.edu](http://studyabroad.jwu.edu) for more information.



## INTERNATIONAL RESOURCES

The Johnson & Wales community is unlike any other, which explains why students from 65 countries call JWU home. Here are some ways we are here for students from outside the U.S.

### **International Student Services Office (ISSO)**

We can help you transition to life on campus and the U.S. while assisting with housing, immigration-related matters, employment authorization, income tax returns and more. Soon you'll know and love JWU as much as we do!

### **Arrival Services**

Whether you are a first-year student or transferring, stepping foot on campus for the first time should be exciting, not overwhelming. Let us help ease your transition. Contact ISSO at [isa@jwu.edu](mailto:isa@jwu.edu) for more information.

### **English as a Second Language (ESL)**

JWU offers academic acceptance and admission to our English as a Second Language (ESL) program, available at the Providence Campus.

### **Scholarships**

Accepted international students are eligible for merit scholarships that can be renewable for up to four years. Connect with Student Financial Services for more information.

## EXPERIENTIAL EDUCATION & CAREER SERVICES (EE&CS)

At JWU, we're dedicated to assisting students in building careers. Our approach is designed to help students identify a field of interest and acquire knowledge, hands-on experience, internships and networking with alumni mentors and industry professionals. Students have opportunities, both inside and outside the classroom, to develop skills to compete in today's economy.

EE&CS has a variety of services and resources to help students become career-ready, including:

**Internships:** In the 2021–22 academic year, nearly 1,100 Providence Campus students gained hands-on work experience for credit at more than 650 sites worldwide, including The Little Nell, Walt Disney World, Sirius Satellite Radio, RI Department of State, KPMG, U.S. Army Corps of Engineers, General Dynamics, IGT, Boston Children's Hospital, Scribe America, Compass Group, and Boston Red Sox.

Our advisors work one-on-one with students to ensure they are prepared to apply for and secure an internship that fits their career aspirations.

**Career Fairs and On-Campus Recruitment:** EE&CS invites students to network with employers at events geared to specific majors as well as career fairs and class presentations.

**#HireJWU, powered by Handshake:** Wildcats get exclusive access to apply for jobs with leading employers, who post thousands of jobs and internships for JWU students.

**Career Management Course:** Through this junior-level course, each student learns and enhances key professional development skills to prepare for the college-to-career transition.

**Advising and Workshops:** Students work with an advisor beginning their first year, who supports them through career path research, experiential learning, networking, résumés, building portfolios, interviewing, the graduate studies admissions process and more.

**DON'T WAIT!** Encourage your student to explore EE&CS resources as early as their first semester. Working with our professional advisors and peer career ambassadors throughout their entire college experience is the best way to shape the "career story" they will share with potential employers.

### EE&CS EVENTS

Students should visit [jwuLink >](#) Jobs & Internships for important information on EE&CS events, including career fairs. We'll start the year with a Part-Time Job Fair on Thursday, Aug. 31, 2023, from 11am - 4pm, on Gaebe Commons. More than 30 employers will participate!

### TIME MANAGEMENT & PROCRASTINATION

Unlike the structured days in high school, college has less in-class time and more out-of-class coursework. With more flexibility and freedom, students may be overwhelmed with managing their new schedule. Consider these tips to assist your student with time management and avoiding procrastination:

- Create a list of common activities (class, work, sleep, hobbies, etc.), rank them in order of importance and estimate how much time is needed for each.
- Use a daily, weekly and monthly calendar to keep on track with assignment deadlines and studying.
- Know your organizing preferences. Is your student more task-oriented (works on one task until it is complete) or time-oriented (works on tasks over time)?
- Identify replacement activities (activities done in place of completing homework), such as social media, playing video games, sleeping and spending time with friends.
- Attend time-management workshops at the Academic Success Center.

# FINANCIAL RESOURCES

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## STUDENT FINANCIAL SERVICES

We recognize the significant financial investment that students, often supported by families, make for their education. Our Student Financial Services team is here to help you navigate the process from day one. Keep in mind that once your student enrolls, they are entitled to FERPA protections (see page 6) and we need their permission to communicate with you.



JWU offers several types of financial assistance (including scholarships, grants, low-interest loans and federal work-study) to assist students with meeting their educational expenses. In many cases, qualified students receive a financial aid offer combining several of these.

Each student is assigned a JWU financial planner. Planners can assist students with understanding their financial obligations and aid offer and completing the Free Application for Federal Student Aid (FAFSA), among other things. It is important to note that students must reapply for financial aid every year, as early as October 1. Financial planners also advise students on options to pay for educational expenses after financial aid (including payment plans) and loan options.

**2023-24 PAYMENT DEADLINES**

**FALL SEMESTER**

- .....
- July 12, 2023 (new students)
- July 26, 2023 (returning students)

**SPRING SEMESTER**

- .....
- November 30, 2023

## FINANCIAL OBLIGATIONS & BILLING

Students must clear financial requirements every semester by the posted due date in order to maintain a preferred course schedule and avoid a financial hold on their account. If your student’s account does reflect a hold, details are available on [jwuLink > Financial](#).

Students access their JWU invoice through [jwuLink](#), again in the Financial section; JWU does not mail paper bills. Payment due dates are published well in advance of each semester and on individual invoices. Students have a variety of payment options including annual, semester or monthly payment plans, or loans. Payments should be made through one of these methods:

**Online**

Via [jwuLink > Financial](#), payment link. Click on tuition and fees which brings you to Quickpay, our payment platform.

**Mailed**

Johnson & Wales  
Attn: SFS  
PO BOX 5956  
Providence, RI 02903

**Telephone**

1-800-343-2565,  
option #6

**In person** at Student Financial Services

NOTE: Be sure to reference student name and J# on any payment.

## iGRAD

JWU can help you navigate the financial ins and outs of student loans and borrowing. Student Financial Services partners with iGrad, an online financial literacy tool, to assist you and your student with financial decisions. Through videos, articles and games, you and your student will gain the skills and knowledge to make good credit decisions critical to financial success.

## STUDENT EMPLOYMENT

Student Employment offers students the opportunity to gain meaningful professionally focused work experience while earning money. Working at JWU also provides opportunities for skill development, exposure to the work environment and the convenience and flexibility of on-campus job locations. Students awarded Federal Work-Study can work in various flexible part-time jobs on campus or off campus in community service jobs. If your student did not receive a work-study award, there are other employment opportunities available.

**STUDENT FINANCIAL SERVICES (SFS) REMINDERS**

- Gain authorized user designation from your student, if needed.
- Pay close attention to all university emails and communications.
- Purchase or waive school health insurance annually (NOTE: ensure student’s health insurance covers care in Rhode Island before waiving)
- File the FAFSA online after October 1, annually. JWU’s code is 003404.
- If designated for verification per SFS notification, promptly submit all requested documentation.
- Utilize your student’s JWU financial planner; we are here to help!

# WELLNESS

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Maintaining a healthy mind, body and spirit in college is essential to academic and personal success. JWU dedicates programs and services to helping your Wildcat thrive. Please encourage them to use these resources whenever needed — many of their peers do the same.



## HEALTH SERVICES

Health Services provides comprehensive healthcare to students at locations on both the Downcity and Harborside campuses. Trained medical professionals, including a team of nurses and nurse practitioners, assess and treat students. Gynecology services, contraception management and STI testing are available. JWU does not offer allergy injections, but we can refer students to a local allergist. Lifespan Urgent Care is used when students need off-campus medical services after hours.

## COUNSELING SERVICES

Counseling Services, a confidential resource for students, provides support to help manage emotional wellbeing. Services include short-term individual therapy, group therapy, crisis intervention, consultation, outreach programs and referrals. Participation in counseling is voluntary, and students can make appointments by calling the center. If your student needs long-term or specialized services, counselors will provide local referral information. Insurance that covers mental health treatment in Rhode Island is required to access off-campus services.

For emergencies after 4:30 p.m. and on weekends, students can access an on-call counselor through Safety & Security at 401-598-1103 or directly through ProtoCall Services at 1-888-222-4805.

## STUDENT HEALTH INSURANCE PLAN

Undergraduate day students must have health insurance coverage that is accepted in the United States, preferably in the state of Rhode Island. It is important that students have insurance that covers physical and mental health care in Rhode Island. JWU offers a Student Health Insurance Plan (SHIP). To learn more about SHIP and the coverage it provides, please visit [universityhealthplans.com](http://universityhealthplans.com), or contact Student Financial Services.



### WELLNESS EVENTS

Several departments and student-run clubs and organizations host wellness-themed events throughout the year. Here are some your student might enjoy:

- › Guided meditation
- › PAWS to De-Stress
- › Guided city walks
- › Fitness classes (yoga, spin, etc.)
- › Time management/stress relief workshops

### INSURANCE CHECKLIST

While students are not charged for the use of Health or Counseling Services on campus, insurance is needed in the event of diagnostic studies like labs, referrals to specialists or medications. For your student to access off-campus healthcare, counseling services, etc., check your health insurance plan for the following:

- The insurance plan should cover mental and physical health services in the Providence community.
- Know your deductible if you have one for out-of-network care.
- If you have out-of-state Medicaid, your student is likely NOT covered in Rhode Island.
- If your student is currently in therapy or takes psychotropic medications, please check your insurance and consult your current providers.





# MARK YOUR CALENDAR

JWU hosts a number of events for students and families. Students and families learn more as they progress through their time with the university, but here are some big events to note.

## **ORIENTATION (FIRST-YEAR AND NEW TRANSFER STUDENTS)**

At Orientation, students and families are welcomed to the JWU community, introduced to their peers and equipped with information and resources for a successful start. For the Fall 2023 incoming class, Orientation sessions begin in June. Information is shared via email and on our website.



## **HOMECOMING & FAMILY WEEKEND (ALL STUDENTS AND FAMILIES)**

Each October, we welcome families to campus for a festive Homecoming & Family Weekend. This is a great opportunity for you to spend quality time with your student, celebrate their achievements, participate in planned events, cheer on Wildcat athletes and much more. The Homecoming & Family Weekend website is updated each year starting in August. Upcoming dates for Homecoming & Family Weekend are:

**Oct. 6 – 8, 2023 | 2024 & 2025 TBD**



## **COMMENCEMENT (SENIORS)**

Your Wildcat's JWU experience culminates with Commencement. Each May, we recognize our graduates' achievements and completion of their studies. Commencement is hosted at the Amica Mutual Pavillion (location subject to change) in downtown Providence and a limited number of guests are invited, per student. It is a wonderful day filled with Wildcat and family pride. The [Commencement website](#) is updated annually, starting in January. Here are the next two scheduled/projected undergraduate Commencement dates:

**May 4, 2024 | May 10, 2025**



# CONTACTS

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**MAIN NUMBER**

401-598-1000

**ACADEMIC SUCCESS CENTER**

academicsuccess@jwu.edu

Downcity: 401-598-1485

Harborside: 401-598-1018

**ACCESSIBILITY SERVICES**

accessibility.pvd@jwu.edu

401-598-4660

**ATHLETICS & RECREATION**

pvd@athletics.jwu.edu

401-598-1600

**BRIDGE FOR DIVERSITY, EQUITY &****SOCIAL JUSTICE**

bridge@jwu.edu

401-598-4776

**BOOKSTORE**

jwudowncity@bkstr.com

jwuharborside@bkstr.com

Downcity: 401-598-1105

Harborside: 401-598-1445

**CAMPUS DINING**

diningservices@jwu.edu

401-598-4383

**CAMPUS SAFETY & SECURITY**

401-598-1103

**COMMUNITY STANDARDS AND CONDUCT**

communitystandardsandconduct.pvd@jwu.edu

401-598-2885

**COUNSELING SERVICES**

401-598-1016

**EXPERIENTIAL EDUCATION &****CAREER SERVICES**

careerservices.pvd@jwu.edu

401-598-1070

**FACILITIES**

401-598-1234

**HEALTH SERVICES**

healthservices.pvd@jwu.edu

Downcity: 401-598-1104

Harborside: 401-598-1151

**INFORMATION TECHNOLOGY**

it@jwu.edu

401-598-4357

**INTERNATIONAL STUDENT SERVICES**

isa@jwu.edu

401-598-4669

**LIBRARY**

providencecampuslibrary@jwu.edu

Downcity: 401-598-1121

Harborside: 401-598-1466

**OFF-CAMPUS STUDENT SERVICES (THE DEN)**

offcampusstudentservices@jwu.edu

401-598-4595

**ORIENTATION**

orientation.pvd@jwu.edu

401-598-2648

**PARENT & FAMILY RELATIONS**

family.pvd@jwu.edu

401-598-2895

**RESIDENTIAL LIFE**

reslife.pvd@jwu.edu

401-598-1141

**SPECIAL EVENTS**

events@jwu.edu

401-598-5000

**STUDENT ACADEMIC SERVICES**

sas.pvd@jwu.edu

401-598-1088

**STUDENT EMPLOYMENT**

student.employment@jwu.edu

401-598-1849

**STUDENT ENGAGEMENT**

involved.pvd@jwu.edu

Downcity: 401-598-1195

Harborside: 401-598-1093

**STUDENT FINANCIAL SERVICES**

sfs.pvd@jwu.edu

401-598-1468

**STUDY ABROAD**

studyabroad@jwu.edu

401-598-1406

**TRANSPORTATION SERVICES**

WildcatWheels@jwu.edu

401-598-1156

**WILDCAT LEAP**

wildcatleap@jwu.edu

401-598-4689



JOHNSON & WALES  
UNIVERSITY