



JWU



FAMILY RESOURCE GUIDE



**PARENT
& FAMILY
RELATIONS**



JOHNSON & WALES UNIVERSITY

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PARENT & FAMILY RELATIONS

401-598-2895

family.pvd@jwu.edu

 [/JWUProvidenceParentsandFamilies](#)

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



HERE FOR



YOU

**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
and Family Relations

PARENT & FAMILY



RESOURCES

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 Authorized Users on pg. 5), 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?

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.

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*



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 for our monthly family e-newsletter, from September — May, in your inbox. 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

JOINING THE WILDCAT PARENTS & FAMILIES GROUP?

Keep these tips in mind:

- 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 every two years 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. When your student was in elementary and high school, FERPA provided both of you with rights to access and control their educational records. These rights transfer to students when they reach the age of 18 or attend a school beyond the high school level.

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 and Accessibility Services, students must sign separate agreements with each of these areas.

CAMPUS



LIFE

LIVING ON CAMPUS

Living on campus gives students an opportunity to experience the best of JWU. Our nine 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 housing in four 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

Renaissance Hall

101 Cedar St.
Providence, RI 02903

Snowden Hall

32 Page St.
Providence, RI 02903

Xavier Hall

60 Broad 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

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 chats 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 or area coordinator. These individuals are prepared to help.

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 in between classes, complete class assignments and network with other commuters.
- Stay connected to commuter news and events through the Commuter Bulletin and social media (@JWUCommutes).

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 is available on the JWU mobile app or [jwuLink](#). A limited bus schedule is available 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 obtain a guest pass from Campus Safety & Security or the Transportation Office. If a student has a non-emergency medical need that requires transportation to an off-campus medical center, they can use Wildcat Wheels transportation once authorized by Health Services or Campus Safety & Security.

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 their hub, Kennedy Plaza, is in walking distance from JWU Downcity. JWU students can purchase discounted RIPTA bus passes using their JWU ID. Visit the JWU mobile app or website and look for UPASS.

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.*

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.

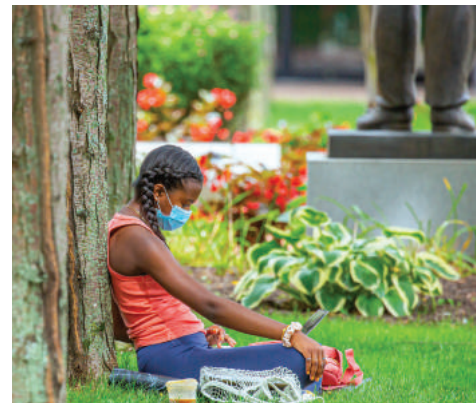
When the threat subsides and Campus Safety & Security is able to, we share information with a larger audience, including families, via email. If you would like to know about safety and security issues on or near the Providence Campus in general, check these websites and follow us on social media:

- › safety.jwu.edu/providence
- › alerts.jwu.edu/providence
- › [@JWUAlertPVD](https://twitter.com/JWUAlertPVD) or [@JWUPVDSafety](https://twitter.com/JWUPVDSafety) (Twitter)

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 JWU mobile app 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 or Harbor View). 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 judining.afford.com or utilizing get.cbord.com/jwupvd/full/prelogin.php.

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.

THE BRIDGE CENTER FOR DIVERSITY, EQUITY & SOCIAL JUSTICE

The Bridge Center for Diversity, Equity & Social Justice advances a campus culture of inclusion, safety and discovery. The Center joins the work of the previous Intercultural/Multicultural Centers and Women's/Gender Equity Centers to expand the scope of work and better address intersectionality of identities.

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

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 plus two varsity club programs, winning numerous conference championships and Commissioner’s Cup victories. Coaches recruit to fill team rosters and host tryouts for non-recruits.

Baseball	Lacrosse (men’s and women’s)
Basketball (men’s and women’s)	Rowing (women’s)
ESports (club program)	Soccer (men’s and women’s)
Field Hockey	Softball
Ice Hockey (men’s and women’s)	Spirit Squad (club program)
IDA Equestrian (coed)	Volleyball (women’s)
IHSA 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.

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	Emerging and advancing in leadership programs	Campus spaces for major events, club meetings, entertainment, and more (Wildcat Center Lounge, Schneider Auditorium, E-Sports Center, etc.)
Campus traditions like Wildcat Wahoo, One Ton Sundae, Senior Week, etc.	Fraternity & sorority life	Diversity, equity and inclusion programs
Student Government Association and class councils	National Student Organizations (DECA, FBLA, SkillsUSA, etc.)	Service learning opportunities
	In-person, virtual and hybrid activities like bingo, trivia and movies	



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. However, it is also important that we help our students understand how their behavior can have a positive impact on the community around them and their own personal and academic success. The Code supports the university in maintaining 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. Any 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.

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. Offered 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 @jwupvdivolved is one every Wildcat should know.

ACADEMIC



LIFE

Students enroll in one of 57 undergraduate majors offered through JWU's colleges. They dive into their major in the first semester, and spend their academic career pursuing related experiences that build their resume and help them achieve their personal and professional dreams.

Families play an important role in supporting your student's academic achievement. Always encourage them to use the many resources available to them, attend class, complete out-of-class assignments, and work to their fullest potential. Time spent in pursuit of a degree goes by quickly – the effort your student puts in from day one will impact their retention and, ultimately, graduation.

ACADEMIC OVERVIEW

ADD/DROP POLICY

Add/drop is defined as adding and dropping any number of courses but maintaining active registration in at least one other course in the semester. For courses offered on campus, 16-week academic courses that meet twice per week, students may add or drop a course by its third class meeting and must be in attendance by the third class meeting. For all other types of courses, students may add or drop a course prior to its second class meeting and must be in attendance by the second class meeting. While some Culinary or Baking & Pastry laboratory classes begin later than the first week of classes, the add/drop period at the beginning of the semester applies to all laboratory classes regardless of the start date of the lab.

COURSE WITHDRAWAL

After the add/drop period has ended, students may withdraw from a course by consulting with Student Academic & Financial Services (SAFS). 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. Dean's list notation will appear on the student's academic transcript.

HONORS

The following honors are issued upon graduation, based on cumulative grade point average:

- › 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 56.99
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

Through the four-year Honors Program, JWU is committed to providing academically advanced students with an Honors-caliber education. Students are considered for honors upon acceptance to JWU. If a student is not accepted into the Honors Program at the beginning of their first year, they may re-apply after the first semester if they have a 3.5 GPA or higher and a recommendation from a faculty member. Honors study gives students access to the SHARP program.

THE JWU ADVANTAGE

- > smaller class sizes
- > opportunity to work one-on-one with faculty on an honors thesis
- > designation of University Honors Scholar on academic transcripts, one of the highest academic honors awarded by the university

SHARP

The Special Honors and Rewards Program (SHARP) allows qualifying undergraduate day students to accelerate the completion of their degree requirements in less than the normally prescribed time. This is accomplished by giving students the ability to register for up to 21 credits each semester — as opposed to the normal maximum of 18 credits — with no additional tuition fees.

Students must meet eligibility criteria to qualify for SHARP and eligibility is determined at the completion of each semester. If you think your student is eligible for and interested in this program, encourage them to talk with their academic counselor.

ACADEMIC RESOURCES

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 walk-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 resources that support students in accomplishing their goals and achieving academic success. All Academic Success Center services are included in tuition.

The Center offers individual and group tutoring, writing assistance, success coaching and academic workshops. In addition to in-person tutoring, JWU offers Smarthinking, an online tutorial service available through [jwuLink](#) 24 hours a day, seven days a week.

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.

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 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. 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 WiFi 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. More information is available at pvd.library.jwu.edu.

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.

ACADEMIC COLLEGES

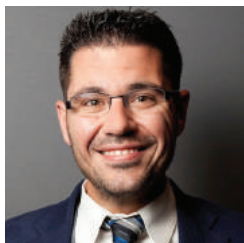
JWU students work with faculty who are experienced in their fields and dedicated to preparing future professionals. Each student is assigned a faculty advisor beginning in their first semester. We encourage students to get to know their faculty advisor and communicate with them throughout their enrollment. Combined with resources students have from areas like Student Academic Services and Experiential Education & Career Services, faculty advisors can help your Wildcat tailor their course selection and related experience toward their career goals.

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.



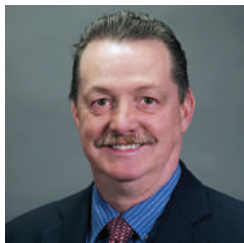
MICHAEL FEIN
Dean, John Hazen White
College of Arts & Sciences



DAVID CARTWRIGHT
Interim Dean,
College of Business



JASON EVANS
Dean, College of Food
Innovation & Technology



FRANK TWEEDIE
Dean, College of
Engineering & Design



LAURA GALLIGAN
Dean, College of
Health & Wellness



SEAN DALY
Interim Assistant Dean,
College of Hospitality
Management

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 two years, Homecoming & Family Weekend has highlighted students who participated in an essay contest related to the First-Year Reads program. They were also featured in one of our monthly family e-newsletters. We are happy to celebrate their achievements!

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, and students can apply for JWU Global Study Abroad scholarships. Students should attend the biannual Study Abroad Fair, meet with their academic and financial counselors, and visit studyabroad.jwu.edu for more information.

FOUND ON JWULINK

A wealth of information is at your student’s fingertips on [jwuLink](#). Next time you’re together, ask them to pull it up and show you some of these great resources:

New Student Checklists

Important information on action items new students must complete prior to enrollment.

Academics Tab

- Success Network/uSucceed — details and direct links to assigned advisors, professors, etc.
- GPS (Grad Planning System) — a road map to degree completion; updated as your student progresses through their studies.
- Course Registration Information — after their first semester on campus, students self-register (academic advisors are here to help!).
- Records & Personal Information — address, phone number, parent/guardian email, etc.

Finance Tab

Account info including invoices, financial aid offers, holds, tax forms, etc.

Providence Services

Access Campus Dining, Transportation and Parking info, plus lots more; and submit maintenance requests (heat, furniture, etc.).

Jobs & Internships

Keep up with Career Fairs; apply for jobs; search for internships; and find information on EE&CS.

Involvement Network

Connect with clubs & organizations; see what’s happening on campus; register for ticketed events, if needed — getting involved at JWU is a breeze with the Involvement Network.

EE&CS

At JWU, we're dedicated to assisting students in building careers. Unlike other universities, our approach is designed to help students identify a field of interest and acquire the knowledge, hands-on experience, internships and network to excel in that field. JWU students have opportunities, both inside and outside the classroom, to develop skills to compete in the global economy.

Experiential Education & Career Services (EE&CS) has a variety of services and resources to help students become career-ready, including:

Internships: In the 2018-19 academic year, before the pandemic affected in-person internships, more than 1,600 Providence Campus students gained hands-on work experience for credit at nearly 1,000 sites worldwide, including Hilton, Google, TD Garden, Hill Holiday, Wegmans, Nordstrom, Hyatt, Johnson & Johnson, Fidelity, IGT, Charlotte Hornets, FM Global, Aramark, Compass Group, Disney, The Kraft Group and Marriott.

Although EE&CS does not find internships for students, our advisors work with students to help them explore options for this valuable experience.

Career Fairs and On-Campus Recruitment: EE&CS invites students to network with 725+ employers each year, at events including career fairs, events geared to specific majors, class presentations and 1,300+ on-campus interviews.

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

Career Management Course: As part of their program requirements, each JWU student learns and enhances key professional development skills through this junior-level course to prepare for the college-to-career transition.

Advising and Workshops: Students are assigned an advisor who is with them first year through graduation, supporting them through career path research, experiential learning, networking, résumés, building portfolios, interviewing, the graduate studies admissions process, and more.

DON'T WAIT! You should encourage your student to explore EE&CS resources with JWU starting as early as their first semester on campus. Working with us throughout their entire college experience is the best way for students to shape the "career story" they will share with potential employers.

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.

EE&CS EVENTS

Students should visit link.jwu.edu > Jobs & Internships for important information on EE&CS events, including career fairs.

FINANCIAL



RESOURCES

STUDENT FINANCIAL SERVICES

We recognize the significant financial investment students, often supported by families, make in their JWU 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 5) 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 award combining several of these offers.

Each student is assigned a JWU financial planner. Planners assist students with understanding their financial obligations and aid award, and completing the Free Application for Federal Student Aid (FAFSA), among other things. It is important to note that students must re-apply 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.

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, in the finance tab.

Students access their JWU invoice through jwuLink, again in the finance tab; 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:

- | | | |
|---|--|--|
| <p>Online via jwuLink under the finance tab, payment link. Click on tuition and fees which brings you to Quickpay, our payment platform.</p> | <p>Mailed to
Johnson & Wales
Attn: SFS
PO BOX 5956
Providence, RI 02903</p> | <p>By telephone:
1-800-343-2565,
option # 6</p> <p>In person at Student Financial Services</p> |
|---|--|--|

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

iGRAD

JWU can help you navigate the financial maze 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 & communications.
- Purchase or waive school health insurance annually (note: ensure student’s health insurance covers care in R.I. before waiving)
- File the FAFSA after Oct. 1, annually, online. 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.

2021-22 PAYMENT DEADLINES

FALL SEMESTER

.....
July 14 (new students)

July 28 (returning students)

SPRING SEMESTER

.....
December 1 (all students)

HEALTH AND ◆◆◆ WELLNESS

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 will do the same.



WELLNESS EVENTS

Several departments and student-run clubs/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

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. East Side 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.

SHIP

Undergraduate day students must have health insurance coverage that is accepted in the United States, preferably in the state of Rhode Island. JWU offers a Student Health Insurance Plan (SHIP), which your student can waive if they have other health insurance coverage. Before waiving, ensure that your student's current plan covers physical and mental health care near JWU's campus. To waive SHIP or print insurance cards, your student should visit universityhealthplans.com. If your student waives SHIP but would then like to purchase it later, they can do this as long as there is a qualifying event, such as a change in insurance status.

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 ones to make note of.

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 2021 incoming class, Orientation sessions begin in late-June and run through the end of July. 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. 8 - 10, 2021 | Oct. 7 - 9, 2022 | Oct. 6 - 8, 2023

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 Dunkin Donuts Center (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 few scheduled undergraduate Commencement dates:

May 7, 2022 | May 6, 2023 | May 4, 2024



Find JWU's official academic calendar online at
jwu.edu/academics/academic-calendars.html.

CAMPUS



CONTACTS

MAIN NUMBER

401-598-1000

ACADEMIC SUCCESS CENTER

academicsuccess@jwu.edu

Downcity: 401-598-1485

Harborside: 401-598-1018

ACCESSIBILITY SERVICES

access.downcity@jwu.edu

Downcity: 401-598-4660

Harborside: 401-598-5179

ATHLETICS & RECREATION

pvd@athletics.jwu.edu

401-598-1600

BRIDGE CENTER FOR DIVERSITY, EQUITY & SOCIAL JUSTICE

bridgecenter@jwu.edu

genderequity@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

[communitystandardsandcon-](mailto:communitystandardsandconduct.pvd@jwu.edu)

duct.pvd@jwu.edu

401-598-2885

COUNSELING SERVICES

401-598-1016

EXPERIENTIAL EDUCATION & CAREER SERVICES

[careerservices.pvd@](mailto:careerservices.pvd@jwu.edu)

jwu.edu

Downcity: 401-598-1070

Harborside: 401-598-4611

HEALTH SERVICES

[healthservices.pvd@](mailto:healthservices.pvd@jwu.edu)

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

[providencampuslibrary@](mailto:providencampuslibrary@jwu.edu)

jwu.edu

Downcity: 401-598-1121

Harborside: 401-598-1466

OFF-CAMPUS STUDENT SERVICES (THE DEN)

[offcampusstudentservices@](mailto:offcampusstudentservices@jwu.edu)

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



JOHNSON & WALES
UNIVERSITY