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**Terrapin Guide**

A HANDBOOK FOR UNIVERSITY OF MARYLAND PARENTS AND FAMILY ©2018

Terrapin Guide is provided by:

Office of Parent and Family Affairs
8400 Baltimore Ave., Suite 105
College Park, MD 20740

**HELPLINE** 301-314.8429
**EMAIL** terpfamily@umd.edu
**WEBSITE** [www.terpfamily.umd.edu](http://www.terpfamily.umd.edu)
LETTER FROM THE PRESIDENT

Dear Parents and Family Members,

Welcome to our family at the University of Maryland!

Now that your child or someone very close to you has become a Terp, you have, too. Together we can accomplish great things.

All of us at Maryland are committed to making the campus experience enriching and productive for your family. As a front-rank public research university, we have much to offer, starting with our academic programs, research and scholarship. All are of the highest quality.

Outside the classroom, we offer a wealth of educational opportunities—supportive learning communities, internships, hands-on research experiences, opportunities for entrepreneurship, study abroad and much more. Please encourage your Terp to explore and to get exposed to new ideas and perspectives. At Maryland, we celebrate inclusion and diversity in all their forms.

The University of Maryland family is success-oriented. That means your Terp can get the support needed to get through any difficulties. They simply have to ask.

As a parent of a college graduate, I know how important it is to remain involved in your Terp’s progress, and at the same time give them space to grow. One way to stay in touch is to visit campus. We have set aside some opportunities for you to do so—Family Weekend (Sept. 21–23) and Maryland Day, our annual open house on the last Saturday in April. You will find many other opportunities to stay involved through our Office of Parent and Family Affairs website.

Our time together at Maryland is marked by opportunity. I look forward to working with you to help your Terp to flourish.

Sincerely,

Wallace D. Loh
President

LETTER FROM THE VICE PRESIDENT FOR STUDENT AFFAIRS

Dear Parents and Families,

Welcome! We are delighted that your student has chosen to attend the University of Maryland! I, too, was a University of Maryland parent. Whether this is your first college student or your last one out of the nest, I understand your mixed emotions and promise that we will do all we can to ensure a wonderful college experience for your Terp student.

The Division of Student Affairs is committed to enhancing the student experience both in and outside of the classroom. We care for your student’s needs and well-being by offering housing, dining, health services, recreation options, counseling and career services to facilitate a healthy, developmental environment in which your student can grow and learn. In addition, we create opportunities for leadership, service learning, internships and civic engagement on our campus and in our community. We hope your student will take advantage of the multitude of involvement options to support and enhance their academic success on campus.

We hope you will remain involved, as well. Throughout your student’s college experience, there will be many opportunities for you and your family to engage in the University of Maryland experience.

I invite you to visit campus throughout the year to explore our community, especially during our annual Family Weekend program.

Again, we welcome your family to the University of Maryland and look forward to seeing you on campus.

Sincerely,

Linda M. Clement
Vice President for Student Affairs
LETTER FROM THE EXECUTIVE DIRECTOR OF THE ALUMNI ASSOCIATION

Dear Parents and Families,

Welcome to the University of Maryland!

We are thrilled that your student has made the exciting decision to become a Terp. Whether they are the first person in your family to attend the university or your family is filled with Terps, the Alumni Association is here to connect you and your student to the UMD community.

This includes connecting you to both the resources offered by the Alumni Association and the 361,000-strong alumni base. Through programs, initiatives and events, the Alumni Association inspires lifelong connections with a global network of Maryland alumni. The Alumni Association is committed to exposing students to mentorship and leadership opportunities, on and off-campus events with alumni, and social and professional programs.

We hope that you will encourage your student to be involved and successful both in the classroom and outside of it, to take advantage of all the university has to offer, and finally, to be fearless.

The Alumni Association, located in the Samuel Riggs IV Alumni Center, is the on-campus home for all alumni. We hope to see you at our events during Family Weekend, Homecoming and Maryland Day. We look forward to sharing this journey with you and your student.

Sincerely,

Amy Eichhorst
Executive Director
University of Maryland Alumni Association

LETTER FROM THE DIRECTOR OF PARENT AND FAMILY AFFAIRS

Dear Parents and Families,

Welcome to the Terp family!

The University of Maryland is a special place, and we take pride in our many services, programs and resources, which include an office dedicated to assisting parents and families. The Office of Parent and Family Affairs is your home at the university, and we look forward to supporting your transition and providing opportunities for you to stay connected to the university community.

The next few years may be filled with several challenges. And perhaps your greatest challenge will be discovering the best way to assist your student while also enabling them to take responsibility. Your role is still an essential one; however, it is important for you to allow your student to find personal solutions to problems or challenges. This handbook was developed as a resource specifically for you, so that you have the information you need to serve as a resource for your Terp student.

When you find yourself wondering how you can help, look to this handbook and encourage your student to make use of the many programs and services designed to help them succeed.

We view parents and family members as partners in the educational process, and we hope you will stay connected to and participate in the university community. While fostering and respecting your student’s independence, we also invite you to engage in the University of Maryland experience. We hope you take advantage of the programs and services provided by the Office of Parent and Family Affairs.

I invite you to contact us if you have any questions or are in need of assistance by calling the Helpline at 301.314.8429 or by emailing us at terpfamily@umd.edu. Once again, welcome to the University of Maryland.

Sincerely,

Brian L. Watkins
Director of Parent & Family Affairs

Amy Eichhorst
Executive Director
University of Maryland Alumni Association
Coming to college is a big step, regardless of a person's background, and we recognize the investment this requires of a student and of a parent or family member. We also recognize the deep commitment you have to their success—something to which the university is also committed.

Students often face challenges and can become overwhelmed or confused as they encounter periods of self-exploration. We know from experience that parents and family members can often make such obstacles easier to overcome; however, assisting your student is not always easy and can provide its own unique set of challenges.

We believe establishing a relationship with parents and family members is an important component of a successful University of Maryland experience for students. We are here to offer support to you—as parents and family—so that you can, in turn, provide the necessary guidance, direction, advice and support for your students. Parent and Family Affairs strives to be your link to university news, publications, events, departments, telephone numbers and other resources of importance. We are also dedicated to listening and responding to any issues or concerns you have that may be affecting the quality of your student's experience. In addition, we are here to provide you with opportunities to get involved in the University of Maryland community and contribute to the educational experience of your student.

As a Terp parent or family member, you are automatically entitled to the benefits of our office and to membership in the Maryland Parent & Family Association. One of the most essential aspects of the university’s relationship with you is communication, and we utilize email and social media to deliver timely information to parents and families. Membership in the association is free and is automatically activated by your student’s completion of our online Parent/Family Member Information Form (one of the steps following enrollment). Once your membership is activated, you can look forward to receiving our monthly electronic newsletter, called eConnection, which will be sent directly to the email address on file.

Your membership will also enable us to keep you informed about important programs, like Family Weekend and Maryland Day, as well as opportunities for you to be involved in other university events designed specifically for parents and families of UMD students. If you do not receive our August or September newsletter via email, then be sure to activate your membership by using the online form on the Terp Family website.

Our Mission
The mission of the Office of Parent and Family Affairs is to provide resources, services and programs for parents and family members of undergraduate students that promote a constructive partnership to support student success.

In an effort to enhance and strengthen the experience of students and their families, the Office of Parent and Family Affairs strives to accomplish the following objectives:

- Serve as an advocate for parents/families and the university, internally and externally, by facilitating communication and creating a climate that fosters mutual understanding;
- Develop and implement programs and services that inform and educate parents and families about valuable resources, critical issues and topics relevant to student success;
- Design and sponsor programs that promote parent and family involvement in the life of the university and create opportunities for participation in their student’s experience;
- Provide revenue to support programs and services of the University of Maryland and the Division of Student Affairs.

Parent and Family Affairs website:
www.terpfamily.umd.edu

This website serves as your gateway to the university. Designed specifically for parents and family members, the site features informative articles, timely information and announcements, descriptions of and links to valuable university resources, and much more.

Helpline: 301.314.8429
Do you have a question or concern? The Helpline is your avenue for assistance. Just call or email us at terpfamily@umd.edu and let us know how we can
help you. A university staff member is available every Monday through Friday 8:30 a.m.–5 p.m. (EST).

**Parent Warmline: 301.314.7651**
Additional support for parents is provided by the Parent Warmline, a service of the Counseling Center. Therapists are available to discuss parents’ concerns related to students’ personal, social and academic challenges. Callers can explore options for helping their student resolve the problems. This might include directing them to seek help at the Counseling Center, where free individual and group counseling is available. The Parent Warmline also can assist parents with referrals to off-campus mental health providers.

**MARYLAND PARENT & FAMILY ASSOCIATION**
Working with the Office of Parent and Family Affairs, the Maryland Parent & Family Association gives parents and family members the opportunity to network and provide support for other parents and family members, and to actively participate in the life of the university by serving on the Parent/Family Advisory Council as well as volunteering for various campus events. Activating your membership in the Parent & Family Association is an excellent way to stay connected and to support the education of your student.

**Parent/Family Advisory Council**
The Parent/Family Advisory Council is a group of volunteers who serve as ambassadors for the University of Maryland among the parents and family members of undergraduate students. The council provides feedback to the Office of Parent and Family Affairs on issues of particular interest to parents.

The Advisory Council is made up of parents and family members of current undergraduate students who are also members of the Maryland Parent & Family Association. Currently, the council consists of 45 parents and family members representing a diverse spectrum of students’ degree programs and years. Members are appointed to serve two-year terms.

As the administrative body of the Maryland Parent & Family Association, the council meets three times annually to discuss issues, learn more about university developments affecting students, and plan programs and events to involve parents and families in the life of the university. Each year, the council also allocates finances through the Parents & Families Initiatives Fund to provide grants for existing programs in the Division of Student Affairs as well as for new programs designed to enhance the academic and co-curricular experience at Maryland. In addition, the council awards Parent & Family Association Scholarships to deserving students each year. The Parents & Families Initiatives Fund and the Parent & Family Association Scholarship Fund are made possible by the generous contributions from parents, families and friends raised through the Parent and Family Giving campaign from the Office of Parent and Family Affairs and the annual Parent & Family Association Silent Auction held during Family Weekend.

**FAMILY WEEKEND**
**SEPT. 21-23, 2018**
**WEBSITE**  [www.familyweekend.umd.edu](http://www.familyweekend.umd.edu)
The University of Maryland is pleased to host an annual Family Weekend. Established in 1980, Family Weekend is devoted entirely to the family experience, and is the largest university-sponsored event for parents and family members. This program affords families the opportunity to spend time with their students, be part of the campus community and enjoy a variety of academic and social programming.

Family Weekend 2018 will take place from Friday, Sept. 21 to Sunday, Sept. 23, and will include exciting presentations and demonstrations by faculty members, the annual Parent & Family Association Silent Auction to benefit scholarships and special programs at the university, athletic events, fine arts performances and much more. We hope you will join us for this wonderful weekend of events.

Weekend highlights, event details and registration information are available on the Family Weekend website.
Policies and Expectations

**STUDENT CONDUCT**

It is the mission of the Office of Student Conduct to resolve allegations of misconduct under the Code of Student Conduct and Code of Academic Integrity in a manner consistent with our core values of fairness, honesty and integrity while promoting the university’s educational mission. Essential to this mission is the facilitation of learning and character development of future leaders and sound citizens, which includes involving students in the adjudication process.

One of the primary functions of the Office of Student Conduct is to resolve disciplinary complaints filed against students at the University of Maryland. The student disciplinary process is intended to maintain the behavioral standards set forth by the campus community and to provide all students with a fair process for resolving such complaints.

The Code of Student Conduct outlines the standards to which all students must abide while attending the university. The Code is published in its entirety in the Undergraduate Catalog and is available upon request from the Office of Student Conduct and at https://www.president.umd.edu/administration/policies/section-v-student-affairs/v-100b.pdf.

Any person may file a disciplinary complaint against a currently or formerly enrolled student. Students may be expected to appear at any subsequent disciplinary proceedings. The student conduct process is an educational and administrative process and is not subject to the same procedures as courts of law. Allegations are investigated and resolved in an atmosphere of candor, truthfulness and civility.

Students alleged to commit a violation of university policies are encouraged to discuss the allegations with their parents or guardians, undergraduate/graduate legal aid, legal counsel and appropriate university staff members. Students are also encouraged to read the Code of Student Conduct in its entirety.

**CIVIL RIGHTS & SEXUAL MISCONDUCT**

The University of Maryland is committed to fostering a campus climate free from sexual misconduct and discrimination. The Office of Civil Rights & Sexual Misconduct responds to all discrimination complaints including sexual misconduct. Complaint response includes assessment, advice and referral, interim measures, and when appropriate, investigation.

**Sexual Misconduct**

The University's Sexual Misconduct Policy prohibits sexual misconduct. Sexual misconduct includes sexual harassment, sexual assault, intimate partner violence, sexual exploitation and stalking. The policy also describes how to make a complaint of sexual misconduct, procedures for investigation and resolving complaints, and available resources and education programs.

**Non-Discrimination**

The University's Non-Discrimination Policy prohibits discrimination on the basis of protected classes. University programs, activities and facilities are available to all without regard to race, color, sex, gender identity or expression, national origin, sexual orientation, marital status, age, political affiliation, physical or mental disability, religion, protected veteran status, genetic information or any other legally protected classes. The policy defines discrimination as unequal treatment based on a legally protected class that is serious enough to unreasonably interfere with or limit an individual's ability to participate in or benefit from a university program or activity, or that otherwise affects a term or condition of their employment or education.

For more information visit www.ocstm.umd.edu.

**Filing a Complaint**

Complaints of sexual misconduct and discrimination against a student may be made to the following:

- Office of Civil Rights & Sexual Misconduct
- Office of Student Conduct
- Department of Resident Life, Office of Rights and Responsibilities

Reports of sexual misconduct may also be made to any Responsible University Employee (RUE). RUES include all university administrators, supervisors in non-confidential roles, faculty members, campus police, coaches, athletic trainers, resident assistants and non-confidential first responders. RUES are required to share all reports of sexual misconduct they receive promptly with the Title IX officer or designee.

**Student Training**

As required by the university, all new and incoming students watch a brief video during orientation about the university’s sexual misconduct prevention campaign,
The university is an academic community. Its fundamental purpose is the pursuit of knowledge. Like all other communities, the university can function properly only if its members adhere to clearly established goals and values. Essential to the fundamental purpose of the university is the commitment to the principles of truth and academic honesty. Accordingly, the Code of Academic Integrity is designed to ensure that the principle of academic honesty is upheld. While all members of the university share this responsibility, the Code of Academic Integrity is designed so that special responsibility for upholding the principle of academic honesty lies with the students.

The University of Maryland is one of a small number of leading institutions with a student-administered honor code, our Code of Academic Integrity. The Honor Council spends many hours educating students about the aims and nature of our code, and also resolves hundreds of cases of alleged academic dishonesty each year. The standard sanction for academic dishonesty at Maryland is the XF grade penalty, recorded on the transcript as “Failure Due to Academic Dishonesty.”

We set high standards for academic integrity because we believe genuine learning is most likely to occur in an environment of trust. You can help us by discussing with your student the importance of integrity in life and how Maryland’s strict academic integrity standards, including the Honor Pledge, will help students acquire habits of honesty and responsibility that can last a lifetime. The Code of Academic Integrity can be found here: https://www.president.umd.edu/administration/policies/section-iii-academic-affairs/iii-100a.

Honor Pledge
Adopted by the University Senate on April 9, 2001, and approved by the president on May 10, 2001, the Honor Pledge is a statement undergraduate and graduate students are asked to write by hand and sign on every examination, paper or other academic exercise not specifically exempted by the instructor. The pledge reads: I pledge on my honor that I have not given or received any unauthorized assistance on this examination. Failure to sign the pledge is not an honor offense, but neither is it a defense in case of violation of this code. Students who do not sign the pledge will be given the opportunity to do so. Refusal to sign must be explained to the instructor. Signing or non-signing of the pledge is not considered in grading or judicial procedures.

STUDENT PRIVACY RIGHTS
The Family Educational Rights and Privacy Act (FERPA) of 1974 (commonly referred to as the Buckley Amendment) is designed to protect the confidentiality of education records and to give students access to their records to assure the accuracy of their contents. The act affords students certain rights with respect to their education records.

A student’s rights begin when the student registers and attends their first class. The privacy protection FERPA gives to students is very broad. With limited exceptions, FERPA regulations give privacy protection to all student education records. Examples of student records entitled to protection under FERPA include grade reports, transcripts and most disciplinary files. This protected information cannot be released to any third party, including parents, without signed and dated written consent from the student.

Parents and family members often express interest and concern for their student’s academic progress. Our hope is that students will maintain open communication with their family members regarding their academic progress and other important issues. We encourage you to discuss these matters with your student. Communicating with young adults is not easy; they’re not always as forthcoming as we would like. The college years, however, are a period of remarkable growth and maturation. The ability and willingness of students to share information and insights usually grow, especially as they acquire the confidence that comes with assuming greater responsibility for their own lives.

Often, students and families find it helpful to agree upon methods of communication before classes begin. Coming to an agreement and establishing expectations for communication foster trust and mutual responsibility. One convenient approach is to create an Associate Account for communication. Foster openness and ask your student to share information and insights usually grow, especially as they acquire the confidence that comes with assuming greater responsibility for their own lives.

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POLICIES & EXPECTATIONS

Associate Account is available at www.registrar.umd.edu/parents/How%20TO.html.

If your student does not grant you access, the university does grant access to grades if you claim the student as a dependent for federal income tax purposes. A copy of your most recent federal income tax return must be provided to the Registrar’s Office. If a parent or legal guardian seeks such access to a student’s grades, the registrar will notify the student and encourage the student to supply the information directly or create an Associate Account.

For additional information about FERPA and the university’s policies, we encourage you to consult “Policy and Procedures on the Disclosure of Student Education Records” found on the Office of Student Conduct website: https://studentconduct.umd.edu/parent-disclosure.

ALCOHOL AND OTHER DRUGS

The University of Maryland is dedicated to the pursuit and dissemination of knowledge. The illegal or abusive use of alcohol or other drugs by members of the campus community jeopardizes the safety of the individual and the campus community, and is inimical to the academic learning process. The university is therefore committed to having a campus that is free of the illegal or abusive use of alcohol or other drugs. In keeping with this commitment, it is the policy of the university that the illegal or abusive use of alcohol or other drugs is prohibited on or off university property or as part of university-sponsored activities. Violation of the alcohol and other drug policies may result in university disciplinary action, as provided in the Code of Student Conduct.

Alcohol Policies

The Code of Student Conduct prohibits the illegal or unauthorized consumption, possession, or sale of alcohol or alcoholic beverages. It also prohibits the provision of alcohol to a person under the legal age of consumption or possession.

The Resident Life Alcohol Policy controls the use, possession and distribution of alcohol in campus residence halls. This policy prohibits the possession or use of alcohol by any student under the age of 21 or the furnishing of alcohol to a person known to be under the age of 21. It prohibits common containers (such as a keg or punch bowls), the sale of alcohol and parties involving alcohol. Students of legal drinking age may consume alcohol in their rooms, suites or apartments only.

The Stamp Student Union and Campus Programs Alcohol Policy controls the use, possession and distribution of alcohol by students on university premises or at university-sponsored activities. This policy prohibits the possession or use of alcohol by any student under the age of 21 or furnishing of alcohol to a person known to be under the age of 21. Alcoholic beverages otherwise may not be possessed, consumed or distributed at university-sponsored events occurring on university premises unless advance written approval has been obtained from the Stamp Student Union and Campus Programs. In addition, the University Policy on Possession or Use of Common Containers of Alcohol prohibits the possession or use of kegs, beer balls, punch bowls and other common containers of alcoholic beverages of a similar nature on university property, except for possession and use resulting from licensed purchase by the university’s Department of Dining Services.
Violation of university drug or alcohol policies, on or off campus, may result in university disciplinary action, as provided in the *Code of Student Conduct*.

**University of Maryland Policy on Promoting Responsible Action in Medical Emergencies**

The University of Maryland Policy on Promoting Responsible Action in Medical Emergencies as approved by the president on March 10, 2011, and amended on Feb. 20, 2013, is administered by the Office of Student Conduct and Department of Resident Life. The policy reduces barriers to seeking help in cases of alcohol- and drug-related emergencies by providing relief from administrative or disciplinary action on the part of the university if either a university official or other authority is contacted in a timely fashion. Should an incident warrant a medical emergency, the Office of Student Conduct encourages the university community to act in a responsible manner by calling emergency personnel (911) or a university or Resident Life official. The health and safety of university students are of paramount concern. This policy seeks to reduce the disciplinary barrier students face when determining if they themselves require medical help or whether to summon medical assistance for a fellow student. Full text of the policy may be found at https://www.president.umd.edu/administration/policies/section-v-student-affairs/v-100j.

**Other Drugs Policy**

The *Code of Student Conduct* prohibits the unauthorized use, production, manufacture, or possession of any controlled substance or illegal drug. It also prohibits the unauthorized distribution of controlled substances or illegal drugs. “Controlled substance” and “illegal drug” prohibited under the code are defined by the state of Maryland and federal law.

**Sanctions**

Sanctions for violations of university alcohol policies include expulsion, suspension, disciplinary probation, disciplinary reprimand, restitution, dismissal from university housing, housing probation, work or research projects and restrictions on further use of university facilities. Students may be accountable to civil authorities and to the university for acts that constitute violations of law and university policy.

Disciplinary action at the university will normally proceed during the pendency of criminal proceedings and will not be subject to challenge on the ground that criminal charges involving the same incident have been dismissed or reduced.
Academic Matters

ADVISING AND REGISTRATION
The University of Maryland fosters and supports students’ planning for timely progress in their program of study. The university has institutionalized this principle with the Student Academic Success—Degree Completion Policy.

Student Academic Success—Degree Completion Policy
University of Maryland policy stipulates that full-time, degree-seeking students are expected to complete their undergraduate degree program in four years. To meet this expectation, students must plan carefully in consultation with an academic adviser; complete 30 credits each year (which is usually accomplished through a course load of 14–16 credits per semester); satisfy general education, prerequisite and other course requirements with acceptable grades in a timely manner; and meet the benchmarks. Academic units provide the benchmarks and sample templates of multisemester plans leading to four-year graduation. Students are required to map out individualized four-year plans, consistent with these guidelines and benchmarks, and are responsible for updating them as circumstances change. Students who do not meet benchmarks are required to select a more suitable major. Students who change majors must submit a realistic graduation plan to the academic unit of the new major for approval.

Any student who completes 10 semesters or 130 credits without completing a degree is subject to mandatory advising prior to registration for any subsequent semester. Students with exceptional circumstances or those who are enrolled in special programs are required to develop a modified graduation plan that is appropriate to their situations. In all cases, students are responsible for meeting progress expectations and benchmarks required for their degree programs.

Every student should contact their college or department adviser to obtain the relevant materials for developing a four-year graduation plan and required benchmarks.

For information about this policy, visit: www.ugst.umd.edu/academicsuccess.html and www.ugst.umd.edu/faq-successpolicy.html.

Academic Advising
Academic advising is a service provided to students that includes guidance with the selection of courses, guidance in determining a major, and guidance to students to ensure they are appropriately progressing toward a degree. Academic advising is an essential part of an undergraduate’s educational experience. It is available to all students, but it is the responsibility of the student to make arrangements for advising with the appropriate persons.

Students should meet with an adviser at least once per semester to choose courses, check requirements and make sure they are on track to graduate; however, students should not limit their visits to registration times. Advisers can also provide information about academic matters, career choices, the job market, internships and other academic opportunities.

Advantages of Advising
Students can expect advising to help them clarify their academic goals; increase awareness of available academic programs and course offerings; acquire decision-making skills for academic and career planning; develop relationships with faculty mentors; and understand possible internships or research experiences that complement academic course work.

Required Advising
Students enrolled in certain majors are required to see advisers before each registration. Even when advising is not mandatory, the university expects students in the following categories to consult their advisers: students in their first year of registration at the University of Maryland; students with more than 56 credits who have not chosen a major; students receiving an academic warning (mandatory); students dismissed from the university (mandatory); students who withdraw from the university (mandatory); students nearing graduation; students with 70–80 credits; senior audit; and student-athletes.

Finding an Adviser
Undergraduate students are encouraged to use the many advising opportunities available to them. At college and department levels, at least one person has been designated to coordinate advising. Students who have decided on a major can go directly to the department office of their major to seek advising. If your student is undecided about a major, they should see an adviser in Letters and Sciences.
Advising information is listed by college/school:

**COLLEGE OF AGRICULTURE AND NATURAL RESOURCES (AGNR)**
0107 Symons Hall, 301.405.7761

**SCHOOL OF ARCHITECTURE, PLANNING AND PRESERVATION (ARCH)**
Architecture Building, 301.405.8000

**COLLEGE OF ARTS AND HUMANITIES (ARHU)**
Office of Student Affairs
1120 Francis Scott Key Hall, 301.405.2108

**COLLEGE OF BEHAVIORAL AND SOCIAL SCIENCES (BSOS)**
BSOS Advising Center
2418 Tydings Hall, 301.405.1697

**ROBERT H. SMITH SCHOOL OF BUSINESS (BMGT)**
Office of Undergraduate Programs
1570 Van Munching Hall, 301.405.2286

**COLLEGE OF COMPUTER, MATHEMATICAL, AND NATURAL SCIENCES (CMNS)**
Undergraduate Education Office
1326 Symons Hall, 301.405.1047

Student Services Office
1300 Symons Hall, 301.405.2080

**COLLEGE OF EDUCATION (EDUC)**
Student Services Office
1204 Benjamin Building, 301.405.2364

**A. JAMES CLARK SCHOOL OF ENGINEERING (ENGR)**
Office of Undergraduate Advising and Academic Support
1131 S Glenn L. Martin Hall, 301.405.9973

**PHILIP MERRILL COLLEGE OF JOURNALISM (JOUR)**
Office of Student Services
1100 Knight Hall, 301.405.2399

**SCHOOL OF PUBLIC HEALTH (SPHL)**
1304 SPH Building, 301.405.2357

**LETTERS AND SCIENCES**
General Advising
1117 Hornbake Library, 301.314.8418

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**Registering for Courses**
Office of the Registrar
First floor, Clarence M. Mitchell Jr. Building
PHONE 301.314.8240
WEBSITE [www.registrar.umd.edu](http://www.registrar.umd.edu)

**Registration Process**
Every student is assigned a specific date and time to begin the registration process, and all registration is done online using Testudo, the university’s web portal for students. An email containing registration information is sent to each student’s email address a few weeks prior to registration. Students can also access registration appointment information using the Testudo website. Registration appointments are based on credit level.

Registration appointments for the fall semester begin in late March/early April, and appointments for the spring semester begin in late October/early November. Open registration follows early registration, and continues up to the first day of classes. During this time students may make schedule adjustments or process an original registration. The schedule adjustment period begins on the first day of classes. All registration transactions, either online or in person, are final unless a student processes a cancellation of registration.

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**Schedule Adjustment (Drop/Add Period)**
The schedule adjustment period is the first 10 business days of classes during the Fall or Spring semester. A similar period of time is designated for Summer and Winter terms. Check the corresponding academic calendar for exact dates. Courses may be added, when space is available, during the schedule adjustment period, and will appear on the student’s permanent record along with other courses previously listed. Courses dropped during this period will not appear on the student’s permanent record. Students interested in adding and dropping non-standard courses scheduled to begin or end outside of the standard semester/term dates should consult the Registrar’s web pages for important information regarding schedule adjustment and deadlines. Part-time students should also check deadlines to avoid incurring additional charges. For more information visit [www.registrar.umd.edu/current/registration/ScheduleAdjustment.html](http://www.registrar.umd.edu/current/registration/ScheduleAdjustment.html).

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**Course Withdrawal**
An additional drop period for undergraduate students begins at the close of the schedule adjustment period and ends at the end of the 10th week of classes. During the drop period a student may drop a maximum of four credits or one course. Courses dropped during this time (after the schedule adjustment period) will be recorded on the student’s transcript with a W notation for undergraduate students only. (This mark is not used in computing the semester or cumulative GPA.) No notation will appear on the graduate record for courses dropped during the drop period.

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**Cancellation of Registration**
Students who register and later decide not to attend the university must cancel their registration prior to the first
day of classes for the semester. Failure to do so will result in a financial obligation to the University of Maryland even if the student does not attend class.

Cancellation requests must be received in writing and signed by the student. They may be sent by mail, fax or email to:

Office of the Registrar
Clarence M. Mitchell Jr. Building
7999 Regents Drive
College Park, MD 20742
FAX 301.314.9568
EMAIL Registrar-help@umd.edu

Please include university identification number and student signature on all correspondence. For additional information concerning cancellation contact the Office of the Registrar at 301.314.8240.

Cancellation of housing and dining services is a separate process. Contact Resident Life at 301.314.2100 and the Department of Dining Services at 301.314.8067 to cancel those contracts.

Course Load
In order for undergraduate students to complete most curricula in four academic years, their semester load must range from 12 to 19 hours (30 to 36 hours each year) toward the degree. By policy, undergraduates may not generally exceed the following maximum credit loads without the prior approval of their dean: 20 credits in a 15-week semester, eight credits in a six-week summer session or four credits in an accelerated three-week session.

ACADEMIC REQUIREMENTS AND REGULATIONS

Grading System
The following chart explains the symbols used on the student’s permanent record for all courses in which they are enrolled after the initial registration and schedule adjustment period. These marks remain part of the student’s permanent record and may be changed only by the original instructor on certification, approved by the department chair and the dean, that an actual mistake was made in determining or recording the grade.

Grade Point Average (GPA)
GPA is computed by dividing the total number of quality points accumulated in courses for which a grade of A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D- or F has been assigned by the total number of credits attempted in those courses. Courses for which a mark of P, S, I, NGR (No Grade

<table>
<thead>
<tr>
<th>GRADE</th>
<th>VALUE</th>
<th>EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+, A</td>
<td>4.0</td>
<td>Denotes excellent mastery of the subject and outstanding scholarship.</td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>Denotes good mastery of the subject and good scholarship.</td>
</tr>
<tr>
<td>B</td>
<td>3.0</td>
<td></td>
</tr>
<tr>
<td>B-</td>
<td>2.7</td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>2.3</td>
<td>Denotes acceptable mastery of the subject and the usual achievement expected.</td>
</tr>
<tr>
<td>C</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>1.7</td>
<td></td>
</tr>
<tr>
<td>D+</td>
<td>1.3</td>
<td>Denotes borderline understanding of the subject. It denotes marginal performance, and it does not represent satisfactory progress toward a degree.</td>
</tr>
<tr>
<td>D</td>
<td>1.0</td>
<td></td>
</tr>
<tr>
<td>D-</td>
<td>0.7</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>0.0</td>
<td>Denotes failure to understand the subject and unsatisfactory performance.</td>
</tr>
<tr>
<td>XF</td>
<td></td>
<td>Denotes failure due to academic dishonesty.</td>
</tr>
<tr>
<td>I</td>
<td></td>
<td>Denotes Incomplete and is an exceptional mark that is an instructor option. It is given only to a student whose work in a course has been qualitatively satisfactory, when, because of illness or other circumstances beyond the student’s control, they have been unable to complete some small portion of the work of the course.</td>
</tr>
<tr>
<td>P</td>
<td></td>
<td>Indicates a passing grade, equivalent to A+, A, A-, B+, B, B-, C+, C, C- or D+, D, D-, and is a student option mark. Courses for which this option applies must be electives in the student’s program. The courses may not be college, major, field of concentration or general education program requirements. A course that is passed will count as hours in the student’s record but will not be computed in the grade point average. A course that is failed (indicated by F) will appear on the student’s record and will be computed both in the overall grade point average and in the semester average.</td>
</tr>
<tr>
<td>S</td>
<td></td>
<td>Denotes satisfactory performance by a student in progressing thesis projects, orientation courses, practice teaching and the like. It is a department option mark. In computation of cumulative averages, a mark of S will not be included.</td>
</tr>
<tr>
<td>W</td>
<td></td>
<td>Indicates withdrawal from a course in which the student was enrolled at the end of the schedule adjustment period. For information and completeness, the mark of W is placed on the student’s permanent record by the Office of the Registrar. This mark is not used in any computation of quality points or cumulative average totals at the end of the semester.</td>
</tr>
</tbody>
</table>
TERRAPIN GUIDE

Consulted the University Catalog for complete information.

Semester Academic Honors (Dean's List)
Semester academic honors will be awarded to those students who complete, within any given semester (excluding winter and summer terms), 12 or more credits (excluding courses with grades of P and S) with a semester GPA of 3.5 or higher. This recognition will be noted on the student’s academic record.

Graduation
A minimum of 120 successfully completed course credits with a minimum GPA of 2.0, a grade of C- or better in all courses toward the major, and a minimum GPA of 2.0 or higher in the major coursework is required for graduation. Individual colleges, schools and departments may establish higher requirements for graduation. The requirements for graduation vary according to the character of work in the different colleges, schools and academic units. It is the responsibility of the colleges, schools, departments and other academic units to establish and publish clearly defined degree requirements. Responsibility for knowing and meeting all degree requirements for graduation in any curriculum rests with the student. Specific degree requirements are listed in the Undergraduate Catalog under the college or department as appropriate. Students are encouraged to use the uAchieve Degree Audit tool to evaluate progress toward completion of requirements for graduation. uAchieve Degree Audit can be accessed at www.testudo.umd.edu.

Each candidate for a degree or certificate must file a formal application with the Office of the Registrar. The deadline for application is the end of the schedule adjustment period for the semester in which the student plans to graduate, or at the end of the first week of the second summer session for August degrees. In all cases, graduation applications must be filed at the beginning of the student’s final semester before receiving a degree. The graduation applications are available at www.testudo.umd.edu or at the Registrar’s Office, first floor, Clarence M. Mitchell Jr. Building.

Satisfactory Academic Progress
It is the intent of the university that its students make satisfactory progress toward their degree objectives and achieve academic success. If a student has special circumstances that make it impossible to complete a normal course load, the student must meet with an adviser to discuss the circumstances, the student’s plans for continued progress toward a degree and the implications for continued enrollment.

Satisfactory Performance is defined as the achievement of a cumulative GPA of 2.0 or above. Students whose semester GPA falls below 2.0 are encouraged to meet with their advisors regarding the development of a plan that will appropriately respond to the student’s academic difficulties and lead to academic improvement. Individual colleges, schools and departments may establish separate requirements for mandatory advising. Students must consult the appropriate college, school or department for specific information.

Unsatisfactory Performance (abridged*) is defined as the achievement of a cumulative GPA of less than 2.0. Students will be placed on academic probation following any semester in which a 2.0 cumulative GPA is not achieved. Normally, a student is expected to attain a 2.0 cumulative GPA at the end of any probationary semester. Students who fail to achieve a 2.0 cumulative GPA at the end of their probationary semester may be academically dismissed, depending on their credit level as detailed below.

Students who have earned 60 credits or more will be dismissed from the university in the event their cumulative GPA remains below 2.0 at the end of their probationary semester.

Students who are on academic probation and have earned fewer than 60 credits will be permitted to continue on academic probation if a minimum semester GPA of 2.0 is achieved in each semester of probation.

The Student Success Office will notify students when they are placed on academic probation. Such notices will include a requirement that the students consult an academic adviser in their colleges early in the probationary semester and in no event later than the beginning of the early registration period for the next semester. The Student Success Office will notify the colleges of students who are placed on academic probation and will note the academic probationary status on the students’ academic record.

Academic Reinstatement
Students who have been dismissed may apply to the Faculty Review Board for reinstatement.

Applications and information about the reinstatement process can be obtained from the Student Success Office (www.studentsuccess.umd.edu), which is responsible for
administering the reinstatement process in coordination with the Faculty Review Board.

Withdrawal and Leave of Absence
The university understands that in exceptional circumstances a student may find it necessary to completely withdraw from all classes. The university considers such an interruption to be very serious as it delays normal progress toward the degree. Students should not withdraw for frivolous reasons or to avoid the consequences of ignoring their academic responsibilities. Any student considering withdrawal is strongly encouraged to meet with their academic college adviser before leaving the university. College advisers may be able to recommend alternative strategies for preserving the semester.

Students who withdraw will need to apply for reenrollment. Students who withdraw or take a leave of absence while on academic probation, or those returning from dismissal or a second semester withdrawal, are always required to petition the Faculty Review Board for approval to return. Complete information is available from the Student Success Office at studentsuccess.umd.edu.

Withdrawal or Leave of Absence Procedures
Students must submit written notice of withdrawal to the Office of the Registrar no later than the last day of classes. A withdrawal from all classes can be processed at any time between the first and last day of classes. A leave of absence is a type of withdrawal available to students wishing to take time away from the university with the intention of returning the following semester. This option can only be selected during the last 60 days of the semester. Students on federal financial aid may receive some benefit from a leave of absence.

In addition to academic consequences, a withdrawal or leave of absence can have serious effects for students receiving financial assistance, international students and students in residence halls. It is the student’s responsibility to review these potential implications with the appropriate offices listed below before withdrawing:

STUDENT FINANCIAL SERVICES OFFICE
1135 Lee Building; 301.314.9000
INTERNATIONAL STUDENT & SCHOLAR SERVICES
1126 H.J. Patterson Building; 301.314.7740
DEPARTMENT OF RESIDENT LIFE
2100 Annapolis Hall; 301.314.2100

The effective date of the withdrawal for purposes of any refund is the date that the written withdrawal notice is received by the Office of the Registrar. Notation of withdrawal and the effective date will be posted on the student’s academic record. Instructors and college offices will be notified of all withdrawn students.

ACADEMIC RESOURCES AND SERVICES
Academic Achievement Programs
2204 Marie Mount Hall
PHONE 301.405.4739
WEBSITE www.aap.umd.edu
The Academic Achievement Programs (AAP) provide resources and opportunities for primarily first-generation college students, low-income individuals, students with disabilities and traditionally underrepresented students. The Student Support Services and Intensive Educational Development programs in AAP offer advising support and academic enrichment classes in study skills, math and English. Although AAP services are only available to eligible students, the Intensive Educational Development program does offer free tutoring to all undergraduate students through Academic Success and Tutorial Services. For a tutoring schedule, please contact the tutoring coordinator at 301.405.4745, aaptutoring@umd.edu or visit www.umdtutoring.mywconline.com. The AAP office also welcomes inquiries about eligibility status for academic services and job opportunities as tutors or student assistants.

Accessibility and Disability Service
0106 Shoemaker Building
PHONE 301.314.7682 (voice and TTY)
WEBSITE www.counseling.umd.edu/ADS
The University of Maryland is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefit of services, programs or activities at the University. The Accessibility and Disability Service (ADS) provides reasonable accommodations to qualified individuals to ensure equal access to services, programs and activities sponsored by the University of Maryland. Through a variety of services, ADS works to ensure that accommodation and accessibility needs are met. The ADS office is staffed by dedicated professionals who are available to assist, consult, support and advocate on behalf of individuals requesting disability services.

ADS provides a range of accommodations for students with disabilities, including: (1) interpreters and transcribing services for Deaf or hard-of-hearing students; (2) enlarged print and electronic alternate text format of textbooks and written
materials for individuals with print material disabilities (e.g., blind or low vision, learning disabilities and attention deficit disorders, or physical disabilities); (3) extended time and private or reduced distraction testing space for exams; and (4) assistance with access to various buildings and facilities on campus including access to the campus’ paratransit service.

Eligibility
Anyone with a documented disability is eligible to apply for reasonable accommodations. Students are responsible for scheduling an appointment with ADS well in advance of the needed accommodation. Students are requested to provide supporting documentation that demonstrates how their disability limits their participation in courses, programs, services, jobs, activities and/or access to facilities at the university. Documentation of the disability should be relevant and current and must be completed by appropriate professionals who are credentialed to diagnose the student’s disability. The type of required documentation will vary depending on the nature of the disability and the accommodations requested. To learn more, visit https://www.counseling.umd.edu/ads/start/eligibility/ or email the office at ADSfrontdesk@umd.edu.

International Student and Scholar Services
1126 H.J. Patterson Building
PHONE 301.314.7740
WEBSITE http://globalmaryland.umd.edu/offices/international-students-scholar-services
International students, faculty and scholars receive a wide variety of services designed to help them benefit from their experience in the United States. International Student and Scholar Services (isss) works closely with the Office of Undergraduate Admissions and the Graduate School to help admitted students receive the immigration documents necessary to enter the United States. Isss coordinates orientation programs, immigration and employment seminars, and sponsors social activities such as International Coffee Hour. Isss advises counsel international students concerning immigration, academic and cultural adjustment, and personal issues.

Letters and Sciences
1117 Hornbake Library
GENERAL ADVISING PHONE 301.314.8418
PRELAW ADVISING PHONE 301.405.2793
WEBSITE www.lts.umd.edu
Letters and Sciences is the academic home for students exploring a variety of fields before selecting a major, for post-baccalaureate students taking additional course work, and for non-degree-seeking students taking undergraduate courses. Letters and Sciences may also serve as the academic home for students completing requirements for entry into a Limited Enrollment Program.

Office of Multi-Ethnic Student Education
1101 Hornbake Library
PHONE 301.405.5616
WEBSITE www.omse.umd.edu
Omse’s academic support activities include a robust, nationally-certified, peer tutorial program with one-on-one sessions as well as group review sessions, affinity group programs and annual events. Students have many professional opportunities in the office including work-study positions, team leader opportunities and graduate assistantships. As an academic unit, Omse strives to identify and meet changing needs that affect the success of undergraduate multi-ethnic students. Omse collaborates with other campus offices and college programs to achieve this goal, as well as to promote a positive community of learners who are sensitive to issues of diversity. The Omse office suite contains a tutorial lab and an open workstation lab with disabilities services software. Our space provides all students with an opportunity to learn, grow and connect within a relaxed atmosphere.

Education Abroad
1118 H.J. Patterson Hall
PHONE 301.314.7746
WEBSITE http://globalmaryland.umd.edu/offices/education-abroad
The mission of Education Abroad is to empower students with the knowledge, skills and perspectives to become mindful and engaged global citizens—leaders and professionals with a strong sense of social responsibility who fearlessly embrace global and local challenges with optimism, passion and innovative thinking. Studying abroad is an essential aspect of any undergraduate degree.

Education Abroad provides advising on the wide variety of programs available and works with students to maximize their international experience. All majors are able to study abroad as early as the summer before they come to campus. Study abroad programs are credit-bearing and students may earn major, minor, general education or elective credits abroad. Internship and service learning programs are also available. Programs are offered during the summer, winter, spring break, semester or academic year.
The Office of Extended Studies administers Summer Session, Winter Session, Freshmen Connection and Pre-College, Professional Graduate, Post-Baccalaureate and Continuing Education programs, providing flexibility to keep learning.

Summer Session offers opportunities to build progress toward graduation, satisfy a requirement or catch up on credits. More than 1,200 courses are offered on campus or online during six convenient sessions. In Pre-College Programs, qualified middle and high school students preview the campus experience at UMD.

In Freshmen Connection, spring-admitted freshmen start Maryland in the fall term, earn up to 17 credits toward their undergraduate degree and get on track to graduate in four years.

Winter Session is the right size to earn up to four credits in only three weeks. Gain ground on graduation or fulfill prerequisites with courses offered on campus or online.

Professional Graduate Programs offer master’s degrees and graduate certificates that are crafted with expertise, innovation and convenience. In Post-Baccalaureate Programs build a foundation for success and prepare students for graduate or professional school training. Continuing Education Programs offer workshops for professional and personal growth.

The University Libraries support students of every major by offering the spaces, services and resources they need to succeed. Especially popular is the technology-rich Terrapin Learning Commons in McKeldin Library, where students can borrow popular textbooks, laptops and other equipment at no charge, print posters and use a 3-D printer or scanner in an innovative makerspace.

Students can study quietly or meet with a group in any of the six subject-targeted libraries on campus. And, of course, they can get help and access top-notch information resources in person or online.
Financial Matters

TUITION AND FEES
Office of Student Financial Services and Cashiering
1135 Lee Building
PHONE 301.314.9000
WEBSITE www.billpay.umd.edu

Walk-in hours
8:30 a.m.–4:30 p.m. M–F;
9:30 a.m. start on Wednesdays
Available on the phone
9 a.m.–4 p.m. M–F;
9:30 a.m. start on Wednesdays

The University of Maryland assesses tuition on a per-credit-hour basis; a course load of 12–19 credit hours per semester has the full-time rate. Tuition and fees are published in the Undergraduate Catalog each year and are also available from the Office of Student Financial Services and Cashiering at www.billpay.umd.edu.

A variety of charges, in addition to tuition, may appear on a student's bill. These include mandatory fees, special course fees, room and board. Additional fees may include a charge for a parking permit, orientation, University Health Center expenses, library fines, parking tickets or late payment fees.

BILLING
The Office of Student Financial Services and Cashiering provides a consolidated monthly student eBill for charges assessed to the student’s account. Tuition and fee rates are published in the undergraduate catalogue and are also available at www.billpay.umd.edu.

When a new eBill is available, a notification is sent to the student’s umd email address. All student eBills and account details are available online in the student web portal, Testudo. This portal is also where the student may add additional email recipients such as parents to receive billing notifications. Customarily, eBills are available on the 25th of each month with payment due on the 20th of the following month. Fall semester bills are generated beginning in June and spring semester beginning in November.

Registration activity prior to the bill date will trigger the start of the student’s semester account bill. If a student is receiving financial aid and has received notification of their award, pending financial aid will be reflected on the eBill and reduce the amount owed. All billing dates and payment deadlines are published at www.billpay.umd.edu.

A student does not need to receive a notice to access their student account and view their eBill(s) through Testudo. A student may also grant access to a parent or guardian to view their account and eBill through Testudo after the parent or guardian has established an Associate Account. Information about setting up an Associate Account can be found at www.registrar.umd.edu/parents.

PAYMENT
A variety of options are available to pay a student account bill, with the preferred method being online by electronic check (ACH). Major credit cards are accepted online; a 2 percent convenience fee will be assessed. Paper checks or money orders should be made payable to the University of Maryland and include the student’s University Identification Number on the front of the payment.
If it is more convenient to spread payments over several months, semester and annual payment plans are available through the Terp Payment Plan (TPP). A payment plan may assist in reducing borrowing or avoiding borrowing altogether. The number of monthly payments for each plan is based on the date of enrollment. The enrollment fee for a semester plan is $50 and an annual plan is $75. There is no interest charged on the plan. Materials and information regarding the TPP are available at www.billpay.umd.edu.

It is important to understand and adhere to payment deadlines in order to avoid late fees and account holds that prevent future registration. Checking the student account online prior to the beginning of a registration period is highly encouraged.

Terp Payment Plan
The Terp Payment Plan provides students and their family with a convenient alternative to lump-sum tuition payments at the beginning of each semester. The Terp Payment Plan is also an ideal way of covering the gap between financial aid and the cost of education without resorting to additional borrowing from alternative sources.

In summer 2017, the university began using a third-party vendor solution to handle our semester and yearly payment plans. This should offer students and families convenience by providing an online signup option, expanded remittance choices and customer service hours. Students will continue to receive monthly statements detailing the status of the account.

OFFICE OF STUDENT FINANCIAL AID
0102 Lee Building
PHONE 301.314.8377
WEBSITE www.financialaid.umd.edu

The Office of Student Financial Aid (OSFA) administers federal, state and institutional aid, and, in cooperation with other university offices, participates in the awarding of scholarships to deserving students. Scholarships, grants, loans and work-study funds are awarded on the basis of academic ability and/or financial need as determined by the Free Application for Federal Student Aid (FAFSA).

To qualify for aid, students must submit the FAFSA annually by our priority deadline, January 1. Please visit www.fafsa.ed.gov for more information.

Scholarships
Two types of scholarships are available: those based on academic or creative talent, and those based on financial need and talent. Information about scholarships is available on the OSFA website, and students are encouraged to contact the office or department responsible for selecting the recipients for additional information.

Grants
Students may be eligible for federal, state and institutional grants. Submitting the FAFSA by the Jan. 1 priority deadline is the only requirement to be considered. To apply for state grants and scholarships (state aid), please visit the MHEC website at www.mhec.state.md.us.

Student Employment
There are two types of student employment. The Federal Work-Study (FWS) Program provides students with the opportunity to earn money to meet their educational and personal expenses through part-time, on- and off-campus jobs while gaining valuable work experience. This award is need-based, and money earned from the FWS program does not have to be paid back. To be considered for FWS, students must indicate interest in FWS on the FAFSA, submit the FAFSA by the Jan. 1 priority deadline.

Federal Work-Study positions are posted on the OSFA website. Students do not have to apply for financial aid to secure a job on campus. For non-Federal Work-Study job listings, students should contact the University Career Center.

BANKING OPTIONS
For banking on campus, options include a full-service bank and ATMs at the Adele H. Stamp Student Union. Additionally, there are ATMs for the State Employees Credit Union (SECU) in the Stamp Student Union and in an outdoor kiosk between the Clarence M. Mitchell Jr. Building and the Visitor Center. Capital One Bank ATMs can be found at the Maryland Stadium and the Xfinity Center.

Area banks include BB&T, Capital One, PNC, Bank of America, SunTrust, State Employees Credit Union and Riggs Bank.
University Essentials

UMD ID CARD
Office of the Registrar
First floor, Clarence M. Mitchell Jr. Building
PHONE 301.314.8240
WEBSITE www.registrar.umd.edu/current/policies/id-cards.html
The UMD photo ID card is issued at the time the student first registers for classes. The UMD ID card should be carried at all times and is intended to be used for the duration of enrollment. Students may use their UMD ID cards to: obtain transcripts, verifications, schedule printouts and graduation tickets; access campus buildings such as residence halls and some classroom buildings; access library and information services and make photo copies; use at campus dining halls; serve as a Terrapin Express debit card for on-campus eateries, retailers and laundry facilities; gain admission to campus-sponsored events; and ride the university’s Shuttle-UM system.

It is the cardholders’ responsibility to keep their ID card safe and secure and to deactivate a lost or stolen ID card. Students should immediately deactivate their ID card at https://id-card.umd.edu/lost/user to prevent use by unauthorized individuals. The university assumes no responsibility for misuse of an ID card, or for charges to the student’s accounts due to an ID card being lost or stolen.

Once deactivated, students must obtain a new ID card at the Office of the Registrar, Monday through Friday, 8 a.m.–5 p.m. The charge for a new ID card is $20. A deactivated ID card cannot be reactivated.

The following services will be suspended until a new ID card is issued:
• Access to administrative buildings and offices
• Access to Residential Facilities (including residence halls, South Campus Commons and on-campus Greek chapter houses)
• Dining Services and Terrapin Express
• Facilities Management services
• Time and Attendance System
• University Recreation and Wellness

Student ID Numbers
The University of Maryland assigns all students a unique nine-digit identification number called the UID Number. This number is used as a student identifier for most university transactions and appears on the UMD ID card. Students also may be required to provide their Social Security Number, which is used for a limited number of purposes that are required by law or business necessity.

DINING PLANS
Dining Services
1109 South Campus Dining Hall
PHONE 301.314.8068
WEBSITE www.dining.umd.edu

Resident Anytime Dining Plan
Resident dining plans offer seven-day unlimited access to campus dining halls. Resident students can visit any dining hall during business hours, enjoy any of their daily options and return any number of times throughout the semester. Students who live in traditional, on-campus resident halls are required to purchase a Seven-Day Anytime Access Base Plan. Three optional plan upgrades offer additional value and on-campus purchasing power.

For details, visit www.dining.umd.edu/anytime-dining.

Dining Dollars are part of upgraded resident plans, and are accepted in all Dining Services-operated permanent locations, including many brand-name locations in the Stamp and Glenn L. Martin Building. Dining Dollars are discounted at the time of purchase, and using them incurs no tax.

Guest passes are included in every dining plan, so students can bring an occasional guest into the dining halls. Resident students can purchase additional guest passes in advance from the Dining Services Office. Guests are welcome to pay at the door using cash, credit or Terrapin Express.

Optional Dining Plans
Members of the campus community can join the Maryland Dining experience in a number of ways:
• Connector Dining Plans are ideal for students who want to keep up this important social and culinary connection to campus, or as a kitchen back-up. Connector Dining Plans are available in three sizes: 50 meals (about three meals a week), 100 meals (about six meals a week) and 150 meals (about nine meals a week). For details, visit www.dining.umd.edu/optional.
• A Five-Day Anytime Dining Plan is available for nonresident students. This plan provides unlimited access to three dining halls Monday through Friday.
• Dining Dollars are available at a discount. Once you have Dining Dollars, spend them like cash without
additional tax. Dining Dollars are accepted at every Dining Services location.
Cash and credit are accepted everywhere.

Terrapin Express
Dining Services Contract Office
1109 South Campus Dining Hall
PHONE 301.314.8067 or 301.314.8068
WEBSITE www.dining.umd.edu/terrapin
Terrapin Express is a prepaid debit account: money you set aside to use at more than 50 locations across campus including the University Book Center and University Health Center. Cashiers, copiers, printers and washing machines use the UMD ID card to access account information. Every active UMD ID card is connected to a Terrapin Express account. To activate the account, call the office or visit the website listed above. Funds roll over from semester to semester, and additional funds can be added at the Terrapin Express Office by mail and online through Testudo Web services. Find a complete listing of participating locations at www.dining.umd.edu/terrapin.

COMPUTERS AND COMMUNICATION
Division of Information Technology
1221 McKeldin Library
PHONE 301.405.1500
WEBSITE www.it.umd.edu
University of Maryland students are part of an academic community that enjoys access to robust networked computer and telecommunications resources. The Division of Information Technology provides technology infrastructures and focuses attention on services that support the university’s education and research missions as well as its underlying business processes.
Many faculty members have integrated technology into courses as part of the learning process, both in and outside of the classroom. Directory IDs and passwords give students access to many IT services, enabling them to store, sync and collaborate on files, use online classroom support materials, send email and more.
Residence halls provide a high-speed data connection for every student, as well as full wireless coverage. Technical support and software technology discounts are available to all UMD students. An adaptive technology lab and equipment are available to users who need them. Learn more at www.counseling.umd.edu/ad/s/current/adaptive techlab.

Students as well as members of the university community are responsible for complying with the Policy on the Acceptable Use of Information Technology Resources, which can be found at www.umd.edu/aup.
Student computing resources available from the Division of Information Technology can be found at www.it.umd.edu/students.

Email
The university has adopted email as the primary means for sending official communications to students. Academic advisers, faculty and campus administrative offices use email to convey important information and time-sensitive notices.
Maryland undergraduate students are offered university email accounts with unlimited storage hosted by Google based on its GSuite for Education. All students are encouraged to use this service, called terpmail.
If a student forwards to or uses an account other than terpmail, a failure to check email, errors in forwarding email and returned email due to “mailbox full” or “user unknown” will not excuse a student from missing announcements or deadlines.

Computer Ownership
We highly recommend that students have access to their own computer, although the university has no special requirement for ownership. The vast majority of UMD students own their own computers.

It is not necessary to purchase a new computer to bring to campus. In some cases, it is best for your student to bring their current computer to the university and decide whether to upgrade or replace it later. Some departments have specific recommendations related to their academic courses.

If you want to buy a computer, tablet or other computer accessories, visit Terrapin Tech on the first floor of McKeldin Library to try out available computers and to view the full-service walk-in support center. Terrapin Tech offers student pricing with educational discounts on products from Apple and Dell. Support representatives can also solve common computer issues and make hardware repairs on Mac and in-warranty Dell computers. Loaner laptops are available to use while certified technicians fix any problems that arise with computers purchased from Terrapin Tech.
As with anything else, technology devices should
never be left unattended. Keeping a constant watch on devices is the best way to prevent theft.

University software licenses enable students to download some software at no additional cost. Software offered includes Microsoft Office, VMware, Adobe Creative Cloud, MATLAB and much more. Students can log into www.terpware.umd.edu and download software after they have registered for classes.

UMD’s Box service (https://go.umd.edu/umd-box) gives students 50 GB of storage space for backing up files, synching files on multiple devices and collaborating with others. TERPmail Drive offers unlimited storage space. The Division of Information Technology highly recommends backing up important data on your computer using Box or TERPmail Drive in addition to saving data to external storage devices.

Cell Phones
Various discounts on cellular wireless services and equipment are available from Sprint and AT&T to the University of Maryland community, with actual discount levels based upon the type of account and equipment and level of service desired. Visit www.cellular.umd.edu for more information.

Network Connections via the Wireless Network
The University of Maryland wireless network provides faculty, staff and students with wireless access to Internet resources. The university’s wireless network is one of the largest for a university of our size, providing convenient wireless access in every academic building and residence hall, as well as the Stamp, dining halls, McKeldin and Hornbake libraries and various outdoor areas.

Connecting personal wireless access points to the university network is prohibited. These access points often have improper security settings and could leave the university network open to attack. Additionally, wireless printers will not be able to connect to the wireless network. Students who want to use one will need to be able to connect to the printer via a cable. See http://go.umd.edu/wi-fi for more information or get connected by visiting http://go.umd.edu/setupsecurewireless.

... In the Residence Halls
“One port per pillow” is the standard in UMD’s residence halls. Each room is wired with a high-speed connection to the university’s information technology infrastructure, one connection per student in the room. All students need for their computers is an Ethernet cable and Ethernet-to-USB adapter. If the computer was not purchased with them, Ethernet cables and adapters are available for purchase from Terrapin Tech and the University Book Center.

Residence hall network setup information is also available from the IT Service Desk website. See http://go.umd.edu/wired-network for more details about the service and to get specific instructions on how to configure machines to work on the network.

The residence halls also have full wireless coverage, providing Internet access to students with laptops and mobile devices. While the wireless network makes it convenient to get online from almost anywhere on campus, it is intended as a supplement to, not a substitute for, the wired network. When they’re in their own rooms, resident students are encouraged to use an Ethernet cable and wired data jack to connect to the network. This is especially important for bandwidth-intensive activities such as streaming video or audio and gaming.

... From Home
Students who live off campus or commute from home can access UMD’s networked resources through their own Internet service provider.

Computer Labs
Between classes and on study breaks, students can get online by stopping by any of the computer labs across
Students can pay for IT print jobs in the libraries with their Terrapin Express accounts. They can even submit print jobs from their own computers over the Internet. More details are available at www.lib.umd.edu/services/copying-and-printing/home.

Service Desk
The IT Service Desk maintains an online repository of information and instructions about many facets of computer use at the university. Its website, www.itsc.umd.edu, is the place to check for up-to-date details and answers.

The IT Service Desk staff is trained to assist your student with a variety of computer issues. It can help with computer infections (viruses, worms, bots, etc.), residence hall and wireless access, password resets and many other information technology questions. Assistance is also available via online request and live chat. Please visit http://go.umd.edu/IThours for hours of operation.

BOOKS AND SUPPLIES
University Book Center
Stamp Student Union, lower level
PHONE 301.314.8068
EMAIL reslife@umd.edu
WEBSITE www.shopterp.com
The University Book Center (UBC) is your one-stop shop for all course-related material. All registered students are able to bill $500 to their student account at the UBC. Student billing is quick and convenient; just remind your student to bring their UID. The UBC also carries a wide selection of University of Maryland-imprinted clothes and related items.

CAMPUS DINING
Dining Services
1109 South Campus Dining Hall
PHONE 301.314.8068
NUTRITION 301.314.8078
WEBSITE www.dining.umd.edu
The Department of Dining Services is a highly rated, self-operated and self-supported campus dining program. Its goal is to support campus academic endeavors and to provide popular and nutritious food in a welcoming setting every day. Dining plans provide convenience, flexibility and value, and access to delicious, healthful food. Dining halls serve as gathering places, providing a sense of community for all students, and dining locations are located across campus, close to academic buildings and residence halls. Two dining halls are open from breakfast through midnight during the week, and brunch through dinner on the weekends. A third dining hall, 251 North, is an all-you-care-to-eat facility open Sunday to Friday for lunch and dinner.

Menus include a large selection of popular food choices and traditional entrees. Dining halls, designed as food courts, feature a total of 33 culinary stations including salad bars; deli; short-order grills; gourmet bakeries serving Maryland Bakery desserts; classic breakfast, lunch and dinner combinations; vegan station; Tex-Mex fare; comfort food like rotisserie chicken, mashed potatoes and fresh seasonal vegetables; international entrees; a create-your-own Mongolian grill; and a build-your-own pasta station. Cafés, convenience shops and popular brand-name food stores are strategically located across campus to meet the needs of students and the campus community. All locations accept cash and credit cards. For a complete list of locations, hours and general information, visit www.dining.umd.edu.

CAMPUS HOUSING
Department of Resident Life
Annapolis Hall, 1103 Annapolis Hall
PHONE 301.314.2100
EMAIL reslife@umd.edu
WEBSITE www.reslife.umd.edu
The Department of Resident Life is responsible for management of the residence halls as well as the cultural, educational, recreational and social programs and activities that create the Maryland residential experience for residents. The department is committed to students’ academic and social success in their lives on campus and to the role the Maryland residential experience will play in their successful lives beyond the University of Maryland.

On-campus residents represent the culturally rich and diverse campus we call home, with residents hailing from 40 states and 43 countries. Living in the residence halls offers a unique experience of engaging and living with a wide variety of people and the opportunity to learn about yourself and others.

While living in a Maryland residence hall is not required, 93% of Maryland’s freshman class live on campus. More than 90 professional and graduate staff and over 500 undergraduate student employees meet the needs of resident students. There are rooms for approximately 9,400 undergraduate students in 38 residence halls. Different styles
of living are available to campus residents: traditional, semi-suites, suites and apartments. Within traditional housing, where most first- and second-year residents live, single, double, triple and quadruple room occupancy exists. About 3,000 undergraduate students live in campus-affiliated, public-private partnership apartment communities, South Campus Commons and the Courtyards.

Our nationally acclaimed living-learning programs include: Advanced Cybersecurity Experience for Students (ACES), Beyond the Classroom, BioFIRE Living & Learning Center, Carillon Communities, cIViCUs, College Park Scholars, Design Cultures and Creativity, Entrepreneurship and Innovation, flexus: The Dr. Marilyn Berman Pollans Women in Engineering Living & Learning Community, Gemstone, Global Communities, Hinman ceos, Honors Humanities, Integrated Life Sciences, Jiménez-Porter Writers House, Language House, University Honors and the virtus: Men in Engineering Program. All of these programs add to the diversity and quality of on-campus housing options.

HEALTH AND WELLNESS
Counseling Center
Shoemaker Building
GENERAL 301.314.7651
APPOINTMENTS 301.314.7651
FAX 301.314.9206
WEBSITE www.counseling.umd.edu

The Counseling Center provides free and confidential counseling and consultation services to meet the mental health, academic and disability support needs of students. To help foster academic, personal and career development in students, a wide range of counseling, consultation and educational services are offered, including: short-term individual counseling, workshops and group counseling; career interest tests and counseling; and coordination of services provided by the Accessibility and Disability Service.

Appointment Hours
Mental Health Counseling
MONDAY-THURSDAY 8:30 a.m.—9 p.m.
FRIDAY 8:30 a.m.—4:30 p.m.
Free unscheduled time with a counselor is available to students of color, LGBT students, international students, and veteran students during the times listed below.

International Students Drop-in Hour
MONDAY-FRIDAY 3–4 p.m.

Veterans Drop-in Hour
MONDAY-FRIDAY 3–4 p.m.

Students of Color Drop-in Hour
MONDAY-FRIDAY 3–4 p.m.

Rainbow Drop-in Hour
MONDAY-FRIDAY 3–4 p.m.

University Health Center
Campus Drive, Building 140
GENERAL 301.314.8180
APPOINTMENTS 301.314.8184
PHARMACY 301.314.8186
AFTER HOURS NURSELINe 877.610.9809
MEDICAL RECORDS FAX 301.405.9755
PHARMACY FAX 301.314.3677
IMMUNIZATION UNIT FAX 301.314.5234
WEBSITE www.health.umd.edu
EMAIL health@umd.edu

Hours of Operation:
MONDAY-THURSDAY 8 a.m.—6 p.m.
FRIDAY 8 a.m.—5 p.m.
SATURDAY 9 a.m.— noon
SUNDAY Closed

The University Health Center (UHC) is a nationally accredited ambulatory health-care facility. All registered students living on or off campus are eligible to use the UHC. The UHC is open during the hours listed above, with varied hours during semester breaks, holidays and summer sessions. Visit the UHC website for up-to-date information.

Students are seen by appointment for routine care 8 a.m.—4:30 p.m. on weekdays. Some appointments can be scheduled at www.myuhc.umd.edu. Same-day appointments are available on a limited basis. Medical services are limited after 5 p.m. and on Saturdays. A walk-in clinic is available without an appointment for the evaluation of urgent medical problems. The After Hours NurseLine (877.610.9809), a free medical advice and information service, is available to registered students when the UHC is closed. Students should always bring their health insurance card to the UHC when seeking care.

Fees and Services
There are charges for all medical services. Visit copayments will vary depending on the type of insurance and service provided. Fees will be assessed if an appointment is canceled or rescheduled within: four
hours for a medical appointment, 24 hours for a mental health/acupuncture/massage/physical therapy/travel clinic/nutrition/smoking cessation appointment, and 72 hours if the acupuncture/massage appointment is on a Monday. You may cancel or change an appointment at www.myuhc.umd.edu or by calling 301.314.8184.

The UHC is able to bill many insurance plans for the costs of services. Be sure to check with your insurance company to find out whether it will cover services provided at UHC, as some insurers will not cover services outside their geographical area. The UHC cannot bill HMOs (e.g. Kaiser Permanente and Tricare Prime) or Medicare at this time. Charges not covered by insurance are posted to the student’s bursar account or can be paid at the time of visit in the UHC. Charges can be paid by cash, check, credit card or Terrapin Express at the UHC.

Services provided by the UHC include: primary care, triage, men’s and women’s health care, pharmacy, acupuncture, massage therapy, HIV and STI testing, nutrition, meditation, mental health, substance abuse, travel clinic, occupational health, health promotion and the Campus Advocates Respond and Educate (CARE) to Stop Violence program that addresses sexual assault, relationship violence and stalking.

Treatment Consent and Confidentiality
Students younger than 18 will need permission from a parent or legal guardian to be treated, except for mental health and sexual health services.

Treatment and visit information cannot be given to parents without the student’s written consent, except in certain circumstances (e.g. court-ordered subpoena, threat to life and safety).

The UHC is in compliance with the Federal Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA).

Mandatory Health Insurance
All undergraduate students registered for six or more credits are required to have health insurance. These students are required to complete an online waiver each academic year to provide proof of insurance coverage by a designated deadline. This is an active process. The waiver can only be found at www.firststudent.com. Students have two options:

1) Select “Waive Your School’s Health Insurance” if a student already has insurance (e.g. through parent plans, family plans or employer-sponsored plans).

2) Select “Enroll Now-Health Insurance” to enroll in the Student Health Insurance Policy by selecting “I Wish to Enroll” on the waiver site. When choosing this option, the student bursar account will be billed for the premium.

Note: Students who do not provide proof of insurance will be automatically enrolled in the student health insurance provided by United Healthcare, and the premium will be charged to their bursar account. This is a nonrefundable policy. Graduate students are generally exempt from this requirement.

Additional information on student insurance and frequently asked questions can be found at www.health.umd.edu/HealthInsuranceFAQs.

Pharmacy Plans
The UHC Pharmacy accepts many major pharmacy plans. Students can bring their pharmacy card to the UHC Pharmacy to transfer and refill their prescriptions.

Immunization Requirements
The University of Maryland requires all students to provide proof of the following immunizations:

- Two (2) doses of measles, mumps and rubella (MMR) vaccine
- One (1) dose of Tdap (tetanus, diptheria, and pertussis) vaccine within the past 10 years
- For undergraduates, either a meningococcal vaccine OR a signed meningococcal vaccine waiver
- All students must complete an online tuberculosis (TB) screening at www.myuhc.umd.edu.

Immunization forms and documentation should be uploaded and submitted online at www.myuhc.umd.edu. Students may bring the completed form to orientation. Forms can also be submitted to the University Health Center in person. A copy of the immunization form and a detailed list of immunization requirements can be located at www.health.umd.edu.

Immunization requirements must be turned in prior to the first day of classes. Students who fail to submit a completed immunization record signed by a medical provider, or acceptable alternative documentation, by the first day of classes, will be blocked from further changes in registration (add/drop/register for following semester).

For more information about immunization requirements, visit www.health.umd.edu, or call 301.314.8114 Monday through Friday, between 8 a.m. and 4 p.m.
**Emergencies**

Students who have a health emergency when the **UHC** is closed should call 911. The university is not responsible for care provided off campus. A list of local hospital information is available on the **UHC** website. The **UHC** assumes no financial responsibility for care received off campus.

The After Hours NurseLine (877.610.9809), a free medical advice and information service, is available to registered students when the **UHC** is closed.

**POLICE**

University of Maryland Police Department (UMPD)

**EMERGENCY** 911 or 301.405.3333 or #3333 from mobile phone

**TTY/TDD** 911 or 301.314.7900

**NON-EMERGENCY** 301.405.3555

**WEBSITE** www.umpd.umd.edu

**NEWS** www.umpdnews.umd.edu

**TWITTER** @UMPD

**FACEBOOK** University of Maryland Police Department

For convenience and safety, please encourage your student to program the UMPD phone number of 301.405.3555 or #3333 into their mobile phone.

UMPD is an internationally accredited agency whose mission is to serve the university community, protect life and property, and enforce the law. It has an authorized strength of 104 sworn police officers who are empowered by state law to make arrests, investigate crimes and carry firearms. Any property that is owned, operated or leased by the University of Maryland is UMPD’s primary jurisdiction. It also has a concurrent jurisdictional agreement with the Prince George’s County Police Department and can protect life and property and enforce the law in areas adjacent to campus.

Police Auxiliary Unit offers additional safety and security measures with the help of our Student Police Aides (SPAs) by staffing our gate houses at night, as well as providing special event security and contract security at various locations across campus, and high-visibility patrols on foot and bicycle and in marked vehicles. SPAs are non-sworn, unarmed student employees who are provided training and equipment such as a radio that has direct line of communication with our 911 dispatchers. Officers and SPAs provide walking escorts for anyone who feels unsafe when walking through the campus community 24 hours a day, seven days a week.

**UMD Alerts System**

UMD Alerts is a notification system that allows the University of Maryland to inform students, faculty and staff of emergencies or other timely information that affects the campus. Your student is automatically registered through their campus-assigned email address. To receive emergency text messages from UMPD, have your student register their cell phone by visiting UMD Alerts website (https://alert.umd.edu) and clicking on the login button. The UMD Alerts system is used by UMPD to send three different types of notifications, listed below, that provide instructions for taking action if needed. Additionally, information will be posted on Twitter, Facebook and the UMPD news website (www.umpdnews.umd.edu).

**Emergency Alerts** are issued in the event of a situation or incident on or near campus that poses an imminent threat to health or safety. Please visit the UMD Alerts website at https://alert.umd.edu/ for more details.

**UMD Safety Notices** are issued when pertinent information is available about crime that poses an ongoing risk to the safety of university community members. UMD Safety Notices are not intended to serve as emergency alerts. They are meant to provide information to the UMD community and to raise awareness.

**Informational Advisories** are issued via UMD Alerts to convey important information about things affecting the campus community.

We strongly encourage all parents and family members to subscribe to the UMPD News website (www.umpdnews.umd.edu), which provides timely information about incidents and events on campus and information about UMPD’s community policing and crime prevention efforts.

**Early Warning Siren**

The campus is equipped with an Early Warning System (emergency sirens) that is activated during emergencies. The sirens emit a steady tone that will sound for at least three minutes. When the sirens are activated, community members should seek shelter and attempt to obtain further information. When the emergency has ended, an “all clear” signal will sound. Follow-up information will be made available through email, text and other resources used in conjunction with the early warning system.

Any time the sirens sound, emergency information will be made available via the following university resources:

- [www.umd.edu](http://www.umd.edu)
- 301.405.SNOW (7669) (recorded message)
- 88.1 FM (WMUC radio station)
- Campus cable channel 76 (UMTV)
**Education and Awareness**

UMPD provides safety and security presentations year-round to all incoming freshmen, transfer students, families of students and any university group that requests one. The department also provides additional presentations about alcohol and drug education, building and office security surveys, active shooter events, personal security presentations and sexual assault awareness.

Each year, UMPD works with student leaders to sponsor evening safety walks to address safety concerns from student feedback and data. UMPD also participates in monthly C-MAST (City Multi-Agency Services Team) meetings with officials from the university, the city of College Park, the Office of the State’s Attorney, as well as the Prince George’s County Police Department. At these meetings, officials analyze data to identify trends on campus and the surrounding community and proactively improve safety both on and off campus.

**Emergency Phones**

Public Emergency Response Telephones (PERT) provide a direct line to the UMPD throughout the campus outside many academic and administrative buildings and residence halls. These phones are either yellow or encased within a blue cylindrical column and are marked “Emergency.” Frequently they have blue lights overhead, making their locations easier to find. Individuals may contact the UMPD directly and without charge by activating these phones. This phone system will inform our 911 dispatcher of the caller’s exact location.

**Security Operations Center (SOC)**

The center monitors the university’s security camera system, consisting of over 500 cameras on the interior and exterior of campus buildings, as well as at various locations around the city of College Park. Some cameras are also mounted on our PERT phones on campus and off campus. The SOC operates 24 hours a day, seven days a week, 365 days a year. By using telephone and radio communications equipment, the SOC is able to relay information about any visible activity directly to the police to guide and assist them in making stops, arrests and situational assessments. In addition, UMPD has automated license plate readers, which are monitored by SOC, at all of the main campus entrances. These assist officers in making stops and enhance situational awareness.

**Electronic Access Control and Security System**

All residence halls (except the garden apartment-style Leonardtown community) and academic buildings are protected by an electronic security system. It is designed and intended to help and support residents, who must accept primary responsibility for the security of their residence hall. Main entrance doors, interior barrier doors, elevators, most laundry rooms and selected other spaces such as computer rooms are equipped with card readers that read the magnetic strip on the UMD ID card. Additionally, most doors with card readers are also equipped with prop monitors that cause a horn to sound in the event that a door is propped open or not securely closed and latched. Individual student bedroom doors and suite/apartment entry doors are furnished with heavy-duty, keyed locks that should be kept secured at all times.

Suite/apartment door locks and bedroom locks in traditional-style halls are automatically changed in the event of key loss. To gain entrance, a visitor must use an exterior phone to contact the desired resident. It is important to the overall success of this system that residents not compromise the system by tampering with security devices or by permitting others to follow them through locked doors.

The locking systems are dependent upon the resident using the lock. Most break-ins occur because doors are left unlocked. Students also should never allow tailgating (i.e. holding the door open for someone without proper identification to enter the residence hall).

**UMD Guardian**

UMD Guardian is a mobile campus safety app available to all current students, faculty and staff. The UMD Guardian app enhances safety on campus through real-time, interactive features that create a virtual safety network of friends, family and the University of Maryland Police Department (UMPD). The app’s advanced features include the ability to text UMPD’s 911 dispatchers and create a safety profile that allows UMD and 911 officials to take fast action in cases where a user may not have the ability to speak. UMD Guardian is free and is available for download through the Apple App Store and Google Play.

To learn more about UMD Guardian, visit [http://go.umd.edu/umdguardian](http://go.umd.edu/umdguardian) or watch the video at [http://go.umd.edu/36z](http://go.umd.edu/36z).
PARKING

The Department of Transportation Services (DOTS) is responsible for managing and maintaining more than 18,000 parking spaces on the University of Maryland campus. All students who plan to park on campus must register to do so online before bringing a car to campus. Parking registration fees are billed to student accounts. Parking is assigned on a first-come, first-served basis, according to credit level and housing status. Visit the department’s website for specific lot assignment information and registration dates. Parking is not available for freshman resident students.

Due to the limited number of parking spaces on campus, parking regulations are strictly enforced. There is no free parking on campus from 7 a.m. to 4 p.m. Monday–Friday. Illegally parked vehicles, as well as those vehicles not registered to park in areas requiring permits, will be cited and may be towed. Students with outstanding parking fines may be prevented from registering for classes. Complete policies and regulations, information on disabled parking, visitor parking areas, sustainable transportation, fines and fees, the motor vehicle assistance program and more are available on the DOTS website.

MOTORIZED SCOOTERS

Parking registration is required for any motorized scooter parked on campus. Motorized scooter drivers are also required to wear a helmet and eye protection while operating or riding on a scooter. Any motorized scooter left unattended in an area not designated for scooter or motorcycle parking will be towed. Visit the DOTS website for more information about motorized scooters and a map of motorized scooter parking locations.

UMD SMART COMMUTE

Smart Commute is a digital platform that incentivizes faculty, staff, students and visitors to “rethink their ride” by choosing sustainable transportation options when traveling to campus. By signing up for Smart Commute, you can view biking, walking, transit and ridesharing options at the university and in the surrounding area, and earn rewards for making a green transportation choice. Visit www.go.umd.edu/smart-commute to sign up.

SHUTTLE-UM

The Shuttle-UM transit system, operated by DOTS, provides fare-free commuter, evening, NITE Ride, paratransit and charter services to the university community. With a fleet of more than 70 vehicles, including hybrids and clean diesel models, Shuttle-UM provides transit service on and around the UMD campus to more than 3.5 million riders a year. Many routes require passengers to show a university ID. Routes that require a university ID will be indicated on all published schedules.

NextBus is a GPS tracking system that provides accurate, real-time arrival information for all Shuttle-UM routes. Users can find and track a bus by phone, text messages, monitors located at the Stamp and the Department of Transportation Services office, bus shelter LED screens and online. Click on the NextBus tab under Shuttle-UM on the DOTS website for more information.

NITE RIDE

NITE Ride is a curb-to-curb evening service that operates seven nights a week from 5:30 p.m. to 7:30 a.m. and services the immediate campus community. NITE Ride serves the areas of campus that are not reached by Shuttle-UM evening routes. NITE Ride can be requested through the TransLoc Rider App or by calling 301.314-NITE (6483). Between 5:30 p.m. and 2:30 a.m., NITE Ride is restricted to the locations listed on the DOTS website. Between 2:30 a.m. and 7:30 a.m., NITE Ride is valid anywhere within the service boundaries.

PARATRANSIT

Paratransit provides a curb-to-curb, on-demand and subscription service available to all students, faculty, staff and visitors with disabilities and temporary injuries. DOTS Shuttle-UM recognizes and services people with disabilities registered with the University Health Center (UHC). For more information, visit the Paratransit page on the DOTS website.

BIKING

The BikeUMD program, a partnership between DOTS and the Department of Recreation and Wellness, offers classes, discounted bike safety gear, sponsored events, group rides and manages mandatory bicycle registration. The RecWell
Bike Shop provides free bike maintenance and semester bike rentals.

MBike is a bikeshare program designed to offer a convenient, affordable and fun way to get around campus and the city of College Park. Members have access to 135 bikes at 15 stations and simply unlock a bike through a free mobile app and return it to any mBike station when their ride is done. More information is available at http://bike.zagster.com/mbike/.

**Zipcar**

For students who rarely need access to a vehicle, Zipcar is a great alternative to storing a car on campus. Zipcar is a membership-based car sharing network available on campus to UMD students. Members as young as 18 years old have access to any of the 24 Zipcars located on and around campus. Zipcars can be reserved in advance for short trips to the store, or day trips throughout the region. Membership includes the cost of gasoline and insurance. To learn more or become a member, visit http://www.transportation.umd.edu/smartcommute/carshare.html.

**Transportation for University Holidays**

DOTS provides transportation to and from New York and New Jersey before and after Thanksgiving, winter and spring breaks. Registration opens approximately one month before the scheduled trip date. Free shuttle service to and from Baltimore/Washington Thurgood Marshall International Airport (BWI) is available for Thanksgiving, winter and spring breaks. This service is provided on a first-come, first-served basis. Visit the Trips page on the DOTS website for more information.

**Metro**

The University of Maryland is just a short Metrorail ride from D.C. Shuttle-um offers free service (route 104) from campus to the College Park Metro station. The 104 runs approximately every six minutes during the fall and spring semesters, and every 20 minutes during non-peak weekdays and on weekends when the university is open. To find Metrorail schedules, visit www.wmata.com.

**Regional Airports**

Three major airports service the Washington, D.C., metropolitan area: Baltimore/Washington Thurgood Marshall International Airport (BWI); Ronald Reagan Washington National Airport (DCA); and Washington-Dulles International Airport (IAD). BWI is accessible by taking Metro to the Greenbelt Station and the B30 WMATA bus. Metro provides service to DCA on the Yellow and Blue lines. Shuttle-um provides service to the College Park Metro Station. Complete schedules for Shuttle-um are available on the DOTS website (www.transportation.umd.edu), and Metrorail schedules are available at www.wmata.com.
Student Programs and Services

The Stamp is also home to Leadership & Community Service-Learning, offering academic leadership courses, leadership lectures and workshops, local service-learning opportunities, math and reading mentoring programs for local schools, and the Alternative Break program. The Multicultural Involvement and Community Advocacy (MICA) unit is committed to the creation and maintenance of a campus where diversity is valued, identity and culture are affirmed, and individuals feel free to express themselves. MICA encourages and supports student involvement in culturally specific student organizations and promotes cross-cultural involvement opportunities for all students.

Other highlights of the Stamp are the Art & Learning Center, Stamp Gallery, University Book Center, Office of Fraternity and Sorority Life, Student Entertainment Events (see), Copy Services, the ups Store, TerpZone (featuring food by Subway), the Coffee Bar, Maryland Food Co-op, Union Shop, Maryland Dairy, and Event & Guest Services. The Stamp also features a food court that includes Chick-fil-A, McDonald’s, Moby Dick, Panda Express, Saladworks, Sbarro, Hibachi San and Taco Bell. Details of these listings can be found at www.thestamp.umd.edu.

CAREER AND INTERNSHIP SERVICES
University Career Center & The President’s Promise
3100 Hornbake Library, South Wing
PHONE 301.314.7225
WEBSITE www.careers.umd.edu
The University Career Center provides valuable programs and services to address diverse career development and employment needs. With the center’s help, Terps decide on career interests, employment and furthering their educational pursuits through professional or graduate school. The center collaborates with academic departments, employers and alumni to deliver workshops, services and Career & Internship Fairs all year long. Over 16,000 students subscribe to the Career the Turtle e-newsletter for weekly, Terp-specific career and internship news.

Through the President’s Promise, every student has the chance to achieve extraordinary personal growth by engaging in special experiences outside of the classroom through opportunities such as internships, research, service-learning, living and learning programs, leadership roles and international experiences. Students participating in the President’s Promise gain a competitive edge among their
peers that can drastically increase their future career options. Though the President’s Promise opportunities dwell within many offices across campus, President’s Promise staff are available at the University Career Center to help students individually navigate through all of their options and select the best opportunities for their personal goals.

Counseling Center
Shoemaker Building
PHONE 301.314.7651
WEBSITE www.counseling.umd.edu
In addition to providing free short-term personal counseling, the Counseling Center offers career counseling to help students with choosing an academic major or career path. Individual counseling will involve individual sessions and career testing. The “Major Discovery Zone” is a series of three or four sessions focused on assessing career-related interests and values, developing strategies for creating a plan for the future and learning about valuable career resources. For a consultation appointment, call the Counseling Center at 301.314.7651.

CAMPUS ADVOCATES RESPOND AND EDUCATE (CARE) TO STOP VIOLENCE
Ground Floor, University Health Center
PHONE 301.314.2222 or 301.741.3442 (24 hours)
EMAIL uhc-care@umd.edu
WEBSITE www.health.umd.edu/care
CARE to Stop Violence provides free, confidential advocacy and therapy services to primary and secondary survivors of sexual assault, relationship violence, stalking and sexual harassment, while simultaneously empowering the campus community to prevent violence through educational presentations, events and outreach activities.

OFFICE OF CIVIL RIGHTS & SEXUAL MISCONDUCT
4113 Susquehanna Hall
PHONE 301.405.1142
EMAIL titleixcoordinator@umd.edu | civilrights@umd.edu
WEBSITE www.umd.edu/ocrm
The Office of Civil Rights & Sexual Misconduct receives and responds to all discrimination-based complaints and monitors outcomes, oversees and implements the sexual assault climate survey, and develops and conducts compliance, policy and prevention training for faculty, staff and students. The office also sponsors and facilitates campuswide awareness events, including the “Rule of Thumb” campaign.

UNIVERSITY RECREATION & WELLNESS
1115 Eppley Recreation Center
INFORMATION 301.405.PLAY (7529)
EMAIL recwell@umd.edu
WEBSITE www.recwell.umd.edu
Being physically active as a college student is a crucial component of success in and out of the classroom. Activity helps students manage stress, boosts their immune system against illness, aids sleep, improves mood, increases energy and provides a social connection to other students. Perhaps most importantly, movement primes the brain for learning and makes it easier to focus when studying. University Recreation & Wellness (RecWell) encourages Terps to make the most of their college experience by incorporating movement and activity into their daily lives. There are many opportunities for students to find an activity they enjoy through RecWell.

Membership with RecWell and access to all its facilities, programs and services are included in the student fee. Students simply need their University ID to enter recreation facilities on campus. Facilities include the Eppley Recreation Center (ERC), Ritchie Coliseum, Reckord Armory Gym, the weight and fitness areas in the School of Public Health (SPH), fitness studios in the Regents Drive Garage and multiple outdoor playing fields.

The ERC is the largest recreation facility on campus and offers a cardio fitness center, weight rooms, martial arts room, indoor track and a functional training studio as well as courts for basketball, racquetball, wallyball and squash. The ERC also features indoor and outdoor pools for lap swimming and diving, a sauna and steam room. When school is in session, the ERC is open 6 a.m.–midnight on weekdays, 8 a.m.–10 p.m. on Saturdays, and 10 a.m.–midnight on Sundays. Weight rooms and cardio fitness centers are also located in Ritchie Coliseum and SPH.

For students motivated by a structured workout in a high-energy group setting, RecWell offers more than 100 group fitness classes each week, including yoga, Zumba, BodyPump, cycling, cardio boxing and high-intensity interval training. Classes are no additional charge and are drop-in only—there’s no need to sign up ahead of time. Students may also take advantage of working with a certified personal trainer to meet their individual fitness goals at a student discounted rate.
Students who enjoy playing sports have many opportunities to do so through RecWell’s sport club and intramural sports programs. These programs are open to everyone and you don’t have to consider yourself an athlete to play. Many sport clubs do compete regionally and nationally against other schools, but they are also a great way to learn a new sport or simply enjoy the comradery that comes from playing for fun. There are 40+ student-led sport clubs, including ballroom dance, lacrosse, black belt, equestrian, sailing, figure skating, paintball and soccer. Students can also participate in intramural sports that are open to all members of the university community. Participants select their own level of competition and play in either men’s, women’s or coed leagues over the course of a weekend, a week or a tournament lasting several weeks. Intramural sports include basketball, flag football, softball, soccer, racquetball, table tennis and more.

For students who prefer to be active outdoors, RecWell’s adventure program offers outdoor adventure trips, clinics and social bike rides throughout the year. Students can take a day or weekend trip to go backpacking, caving, mountain biking, kayaking, rock climbing or various other outdoor activities. Students may also use the adventure program resource library and rent gear to pursue their own outdoor adventure. The climbing wall and challenge course are located at the ERC, where students may challenge themselves physically and mentally to increase interpersonal skills and self-confidence. Maryland also has a vibrant cycling community. The RecWell Bike Shop, located in Cole Field House, offers free repairs and maintenance and will even teach students how to repair their own bikes.

RecWell also offers community programs open to students including swimming lessons, water safety instructor and lifeguard training, and tennis instruction.

**DEPARTMENT OF FRATERNITY AND SORORITY LIFE**
0221 Stamp Student Union
PHONE 301.314.7172
WEBSITE www.greek.umd.edu
The Department of Fraternity and Sorority Life (dFSL) advises and supports the recognized social and cultural/multicultural-based fraternities and sororities. The office assists the chapters and their leadership in educational and programming efforts as well as advises the four student governing councils: the Interfraternity Council, the Multicultural Greek Council, the Panhellenic Association and the National Pan-Hellenic Council. dFSL also manages the university-owned fraternity and sorority houses and helps to coordinate the efforts of off-campus fraternity and sorority houses.

**OFF-CAMPUS HOUSING SERVICES**
0232 Stamp Student Union
PHONE 301.314.3645
WEBSITE www.och.umd.edu
Off-Campus Housing Services supports students and their families in making well-informed decisions about living off campus. Online resources include the Off-Campus Housing Database, an online tool that can be used to search available housing listings in the area; Roommate Finder, another Web database where students can create a profile and search for potential roommates with similar housing needs and interests; and an extensive array of informational materials.

**LESBIAN, GAY, BISEXUAL AND TRANSGENDER EQUITY CENTER**
2218 Marie Mount Hall
PHONE 301.405.8720
WEBSITE www.lgbt.umd.edu
The Lesbian, Gay, Bisexual and Transgender Equity Center provides a wide range of information, education and support services regarding sexual orientation and gender identity or expression, and works to establish and maintain a safe, inclusive and welcoming environment for all LGBTQ+ people in the UMD community.

**NYUMBURU CULTURAL CENTER**
4018 Campus Drive
PHONE 301.314.7758
WEBSITE www.nyumburu.umd.edu
The Nyumburu Cultural Center has provided cultural, historical and social programming at the University of Maryland for more than 47 years. The Nyumburu Cultural Center offers a variety of sociocultural, musical, educational and artistic programs. The diverse programming and activities are based on the African-American, African and Caribbean diaspora experiences. Nyumburu is home to the following student organizations: Maryland Gospel Choir, Shades of Harlem (performing arts ensemble), Nyumburu Jazz Club, the Black Explosion newspaper, Nyumburu Leadership Series, Nyumburu Health Initiative, Media Collective, Black Male Initiative (BMI) and the Sisterhood of Unity and Love (SOUL). Many student organizations meet at Nyumburu. Major annual
events include the Kwanzaa celebration, Homecoming Alumni Tailgate, Student Awards Banquet, New Student Welcome, Juke Joint, Gospel Happy Hour, Ms. Unity Pageant, Black Graduating Reception, Camp Shule Summer Enrichment Camp and Black History Month programming. Nyumburu is a home away from home.

RELIGIOUS PROGRAMS
1101 Memorial Chapel
WEBSITE www.chapel.umd.edu
The Memorial Chapel, open to all for private reflection, has two multifaith chapels and an adjacent garden with a meditative labyrinth. The university has recognized chaplains representing 14 faith communities available for students on campus. Many of the chaplains have offices in the Memorial Chapel. The chaplains and their services are:

BAPTIST
Jessica Senasack, jessbcm@umd.edu

BLACK MINISTRIES
Rev. Haywood Robinson, pastor@tpcbc.org

CHRISTIAN SCIENCE
Robert Snyder, rsnyder@umd.edu

CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS
Richard Bracey, braceyrn@ldschurch.org

ORTHODOX CHRISTIAN
Rev. Kosmas Karavellas, fatherkosmas@schgochurch.org

EPISCOPAL/ANGELICAN
Rev. Kristen Pitts, umd@edow.org

HINDU
Rev. Kiran Sankhla, muraris2002@yahoo.com

JEWISH—CHABAD
Rabbi Eli Backman, chabad@umd.edu

JEWISH—HILLEL
Rabbi Ari Israel, aisrael@marylandhillel.org

LUTHERAN
Rev. Ray Ranker, rranker@umd.edu

MUSLIM
Tarif Shraim, tshraim@gmail.com

ROMAN CATHOLIC
Fr. Robert Walsh, frobcatholicterps.org

UNITED CAMPUS MINISTRY (PRESBYTERIAN, DISCIPLES OF CHRIST, UNITED CHURCH OF CHRIST)
Rev. Holly Ulmer, ulmer@umd.edu

UNITED METHODIST
Rev. Brett Pinder, bpinder2@umd.edu
The Clarice is the thriving center of the performing arts at Maryland. Inside The Clarice you’ll find creative partners committed to engaging audiences in new experiences and inspiring artistic expression from fresh voices. Events are presented by the School of Music, School of Theatre, Dance, and Performance Studies, Artist Partner Program, and Michelle Smith Performing Arts Library. The Clarice hosts almost 1,000 events each year, and offers free student tickets.

INTERCOLLEGIATE ATHLETICS
Xfinity Center
PHONE 1.800.IM.A.TERP (1.800.468.8377)
WEBSITE www.umterps.com

The Department of Intercollegiate Athletics is responsible for directing all varsity athletic programs and managing the athletic facilities on campus. The Terps compete in the Big Ten Conference as a National Collegiate Athletic Association (NCAA) Division I school. Through the Barry and Mary Gossett Center for Academic and Personal Excellence, Athletics provides student-athletes with a wide array of support services, including tutoring, academic enrichment and mentoring, and life skills and career development to foster their overall growth and maturation.

All University of Maryland students receive free admission to every home Maryland Athletics contest. For more information on student ticketing, students can visit umterps.com/student. Parents and families of students can purchase discounted season tickets and discounted single-game tickets to select football and basketball games by calling 1.800.IM.A.TERP.

OFFICE OF STUDENT CONDUCT
2117 Clarence M. Mitchell Jr. Building
PHONE 301.314.8204
WEBSITE www.studentconduct.umd.edu

The Office of Student Conduct strives to resolve allegations of misconduct under the Code of Student Conduct and the Code of Academic Integrity in a manner consistent with the university’s core values of fairness, honesty and integrity. Moreover, the office acknowledges the importance of balancing the interests of the individual student and the community at large, as well as protecting the integrity of the institution and its values. As a component of our work, we seek to involve students in the judicial process—recognizing the significant responsibility they maintain in the protection of the university community. To foster future leaders and sound citizens, we promise to invest in their learning and character development.

ALUMNI ASSOCIATION
Samuel Riggs IV Alumni Center
PHONE 301.405.4678
WEBSITE www.alumni.umd.edu

The University of Maryland Alumni Association connects, cultivates and channels the power of alumni to advance themselves and the university. Through its extensive regional, affinity and academic networks, the association provides hundreds of opportunities for alumni to engage with UMD and fellow Terps where they live and work. It offers social events, professional development and career programs to alumni, and it supports the university and its students, including funding scholarships and providing leadership opportunities through its student ambassador program.

The Alumni Association’s reach extends far beyond College Park—it sponsors more than 60 regional and special interest clubs, and academic chapters throughout the country and around the world. Alumni come together for tailgates, wine tastings, golf tournaments, community cleanups and much more. Alumni Association members receive exclusive discounts and benefits throughout the year.
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- Leadership and Community Service-Learning
- Resources for 900+ Student Organizations and Groups
- Gallery, Art & Learning Center and University Bookstore
- Retail, Food, Fun and Study Spaces

At the epicenter of a vibrant Big 10 university community, STAMP is steps away from Maryland Stadium, The Clarice Smith Performing Arts Center, Xfinity Center, and much more.

We provide students a chance to gain lifelong lessons and experiences in a safe, welcoming environment. Visit us: stamp.umd.edu

"Working at STAMP was absolutely one of the most meaningful experiences that I’ve had at UMD. I’ve learned so much from mentors like the MICA staff, Kai Kai Mascareñas in particular, and Dr. Wong from the Asian American Studies Department. Their support and encouragement mean the world to me, and are the reason that I’ve been able to accomplish everything that I have."

— Kalyn Cai, Asian American and Pacific Islander Student Services / Community Organization Student Intern

STAMP Multicultural Involvement & Community Advocacy

*Gallup “Big Six” College Experiences Linked to Life Preparedness

1. [One] of my professors made me excited about learning
2. My professor(s) cared about me as a person
3. I had a mentor who encouraged me to pursue goals/dreams
4. I worked on a project that took more than one semester to complete
5. I had an internship or job that allowed me to apply what I learned in the classroom
6. I was extremely involved in [co-curricular] activities and organizations
Your student is about to begin a life-changing experience at the University of Maryland. You’ll play a role in this journey, either on campus or from afar. Wear your Terp pride and cheer them on.

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Get involved and stay connected through the Office of Parent and Family Affairs—your home at the university—and the Maryland Parents Association. Receive the university’s monthly parent newsletter, join us for Family Weekend, volunteer for special events, participate in regional activities, support the Parents as Partners Campaign and more.

UNIVERSITY OF MARYLAND

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