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Terrapin Parent
A HANDBOOK FOR UNIVERSITY OF MARYLAND
PARENTS AND FAMILY ©2014

Terrapin Parent is provided by:
Office of Parent and Family Affairs
2108 Mitchell Building
College Park, MD 20742
Parent Helpline: 301.314.8429
EMAIL parents@umd.edu
WEBSITE www.terpparent.umd.edu
LETTER FROM THE PRESIDENT

Dear Parents and Families,

Welcome to the University of Maryland family! Since your child is becoming a Terp, so are you! This is an exciting time to be on our team. In addition to offering top-notch academic programs over a range of majors, the university provides many opportunities for enriching experiences beyond the major: study abroad, internships, research, independent study and learning communities, among others. I urge you to encourage your student to explore them.

As the parent of a recent college graduate, I know how important it is to feel connected in these times of change. To give you a sense of the Maryland experience and keep you connected to your new college student, we have set aside several occasions for parents and family to visit. Family Weekend is scheduled in September and Maryland Day is on the last Saturday in April. There are many other ways that you can stay in touch with the campus and get involved. Please visit our Office of Parent and Family Affairs online for a complete list of opportunities.

As the flagship university, UMD is fulfilling the state’s promise: national eminence in higher education. I stand unreservedly behind our promise to offer a top-quality education and extraordinary opportunities to all our students.

I look forward to seeing you on campus and to welcoming our newest Terps!

Sincerely,

Wallace D. Loh
President

LETTER FROM THE VICE PRESIDENT FOR STUDENT AFFAIRS

Dear Parents,

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 son or daughter.

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 his or her 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. You may choose to join the Parent Advisory Council to work more actively on issues of significance to parents. You may be able to offer internships in your workplace. These are just two of many options for your involvement with the university.

Finally, 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 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 as a parent or guardian will be discovering the best way to assist your student while also enabling him or her to take responsibility. Your role as a parent is still an essential one; however, it is important for you to allow your son or daughter 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 son or daughter. When you find yourself wondering how you can help your student, look to this handbook and encourage your son or daughter to make use of the many programs and services designed to help him or her succeed.

We view parents 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, including activating your free membership in the Maryland Parents Association, serving on an association committee or volunteering to help with a university event.

I invite you to contact us if you have any questions or are in need of assistance by calling the Parent Helpline at 301.314.8429 or by emailing us at parents@umd.edu. And whenever you visit campus, please know you are always welcome to stop by our office, located in the Mitchell Building, Room 2108. Once again, welcome to the University of Maryland.

Sincerely,

Brian L. Watkins
Director of Parent and Family Affairs
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 the success of your son or daughter, and this is 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 son or daughter 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 Parents Association. One of the most essential aspects of the university’s relationship with parents is communication, and we strongly encourage you to activate your free membership in the association so we can stay connected with you. 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 Terrapin Pride Day, as well as opportunities for you to be involved in other university events designed specifically for parents of UMD students. Membership can be activated by completing the form distributed during orientation or by using the online form on the Terp Parent website.

**Our Mission**

The mission of the Office of Parent and Family Affairs is to give parents and family members an opportunity to play an active, supporting role in the education of their student; to provide a forum for fellowship and networking with other families; and to further the educational goals of the University of Maryland by improving communication between parents and the university community.

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

- Serve as an advocate for parents 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.terpparent.umd.edu](http://www.terpparent.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.

**Parent Helpline:** 301.314.8429

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

**Parent Warmline:** 301.314.7651  
**Email:** parentwarmline@umd.edu

Additional support for parents is provided by the Parent Warmline, a confidential telephone and email service of the Counseling Center. The Parent Warmline is an excellent resource for any parent concerned about his or her child’s adjustment at college, including concerns impacting academic, social and emotional realms and overall mental health.

**MARYLAND PARENTS ASSOCIATION**

Working with the Office of Parent and Family Affairs, the Maryland Parents 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 Advisory Council as well as volunteering for various campus events. Activating your membership in the Parents Association is an excellent way to stay connected as a Terp parent and to support the education of your son or daughter.

**Parent Advisory Council**

The Parent Advisory Council is a group of parent 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 Parent Advisory Council is made up of parents of current undergraduate students who are also members of the Maryland Parents Association. Currently, the council consists of 30 parents 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 Parents 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 family in the life of the university. Each year, the council also allocates finances through the Parents Initiative 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 a Parents Association Scholarship to a deserving student each year. The Parents Association Initiatives Fund and the Parents Association Scholarship Fund are made possible by the generous contributions from parents, families and friends raised through the Parents as Partners campaign from the Office of Parent and Family Affairs and the annual Parents Association Silent Auction held during Family Weekend.

**FAMILY WEEKEND**

**SEPT. 12–14, 2014**

**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 2014 will take place from Friday, Sept. 12 to Sunday, Sept. 14, and will include exciting presentations and demonstrations by faculty members, a meeting of the Maryland Parents Association, the annual Parents Association Silent Auction to benefit scholarships and special programs at the university, 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.
PARENTS’ GUIDE TO 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 to enhance the development of character, civility, citizenship, individual/community responsibility and ethics. University students play a significant role in considering the behavior of their peers and are asked to assume positions of responsibility as members of the university’s judiciary system.

The following tenets guide this mission:

• To regard each student as an individual, deserving individual attention, consideration and respect.
• To consider the facts fully and carefully before resolving any case.
• To speak candidly and honestly to each student.
• To hold each student to a high standard of behavior, both to protect the campus community and to promote students’ ethical development.
• To recognize the reality of human fallibility, as well as the stresses associated with collegiate life, and to demonstrate compassion, understanding and a sense of perspective.
• To contribute to the educational mission of the university by designing policies, conducting programs and offering instruction that contribute to the intellectual and moral development of the entire student body.

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 www.president.umd.edu/policies/v100b.html.

PARENTS’ GUIDE TO ACADEMIC INTEGRITY
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 his or her work and life, and how Maryland’s strict academic integrity standards (including the Honor Pledge signed on major assignments) will help him or her acquire habits of honesty and responsibility that can last a lifetime.
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.

PARENTS’ GUIDE TO 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 his or her 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 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 parents 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 ask your student to create a parent PIN so that you can access your student’s grades, class schedules, account balance and unofficial transcript using the university’s Testudo website (www.testudo.umd.edu). Information about the parent PIN is at www.testudo.umd.edu/ParentAccess.html.

If your student does not establish a parent PIN for you, 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 a parent PIN.

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: http://osc.umd.edu/OSC/GeneralParentDisclosure.aspx.

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 use or possession of any alcoholic beverage under the age of 21, and/or knowingly providing alcoholic beverages to a person known to be under the age of 21 on university premises or university-sponsored events. These policies, generally described below and subject to amendment from time to time, are available for public inspection during normal business hours in the Office of Student Conduct.

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. It 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 www.president.umd.edu/policies/v100j.html.

Other Drugs Policy
The Code of Student Conduct prohibits the unauthorized distribution; possession for purposes of distribution; use; or possession of any controlled substance or illegal drugs. “Controlled substance” and “illegal drugs” prohibited under the code are set forth in the Maryland Criminal Law Article 5-401 through 5-406 and 5-708 (Inhalants).

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.

The standard penalty for first-time possession or use of illegal drugs is a one-year suspension and immediate housing contract termination, if applicable. This penalty may be withheld contingent upon a period of random drug testing and completion of a substance abuse program. The standard penalty for distribution of illegal drugs is expulsion. 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.
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 his or her 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, he or she should see an adviser in Letters and Sciences.
Advising information is listed below 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
2148 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

Symons Hall 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**

**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 (www.testudo.umd.edu)

Registration appointments are based on credit level.

Registration appointments for the fall semester begin in April, and appointments for the spring semester begin in late October. 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.

**Schedule Adjustment (Drop/Add Period)**

The schedule adjustment period is the first 10 days of classes for the fall and spring semesters, the first five days of classes for Summer Sessions I and II, and the first three days of classes for Winter Term and three-week accelerated summer courses. 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.

**Course Withdrawal**

Withdrawing from a course means the class is dropped after the schedule adjustment period, and the course will be listed on the student’s transcript as a W. This does not affect the GPA.

**Cancellation of Registration**

Students compelled to leave the university at any time during the academic year should meet with their academic college advising office and secure a form for withdrawal. The completed form and UM identification card are to be submitted to the academic college advising office, which will communicate results to the Office of the Registrar. Students will forfeit their right to a refund if the withdrawal action described above is not adhered to. The
effective date used in computing refunds is the date the withdrawal form is filed in the Office of the Registrar. Stopping payment on a check, failure to pay the semester bill or failure to attend classes does not constitute withdrawal. Students should process refund requests through the Office of the Bursar; otherwise any credit on the student account could be carried over to the next semester. If a Cancellation of Registration is submitted to the Office of the Registrar before the official first day of classes, the student is entitled to full credit of semester tuition.

Undergraduate students withdrawing from the university will be credited for tuition and fees in accordance with the following schedule:

- Prior to first day of classes: 100%
- First 10 days of classes: 80%
- Third week: 60%
- Fourth week: 40%
- Fifth week: 20%
- After fifth week: No Refund

Note: First‐semester freshmen who receive Title IV aid and who withdraw will receive a refund in accordance with federal regulations.

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 term or four credits in an accelerated three-week term.

ACADEMIC REQUIREMENTS AND REGULATIONS

Grading System
The following chart explains the symbols used on the student’s permanent record for all courses in which he or she is 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.

<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, he or she has 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>
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 Reported) or W has been assigned are not included in computing the GPA. Each letter grade has a numerical value, as indicated in the previous section. Multiplying this value by the number of credits for a particular course gives the number of quality points earned for that course.

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 is required for graduation in any degree curriculum. 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, departments 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 Degree Navigation system to track their degree requirements. Degree Navigation can be accessed from the Testudo website.

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, Mitchell Building.

Withdrawal from the University or from Individual Courses
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 advisers 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 Office of the Registrar 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 Office of the Registrar will notify the colleges of students who are

*Consult the University Catalog for complete information.
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 Petition Board for reinstatement on the grounds of mitigating circumstances, such as demonstrated progress toward a degree by continuing improvement in the cumulative GPA, and progress in general education and major requirements.

The application for reinstatement must include a written statement explaining the circumstances leading to dismissal and a proposed plan to remedy those circumstances. Students are encouraged to consult with their academic advisers prior to submitting their applications to the Faculty Petition Board.

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

**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 low-income individuals, first-generation college students, disabled students and traditionally underrepresented students. The Intensive Educational Development (IED) program in the Academic Achievement Programs provides tutoring services for eligible University of Maryland students. The schedule for tutoring, study skills, math support and English support classes is available at 2110 Marie Mount Hall. Academic support classes are offered for many lower-level general education classes, including math and English classes, as well as for selected entry-level classes for numerous majors (for example, business or biological sciences). For a schedule of classes as well as eligibility status for AAP’s services, please contact the tutoring coordinator at 301.405.4745. Also, please check the AAP website for schedules, job opportunities as tutors and further information about the program.

**America Reads*America Counts**

0144 Holzapfel Hall  
**PHONE** 301.314.READ (7323)  
**WEBSITE** www.arac.umd.edu

America Reads*America Counts is a part of the Adele H. Stamp Student Union, and provides Federal Work-Study students the opportunity to serve as reading and math mentors in nearby Prince George’s County elementary schools. Students tutor six to 10 hours per week and are matched with three to five children per semester. Mentors receive excellent training and salary, which works within their Federal Work-Study package. Opportunities exist for students to enhance their leadership skills and provide administrative support to the program as well. Students should contact America Reads*America Counts to learn whether they are eligible for Federal Work-Study or for more information about the program.

**Disability Support Service**

0106 Shoemaker Hall  
**PHONE** 301.314.7682 (voice and TTY)  
**WEBSITE** www.counseling.umd.edu/DSS

The mission of the Disability Support Service (DSS) is to ensure that individuals with disabilities have equal access to University of Maryland programs. DSS provides and coordinates a range of services tailored to meet the needs of individuals based on their specific disabilities. The services provided by DSS include but are not limited to: testing services for students needing accommodations for classroom exams; interpreting and captioning services for individuals who are deaf and hard of hearing; readers or electronic versions of books for students who are blind, have a visual disability, or have other printed-materials disabilities; priority registration services; library and laboratory assistance; notetaking services; referral to campus Paratransit and other reasonable accommodations based on individual need.

All accommodations and services are free for students meeting the qualifications necessary to register with DSS. Private tutoring, personal attendants and equipment such as PCs and calculators are the financial responsibility of the student and will not be provided by DSS. DSS also does not provide the testing or evaluations required to verify disabilities.
Eligibility
In order to receive services through DSS, an individual with a documented disability must make him- or herself known to the DSS office. This involves meeting with one of the DSS counselors, providing appropriate documentation and completing the registration process. DSS forms are available at www.counseling.umd.edu/DSS/forms.html.

Necessary documentation will vary depending on the type of disability and accommodation being requested. Typically, individuals with medical or psychological conditions will be asked to provide documentation from a physician, psychiatrist or therapist, depending on the condition. Individuals with learning disabilities, attention deficit disorder or attention deficit hyperactivity disorder will be asked to provide a full neuro- or psycho-educational evaluation report.

International Student and Scholar Services
3109 Susquehanna Hall
PHONE 301.314.7740
WEBSITE www.international.umd.edu/ies

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 advisers counsel international students concerning immigration, academic, cultural adjustment and personal issues.

Learning Assistance Service
2202 Shoemaker Building
PHONE 301.314.7693
WEBSITE www.counseling.umd.edu/LAS

The Learning Assistance Service (LAS) is the academic support unit of the university’s Counseling Center and exists to help students achieve their academic goals by providing a range of services. LAS counselors can help students enhance their skills in reading, writing, notetaking, science, math and statistics. Monthly workshops cover a range of topics, including study skills, exam skills, time management and end-of-semester survival skills. Students can work individually with a counselor or take part in a number of group programs that LAS offers for returning students, students completing a thesis or dissertation, and international students who would like to improve their English conversation skills. In addition, LAS offers a variety of one-credit learning strategies classes that can help students develop more effective approaches to college learning. All LAS services are free to students.

Letters and Sciences
1117 Hornbake Library
GENERAL ADVISING PHONE 301.314.8418 or 301.314.8419
PRELAW ADVISING PHONE 301.405.2793
WEBSITE www.lsc.umd.edu

Letters and Sciences is the academic home for students exploring a variety of fields before selecting a major, for postbaccalaureate 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

The Office of Multi-Ethnic Student Education (omse) provides academic support programs and services to enhance the recruitment, retention and graduation of undergraduate multi-ethnic students at the University of Maryland. omse’s academic support activities include a tutorial program, mentoring programs, academic classes that develop college success skills and peer helping strategies, EDCP 108N and EDCP 312 (a diversity general-education course). Students have several opportunities in the office including access and support for internships, work-study positions 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 study lounge that serves as a tutorial center and an open workstation laboratory. The study lounge provides all students with
an opportunity to study, get assistance from a tutor and work on state-of-the-art computers in a relaxed atmosphere.

**Education Abroad**  
1125 Holzapfel Hall  
PHONE 301.314.7746  
WEBSITE www.international.umd.edu/studyabroad  
The goal of Education Abroad is to enable students to incorporate a summer, winter, semester or year abroad into their degree program at Maryland. Study abroad increases awareness of other cultures and languages while providing a comparative international perspective. Many students find study abroad essential for their major or career plans. Others view it as part of their liberal arts education.  
Education Abroad provides handouts and advising on the wide variety of programs available. A resource library provides information on programs offered by other universities and providers. The office assists students in obtaining credit for their experience abroad. Students may use study abroad to enrich their programs and to fulfill general education requirements and electives.

**Office of Extended Studies**  
0132 Main Administration Building  
PHONE 301.405.7762  
WEBSITE www.oes.umd.edu  
The Office of Extended Studies administers Summer Term, Winter Term, Freshmen Connection, Freshmen First, Pre-College Programs, Professional Programs and Continuing Education Programs.  
The university’s 12-week Summer Term offers undergraduate and graduate courses during six sessions. Students can satisfy a requirement, complete an elective or catch up on credits. Pre-College Programs enroll academically qualified middle and high school students. In Freshmen First, newly admitted freshmen ease their transition into college while earning Maryland credits.  
Freshmen Connection, a fall semester extension program, is offered exclusively to freshmen who accept spring admission to Maryland. Students earn up to 17 credits toward their undergraduate degree and get on track to graduate in four years.  
Winter Term offers undergraduate and graduate courses during the January three-week session. Students accelerate progress toward graduation, fulfill prerequisites and meet eligibility requirements for certain majors.  
Professional Programs offer master degrees and graduate certificates to professionals who want to advance their knowledge and career goals. Continuing Education Programs prepare students for professional schools, graduate programs and professional achievement.

**Office of the Registrar**  
Mitchell Building, first floor  
PHONE 301.314.8240  
WEBSITE www.registrar.umd.edu  
The Office of the Registrar provides services to students and academic departments related to the processes of registration, scheduling, withdrawal and graduation. The office also maintains students’ academic records and issues transcripts and ID cards. Staff members are available to students for consultation.

**University of Maryland Libraries**  
WEBSITE www.lib.umd.edu  
The university library system consists of eight libraries, with seven located on campus. The Libraries house several collections that support educational and research endeavors. Students can search for materials on the public computers in the libraries, and the Libraries’ catalog can also be accessed from home or residence hall rooms through the Libraries’ website. The libraries also contain group and quiet study areas and are available on a first-come, first-served basis. Detailed information about the UMD Libraries, including hours and locations, is available on the Libraries’ website.
Financial Matters

TUITION AND FEES
Office of the Bursar, Financial Service Center
1135 Lee Building
PHONE 301.314.9000
WEBSITE www.bursar.umd.edu

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 printed in the Undergraduate Catalog each year and are also available from the Bursar’s Office at www.bursar.umd.edu.

There are a variety of charges, in addition to tuition, that 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 and delinquent parking tickets.

PAYMENTS
All checks, money orders or postal notes should be made payable to the University of Maryland. The student’s University Identification Number must be written on the front of the check. Visa, MasterCard, American Express and Discover credit cards are accepted, as are electronic transfers from a checking or savings account. Sign up now for online billing and payments at www.bursar.umd.edu.

All charges incurred during a semester are payable immediately. The university requires that all deposits and fees be paid by stated deadlines, or penalties must be imposed. Many potential administrative difficulties can be avoided if students carefully follow published procedures and notify the appropriate office(s) of any changes that might affect their financial obligation to the university. Returning students will not be permitted to complete registration until all financial obligations to the university, including library fines, parking violations and other penalty fees and service charges are paid in full. University grants and scholarships will be posted to the student’s account. However, the first bill posted prior to the beginning of each semester may not include these deductions.

All billing for registered students is electronic only. Students are notified by email monthly of any account activity. Although the university regularly notifies students it cannot assume responsibility for their receipt of email. Students are encouraged to check their accounts via Testudo (www.testudo.umd.edu) on a regular basis. Billing notices are generated on the 25th of each month, and students are encouraged to sign their parents up for parent access to view bills and receive email notices. Instructions can be found at www.bursar.umd.edu. If a student does not receive a billing email at least a month prior to the start of the semester, it is the student’s responsibility to contact the Financial Service Center, 1135 Lee Building. The office is open Monday through Friday, 8:30 a.m.–4:30 p.m.

Terp Payment Plan
The Terp Payment Plan provides students and parents 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. Interest-free payments are spread out and made on a monthly basis from current income.

By enrolling in the Terp Payment Plan, you can spread academic year payments out over either eight or 10 monthly payments, or a semester payment over four or five monthly payments. The enrollment fee is $50 for the 10-month plan, $80 for the eight-month plan, and $45 for
FINANCIAL MATTERS

the four- or five-month payment plan. The Terp Payment Plan can include most university charges including: tuition, fees, room, meal plans, telecommunications fees, parking permits and orientation charges.

With the Terp Payment Plan, you can arrange to have monthly payments debited directly from a checking or savings account. Students will continue to receive monthly statements detailing the status of the account, but there will be no checks to write and no payments to mail. To register for automatic payment withdrawal, request an automatic payment withdrawal form from the Bursar’s Office by sending an email to paymentplan@umd.edu.

OFFICE OF STUDENT FINANCIAL AID
0102 Lee Building
PHONE 301.314.9000
WEBSITE www.financialaid.umd.edu

The Office of Student Financial Aid (OSFA) administers federal, state and institutional financial assistance programs, and, in cooperation with other university offices, participates in the awarding of scholarships to deserving students. The primary responsibility for financing attendance at the University of Maryland lies with students and families. Scholarships, grants, loans and work-study positions are awarded on the basis of academic ability and/or financial need as determined by the Free Application for Federal Student Aid (FAFSA). It is the intent of OSFA to provide assistance to students who might not otherwise be able to pursue college studies due to financial constraints. The OSFA staff is available for individual counseling on matters pertaining to financing a college education.

To qualify for aid, students must submit the Free Application for Federal Student Aid for each academic year of enrollment. The FAFSA is available on the Office of Student Financial Aid website (listed above). The FAFSA should be completed after Jan. 1 and submitted by Feb. 15 for priority consideration.

Scholarships
Several scholarships are available to the highest-achieving students at the university. Two types of scholarships are available: those based solely on academic or creative talent, and those based on financial need as well as academic or creative talent. The eligibility criteria for the different scholarships vary. 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
Grants are available from the federal government, the state of Maryland and the university. There is no application form needed for need-based grants. Submitting the FAFSA by the priority deadline is the only requirement to be automatically considered. Each grant program may have additional eligibility requirements. Need-based grants do not need to be repaid.

Student Employment
The Federal Work-Study (FWS) Program provides students with the opportunity to earn money to meet their educational and personal expenses. 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 meet OSFA’s priority application deadline of Feb. 15. Jobs are located on or off campus and provide students the opportunity to find employment that corresponds with their educational interests. Average work schedules are from 10 to 15 hours a week, with a maximum of 20 hours (40 per week during vacations and summer break). Pay rates depend on the level of complexity of the work, but will be at least the federal minimum wage.

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, Capital One operates a full-service bank and two ATMs in the 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 Mitchell Building and the Visitor Center.

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

Need access to your student’s account?
Make sure he or she gives you access by creating a Parent PIN on Testudo. See www.testudo.umd.edu/ParentAccess.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 as a photo copy card; use Dining Services’ Resident Meals, Resident Points and Terp Bucks at campus dining halls; serve as a Terrapin Express debit card for on campus eateries, retailers and laundry facilities; obtain athletic tickets; access campus recreational facilities; gain admission to campus-sponsored events; ride the university’s Shuttle-UM system.

Lost UMD ID cards should be reported immediately to the Dining Services Office at the South Campus Dining Hall (www.dining.umd.edu or 301.314.8064) or at the Office of the Registrar (301.314.8240). Lost or damaged UMD ID cards may be replaced for $20.

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
Declining balance dining plans offer variety, flexibility and convenience. These plans allow students to spend points as they choose within defined limits. Each dining plan contains three sub-accounts: Resident Meals, Resident Points and Terp Bucks. These accounts can be accessed using the UMD ID card. Meals can be redeemed for dining at 251 North, the all-you-care-to-eat dining hall on campus; Points are for a la carte selections in dining halls; and Bucks are for a la carte purchases in cafés and convenience shops across campus. The cashier rings up each item purchased, the student presents his or her UMD ID card to the cashier, and the cashier deducts the appropriate Points or Bucks from the account. Students are welcome to treat guests in any of our facilities; the student must accompany guests and personally give the cashier his or her UMD ID card. The Resident Dining Plan Agreement is included in the Housing Agreement, and a Resident Dining Plan is required for students who live in traditional on-campus residences. Resident students can add points and flexibility by selecting the Stamp Plan for use in the Stamp Food Court, Coffee Bar, Subway and Union Shop Convenience Store. For students living in on-campus apartments with a private kitchen and students living off-campus, Dining Services offers Apartment Dining Plans. The apartment plans are a great way to get connected and stay connected with the campus and enjoy campus life while living in an apartment or house.

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 52 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. In addition to being an easy way to access products and services on campus, Terrapin Express is a wonderful way to supplement the dining plans and a great dining plan alternative for non-resident and apartment students. Funds roll over from semester to semester and additional funds can be added at the Terrapin Express Office by mail and online through Testudo (www.testudo.umd.edu). A complete listing of participating dining and non-dining locations is available on the website.

Computers and Communication
Division of Information Technology
1122 Patuxent Building
PHONE 301.405.7700
WEBSITE www.it.umd.edu
University of Maryland students are part of an academic community that enjoys access to networked computer and telecommunications resources that are among the best in the nation. The Division of Information Technology provides technology infrastructures and focuses attention on services that support university education and research missions as well as 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 files where they will be backed up daily, use online classroom support materials, send email and create websites. Residence halls provide a high-speed data connection for every student, as well as full wireless coverage, and computer labs across the university feature PC and Macintosh environments for those needing a computer, printer or course-related software. An adaptive technology lab and equipment are available to users requiring them.

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. All enrolled students are provided with a university email address. Students are responsible for monitoring this email account. 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.

**MyUM and Testudo**
MyUM (www.my.umd.edu) is the home of the university’s student portal, the one-stop online shop for the tools students use the most in their day-to-day academic and social lives. Students can log in with their Directory ID and password to gain access to calendars, news and student services. Via MyUM, students can also access individual registration and course information, view grades, order transcripts—and much more. Testudo (www.testudo.umd.edu) is the university’s online course registration system and it allows students to view the schedule of classes; find class sections with preferred instructors and openings and register online. Testudo is password-protected and secure to ensure privacy. Students can provide parents with access to Testudo by creating a Parent PIN so you can access your student’s grades, class schedule, account balance and unofficial transcript.

**Computer Ownership**
We highly recommend that students have access to their own computer, although the university has no special requirement for ownership. More than 99 percent 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 his or her current computer to the university and decide whether to upgrade or replace it later. Some departments have specific recommendations related to their academic courses.

Choosing between a desktop and a laptop is generally a matter of personal preference and computing style; however, laptops provide the most mobility and flexibility, especially with the university’s wireless network. Students should exercise caution when bringing a laptop to campus. As with anything else, laptops never should be left unattended.

If you want to buy a computer, visit www.act.umd.edu to learn about the Academic Computers for Terps (ACT) Program that allows registered students, faculty and staff to purchase customized Apple and Dell computers at prices below standard discounts, as well as receive substantial added benefits in technical support and warranty protection. If you are on campus, you can visit the Terrapin Technology Store on the ground floor of the Stamp Student Union in Room 0203. Discounted software is also available, along with selected printers and other accessories.

**Cell Phones**
Various discounts on cellular wireless services and equipment are available from Sprint/Nextel and AT&T to the University of Maryland community. Each vendor extends discounted pricing to the entire university 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, resident 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. See www.it.umd.edu/wireless for more information.

... 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 (if the computer was not purchased with one, Ethernet cables are available for purchase from the University Book Center) and a copy of Resident Life’s “Getting Connected Manual,” which is available at check-in. This manual provides step-by-step instructions on how your student can connect his or her computer to the university network. Resident Life Information Systems provides Ethernet connection support for all residence hall students. It can be reached at 301.314.DATA.

Residence hall network setup information is also available from the IT Help Desk website. See the page at http://ter.ps/studentnet for specific instructions, based on your student’s computer operating system, 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 wireless cards. 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 more than 20 computer labs across campus. This is an easy way to check email or to put in some work on a paper or project. A list of lab hours and locations is available at www.it.umd.edu/wheretogo.

The Pay-for-Print service allows students to pay for IT computer lab print jobs with their Terrapin Express accounts. They can even print to the lab printers from their own computers over the Internet. More details are available at www.it.umd.edu/print.

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

The IT Help Desk staff is trained to assist your student
with a variety of computer issues. They provide free antivirus software and 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://ter.ps/1sh for hours of operation.

BOOKS AND SUPPLIES
University Book Center
Stamp Student Union, lower level
PHONE 301.314.BOOK (2665)
WEBSITE www.ubc.umd.edu
The University Book Center provides a convenient on-campus selection of textbooks and general-interest books, including literature, technical books and best sellers. It also offers a large selection of school and office supplies, computers and software to meet every educational need. The University Book Center 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 301.314.8058
WEBSITE www.dining.umd.edu
The Department of Dining Services is rated one of the top self-operated and self-supported campus dining programs in the country. Its goal is to support campus academic endeavors and to provide popular and nutritious food in a welcoming setting every day. Several dining plans are available to meet students’ needs. These plans provide convenience, flexibility and great food. Dining locations are located across campus, close to academic buildings and residence halls. Our two main dining halls are open from breakfast through dinner during the week, brunch through dinner on the weekends and until midnight on most weekday nights. Our newest dining hall, 251 North, is an all-you-care-to-eat facility open Monday through Friday for dinner.

Campus dining options include a large selection of popular food choices and traditional entrées. Dining halls, designed as food courts, feature a total of 28 culinary stations including salad bars; delis; short-order grills; gourmet bakeries serving Maryland Bakery desserts and Maryland Dairy ice cream; classic breakfast, lunch and dinner combinations; an all-vegan station; made-to-order Tex-Mex fare; comfort food like rotisserie chicken, mashed potatoes and seasonal vegetables; international entrées; a create-your-own Mongolian grill; and a build-your-own pasta station. Cafés, quick food locations and convenience shops are strategically located across campus to meet the needs of students and the campus community. All of our locations accept cash and credit cards. For a complete list of locations, hours and general information, please visit www.dining.umd.edu.

HEALTH AND WELLNESS
Counseling Center
Shoemaker Building
GENERAL 301.314.7651
APPOINTMENTS 301.314.7651
FAX 301.314.9206
WEBSITE www.counseling.umd.edu
Appointment Hours
MONDAY-THURSDAY 8:30 a.m.—9 p.m.
FRIDAY 8:30 a.m.—4:30 p.m.

Majors Walk-in Counseling
WEDNESDAY 1–3 p.m.

Veterans Walk-in Counseling
MONDAY-THURSDAY 3–4 p.m.

Students of Color Walk-in Counseling
MONDAY-FRIDAY 3–4 p.m.

LGBT Walk-in Counseling
MONDAY-THURSDAY 3–4 p.m.

Many students encounter a variety of personal, social, career and academic issues that call for assistance beyond advice provided by friends and family. The Counseling Center provides psychological and counseling services to meet the mental health and developmental needs of students and others in the campus community. 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 related to personal and social well-being; workshops and group counseling with other people.
who share similar problems, interests and goals; career interest tests and counseling; and coordination of services provided by the Learning Assistance Service and Disability Support Service.

Counseling Center services are free and confidential.

University Health Center
Campus Drive, Building 140
GENERAL 301.314.8180
APPOINTMENTS 301.314.8184
PHARMACY 301.314.8186
AFTER HOURS NURSELINE 301.314.9386
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–FRIDAY 8 a.m.–6 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.–5 p.m. on weekdays. Some appointments can be scheduled at www.health.umd.edu through “MyUHC.” Same-day appointments are available on a limited basis. Medical services are limited after 5 p.m. and on Saturdays. Urgent care services are available without an appointment for the evaluation of urgent medical problems. The After Hours NurseLine (301.314.9386), 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. There is also a “missed appointment” fee. To avoid this fee, appointments must be canceled or rescheduled at least 24 hours in advance. Cancellations or changes can be made online through “MyUHC” at www.myuhc.umd.edu or by calling the appointment line. Monday massage and acupuncture appointments must be canceled 72 hours in advance of the appointment.

The UHC is a participating provider for Aetna, Blue Cross/Blue Shield, Cigna and United Healthcare EPO and PPO programs, and the UHC can bill many others. 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, urgent care, men’s and women’s health care, pharmacy, acupuncture, massage therapy, HIV and STI testing, sports medicine, 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.

The University Health Center houses a dental clinic for which services are provided and billed by the University of Maryland, Baltimore School of Dentistry. For dental hours call 301.314.9500.

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 card each academic year to provide proof of insurance coverage.
by a designated deadline. The waiver card 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).

OR

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 exempt from this requirement.

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

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 two immunization dates for measles, mumps and rubella (MMR) prior to the first day of classes. All international students must document measles, mumps and rubella immunizations (MMR, two doses) and a tuberculosis (TB) test completed within the past six months in the United States. The immunization record must be submitted to the UHC during orientation or by no later than the first day of classes. Students may bring the completed form to orientation, or it can be faxed to 301.314.5234. A copy of the form can be downloaded from www.health.umd.edu/about/forms.

Students who fail to submit a completed immunization record signed by a physician, or acceptable alternative documentation, by the first day of classes may be assessed a noncompliance penalty fee and will be blocked from further changes in registration (add/drop/register for following semester).

Under Maryland law, students enrolled in a Maryland institution of higher education and who reside in campus student housing are required to be vaccinated against meningococcal disease or may seek exemption from this law. Either vaccination information or a signed waiver must be included on the immunization form. For more information, visit the UHC website, email health@umd.edu or call 301.314.8180.

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 (301.314.9386), 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.umdps.umd.edu
NEWS www.umpdnews.umd.edu
TWITTER @UMPD
FACEBOOK University of Maryland Department of Public Safety

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

UMPD is an internationally accredited agency whose mission is to serve the university community, protect life and property and enforce the law. We have 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. We also have 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.

Our 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, 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 his or her campus-assigned email address. 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 (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 to subscribe to our 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.

Anytime 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**

Safety is one of our top priorities. UMPD provides safety and security presentations year round to all incoming freshman, transfer students, parents of students and any university group that requests one. We also provide additional presentations about alcohol and drug education, building and office security surveys, 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 and exits. 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 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).

TRANSPORTATION
Department of Transportation Services
Regents Drive Garage
GENERAL PHONE 301.314.7275
TICKET REVIEW 301.314.7275
SHUTTLE-UM 301.314.2353

NITE RIDE 301.314.NITE (6483)
WEBSITE www.transportation.umd.edu

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. Student parking registration takes place online in July (for annual or fall-only parking) and in January. Parking registrations are billed to student accounts after the semester has begun. Parking is assigned on a first-come, first-served basis according to credit level and housing status. Please visit the department’s website for specific lot assignment information.

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. Illegally parked vehicles, as well as those vehicles not registered to park in areas requiring permits, will be ticketed and may be towed. Students with outstanding parking fines may be barred from registering for classes. Complete procedures, parking regulations and information on parking for people with disabilities, visitor parking areas, alternative transportation, fines and fees, parking registration rates, the motor vehicle assistance program and more are available on the DOTS website.

Note: Due to construction projects on campus, the number of parking spaces could be dramatically reduced.

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

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 while classes are in session. With a fleet of over 60 vehicles, including
hybrids and clean diesel models, Shuttle-UM provides transit service on and around the UMD campus to more than 3 million riders a year. A university ID is required for most routes.

**NITE Ride**
NITE Ride is a curb-to-curb evening service. It is available when the evening service routes are no longer in service, or the campus pick-up location or destination is not on an evening service route. NITE Ride operates from 5:30 p.m. to 7:30 a.m., seven days a week during the fall and spring semesters. Visit the DOTS website to view the NITE Ride service area boundaries. Call 301.314.NITE (6483) to request a NITE Ride.

**NextBus**
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.

**TerpRider Carpool Program**
The goal of the TerpRider carpool program is to reduce the number of single-occupancy vehicles that park on campus. To get the discount, at least two active permits/registrations must be presented and exchanged for a TerpRider carpool permit. Visit the DOTS office to join.

**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 seven Zipcars on 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 www.zipcar.com/umd.

**Zimride**
Zimride is a carpooling database available to UMD students and employees to find a carpool partner for daily commuting or one-time trips. Students can sign up for Zimride by logging into zimride.umd.edu with a UMD Directory ID and password, then post their commute to find carpool partners. DOTS also offers preferred parking and reduced parking rates for carpoolers or members of the TerpRider carpool program.

**Biking**
The University of Maryland has been designated a silver level Bicycle Friendly Campus by the League of American Bicyclists. bikeUMD is the section of DOTS responsible for managing and promoting biking on campus. It offers clinics, discounted safety gear, sponsored events, rides and bicycle registration. bikeUMD also collaborates with the Campus Bike Shop, which offers free bike maintenance and semester bike rentals for $70.

**Transportation for University Holidays**
DOTS provides transportation to and from New York and New Jersey before and after Thanksgiving, winter and spring breaks at the cost of $30 for a one-way trip and $50 for a round trip. 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 every three hours throughout the day before and after 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). While BWI and DCA are the easiest airports to access from campus, the Metrorail system also provides access to IAD. 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.
The Division of Student Affairs is made up of 15 departments that provide services and programs that foster academic success and promote the educational, psychological, social, spiritual and physical development of students. In addition, parents, faculty, staff and visitors are served directly by some agencies and programs. Departments within the Division of Student Affairs include the following: Campus Recreation Services, Career Center, Conferences & Visitor Services, Counseling Center, Development & External Relations, Dining Services, Fraternity & Sorority Life, Golf Course, Health Center, Parent and Family Affairs, Residential Facilities, Resident Life, Stamp Student Union and Campus Programs, Student Conduct and Transportation Services.

The Office of the Vice President for Student Affairs provides administrative leadership for the departments within the Division of Student Affairs. The office serves as a general point of contact for students and their families regarding student life. The office maintains liaison with the university chaplains, the Student Government Association (SGA) and the Graduate Student Association, and also provides administrative support for the Office of Parent and Family Affairs and the Senior Council.

The Adele H. Stamp Student Union–Center for Campus Life is the community center for students, faculty, staff and visitors to the University of Maryland. More than 20,000 people visit the Stamp daily to take advantage of its services, programs and facilities. The Stamp is the site of cultural, social and recreational activities. Critical elements of the Stamp’s mission include encouraging individual development through co-curricular learning opportunities and fostering a strong sense of community on campus. The mission of the Stamp is to support and complement the university’s academic mission and enhance the educational experience of students through exposure to, and participation in, social, cultural, recreational, intellectual and governance activities.

Engagement and Activities coordinates programs for transfer students, off-campus students, veterans and graduate students, and oversees special event programming, Homecoming activities, concerts, lectures and interfaith programs. The Student Organization Resource Center is here to help students find out about student clubs and organizations: how to join one, how to form one or how to make one better.

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, Off-Campus Housing, Office of Fraternity and Sorority Life, Student Entertainment Events (SEE), Copy Services, Terrapin Technology Store, TerpZone (featuring food by Subway), the Coffee Bar, Adele’s Restaurant, Maryland Food Co-op, Union Shop, Capital One Bank, and Event & Guest Services. The Stamp also features a food court that includes Chick-fil-A, McDonald’s, Moby Dick, Panda Express, Saladworks, Sbarro, Sushi by Panda and Taco Bell. Details of these listings can be found at www.thestamp.umd.edu.

The University Career Center provides valuable programs and services to address diverse career development and employment needs. With the help of the center, 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 and Internship Fairs throughout the year. Over 20,000 students subscribe to the center’s 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 a special experience outside of the classroom through activities such as internships, research, service-learning, living and learning programs, leadership 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
The Counseling Center provides career-related counseling to help students choose an academic major or identify possible career paths. The services include the Career Discovery Zone support group; individual career counseling; Majors Walk-In Hour, which focuses on a self-guided online interest exploration tool; a one-credit course (EDCP 108C “Choosing a Major”); and vocational interest testing provided in orientation classes for first-year students. Students should call to schedule an initial consultation or for more information.

CAMPUS RECREATION SERVICES
1115 Eppley Recreation Center
INFORMATION 301.405.PLAY (7529)
REC-CHECK 301.314.5454
WEBSITE www.crs.umd.edu
Campus Recreation Services (CRS) offers a wide variety of recreation programs including aquatics, fitness programs, informal recreation, intramural sports, non-credit instruction, outdoor recreation and sport clubs. CRS has some of the most advanced recreation, sports and fitness facilities in the nation. CRS facilities include the Eppley Recreation Center (ERC), Ritchie Coliseum, Reckord Armory, the artificial turf arena in Cole Student Activities Building, and the weight and fitness areas in the School of Public Health (SPH) Building. The Eppley Recreation Center has two indoor and two outdoor pools for lap swimming and diving. The CRS aquatic program also offers swimming lessons and water safety instructor and lifeguard training. CRS offers a wide variety of fitness programs throughout the week at the ERC and Ritchie Coliseum. These include low-impact, step and water aerobics, cardio boxing and sport conditioning. CRS Informal Recreation programs allow students to enjoy their favorite activity at their leisure, whether it is using cardiovascular equipment, lifting weights, jogging or playing racquetball, volleyball, basketball or wallyball. CRS has weight rooms and fitness centers located in the ERC, Ritchie Coliseum and SPH. The fitness centers feature stair climbers, bikes, rowers, total body conditioners and treadmills. Weight rooms have a variety of free weights and weight machines. The ERC also has courts for racquetball, handball, wallyball and squash.

Students looking to play team or individual sports or take part in special sporting events have the opportunity to participate in the CRS Intramural Sports or Sport Club programs. Students can participate year-round in team sports such as basketball, football, softball and soccer. Individual and dual sports include golf, racquetball and many more. Intramural sports are structured activities that are open to all men and women from the university community. Participants can select their own level of competition and play in either men’s, women’s, grad/faculty/staff or coed leagues. The Sport Club program offers students the opportunity to participate in competitive sport activities, learn new skills and enjoy the recreational and social fellowship derived from sports involvement. Sport Clubs are student-led organizations that may be oriented toward competition, teaching, recreation or any combination of these. There are 45 Sport Clubs, including ballroom dance, lacrosse, black belt, wushu and soccer.

The Maryland Adventure Program (MAP) is located in the northwest corner of the Eppley Recreation Center. The MAP offers outdoor adventures and clinics throughout the year. Students can take a backpacking trip, learn how to rock-climb or rent equipment to pursue their own outdoor adventure. The Challenge Course Program and Climbing Wall are two features of the MAP where students may challenge themselves physically and mentally to increase interpersonal skills and self-confidence. The MAP also has a resource library for planning trips and an equipment
rental desk. MAP staff also manages the Campus Bike Shop, located in the Cole Student Activities Building.

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 community service-based fraternities and sororities. The office assists the chapters and their leadership in educational and programming efforts as well as advising the four student governing councils: the Interfraternity Council (IFC), the United Greek Council (UGC), the Panhellenic Association (PHA) and the Pan-Hellenic Council (PHC). DFSL also manages the university-owned fraternity and sorority houses and helps to coordinate the efforts of off-campus fraternity and sorority houses.

DEPARTMENT OF RESIDENT LIFE
Annapolis Hall, main level
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 therein. Living in residence halls, students learn and grow as they accept and act on their responsibilities to practice good citizenship, put their scholarly pursuits first and develop leadership skills. While living in a Maryland residence hall is not required, nine of every 10 students in Maryland’s freshman class choose to live on campus. More than 100 professional and graduate staff and over 500 undergraduate student employees meet the needs of resident students. There are rooms for approximately 9,350 undergraduate students in 38 residence halls. Three different styles of living are available to campus residents: traditional, 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 and learning programs include: Beyond the Classroom, civicus, College Park Scholars, flexus: Women in Engineering, Global Communities, Hinman ceos, Jiménez-Porter Writers’ House, Language House, virtus: Men in Engineering and the Honors College, including Advanced Cybersecurity Experience for Students (ACES), Design: Cultures and Creativity, Entrepreneurship and Innovation, Gemstone, Honors Humanities, Integrated
Life Sciences and University Honors. All of these programs add to the diversity of on-campus housing options. All rooms have cable TV and data and telephone access.

**OFF-CAMPUS HOUSING SERVICES**

1110 Stamp Student Union

**PHONE** 301.314.3645

**WEBSITE** [www.och.umd.edu](http://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 OCH101, a searchable database listing available rental properties in the area; Roommate Finder, another Web database where students can create a profile and search for others 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.umd.edu/lgbt](http://www.umd.edu/lgbt)

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 sexual and gender minorities, their families and friends and the campus community.

**NYUMBURU CULTURAL CENTER**

Campus Drive

**PHONE** 301.314.7758

**WEBSITE** [www.nyumburu.umd.edu](http://www.nyumburu.umd.edu)

The Nyumburu Cultural Center has served as a major resource of cultural, historical and social programming at the University of Maryland for more than 40 years. The center works closely with student, faculty and community organizations. The Nyumburu Cultural Center offers a variety of sociocultural, musical, educational and artistic programs to the campus community. The nature of the diverse programming and activities is based on the African American, African and Caribbean diaspora experiences. Nyumburu is home of the Maryland Gospel Choir, Shades of Harlem (a performing arts ensemble) and the Black Explosion newspaper, and sponsors several annual events, including a Kwanzaa celebration, Homecoming alumni tailgate, Talent Showcase and Student Awards Banquet. The Multi-purpose Room, conference rooms, computer labs and amphitheater of the Nyumburu Cultural Center are open to the students, faculty and staff of the University of Maryland. The staff’s goal is to make Nyumburu a cultural center that is a home away from home.

**RELIGIOUS PROGRAMS**

1101 Memorial Chapel

**WEBSITE** [www.chapel.umd.edu](http://www.chapel.umd.edu)

The university has approved chaplains representing 14 faith communities available for students on campus. Many of the chaplains have offices in the nondenominational Memorial Chapel. The following chaplains and their services are available:

**BAPTIST**

Jessica Senasack, 301.405.8443

**BLACK MINISTRIES**

Rev. Ruby Moone, 301.405.8445

**CHRISTIAN SCIENCE**

Bob Snyder, 301.474.0403

**CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS**

Richard Bracey, 301.422.7570

**EASTERN ORTHODOX**

Rev. Kosmas Karavellas, 410.573.2072

**EPISCOPAL/ANGLICAN**

Rev. Otis Gaddis III, 301.405.8453

**HINDU**

Rev. Kiran Sankhla, 240.938.6588

**JEWISH—CHABAD**

Rabbi Eli Backman, 301.277.2994

**JEWISH—HILLEL**

Rabbi Ari Israel, 301.422.6200

**LUTHERAN**

Rev. Roy Ranker, 301.405.8448

**MUSLIM**

Tarif Shraim, 240.671.9321

**ROMAN CATHOLIC**

Fr. Robert Walsh, 301.864.6223
STUDENT PROGRAMS AND SERVICES

UNITED CAMPUS MINISTRY (PRESBYTERIAN, DISCIPLES OF CHRIST, UNITED CHURCH OF CHRIST)
Rev. Holly Ulmer, 301.405.8450

UNITED METHODIST
Rev. Brett Pinder, 301.405.8451

CLARICE SMITH PERFORMING ARTS CENTER
PHONE 301.405.ARTS (2787)
WEBSITE theclarice.umd.edu
TWITTER @theclariceumd
FACEBOOK facebook.com/theclariceumd

The Clarice is a hub of creative possibility that educates, mentors and presents the next generation of artistic innovators. It is comprised of the School of Music, School of Theatre, Dance, and Performance Studies, the Michelle Smith Performing Arts Library and the Artist Partner Program.

The Clarice hosts almost 1,000 events each year, and offers free student tickets. It is also home to numerous student arts organizations—for both performing arts majors and other majors.

INTERCOLLEGIATE ATHLETICS
Comcast Center
PHONE 301.314.7075
WEBSITE www.umterps.com

The Department of Intercollegiate Athletics is responsible for directing athletic programs for women and men, and for managing the campus’s athletic complex. Men’s and women’s teams compete in the Big Ten Conference and in the National Collegiate Athletic Association (NCAA).

Through its Academic Support & Career Development Unit, Intercollegiate Athletics provides student athletes with a wide arrange of support services, including tutoring, academic enrichment and mentoring, life skills and career development, to foster their overall growth and maturation.

OFFICE OF STUDENT CONDUCT
2118 Mitchell Building
PHONE 301.314.8204
WEBSITE www.osc.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 our core values of fairness, honesty and integrity. Moreover, we acknowledge 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.

SENIOR YEAR EXPERIENCE
2108 Mitchell Building
PHONE 301.314.GRAD (4723)
WEBSITE www.seniors.umd.edu

The Senior Year Experience is a service of the Office of the Vice President for Student Affairs and is designed to keep students who are seniors informed about graduation and senior-related events and programs. We work closely with the Senior Council to distribute information about purchasing caps and gowns and develop programs and social events to support seniors and prepare them for their transition to life after UMD.

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

The University of Maryland Alumni Association builds Terp spirit and connects the Maryland community through social events and professional development and career networking programs. It also supports the university and its students, including funding scholarships through the Annual Fund 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. Members come together for tailgates, wine tastings, golf tournaments, community cleanups and much more. All new Maryland graduates receive a one-year complimentary membership in the alumni association, and Terps who have earned their degree within the last 10 years are invited to participate in young alumni activities.
Seepora inside JCPenney
Old Navy • Target • Macy’s
Victoria’s Secret • Bath & Body Works
Marshalls • Ross • T.J. Maxx
Olive Garden • Outback Steakhouse
Food Court

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- Invitations to tweet from your seat for select shows
- Opportunities to meet artists
- Priority seating for select general admission events
- Free returns and exchanges

Limited quantities. Restrictions apply.

THECLARICE.UMD.EDU

Chelsea Brown photo by Ross Lewin, OurWorldMoves.com
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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.

OFFICE OF PARENT AND FAMILY AFFAIRS
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301.314.8429
www.terpparent.umd.edu
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UNIVERSITYVIEW.net
### Directory

#### General Information
- 301.405.1000

#### Colleges & Schools
- **Agriculture and Natural Resources, College of**
  - 301.405.2072
- **Architecture, Planning and Preservation, School of**
  - 301.405.6284 or 301.405.8000
- **Arts and Humanities, College of**
  - 301.405.2088
- **Behavioral and Social Sciences, College of**
  - 301.405.1679
- **Business, Robert H. Smith School of**
  - 301.405.2189
- **Computer, Mathematical, and Natural Sciences, College of**
  - 301.405.4906
- **Education, College of**
  - 301.405.2364
- **Engineering, A. James Clark School of**
  - 301.405.8335
- **Information Studies, College of**
  - 301.405.2038
- **Journalism, Philip Merrill College of**
  - 301.405.2399
- **Public Health, School of**
  - 301.405.2418
- **Public Policy, School of**
  - 301.405.6330

#### University Offices/Departments
- **Academic Achievement Programs**
  - 301.405.4736
- **Athletics**
  - 301.405.7073
- **Beyond the Classroom**
  - 301.405.6622
- **Billing and Payments (Bursar)**
  - 301.405.9000
- **Bookstore (University Book Center)**
  - 301.405.1000
- **Campus Programs, Office of**
  - 301.405.7174
- **Campus Recreation Services**
  - 301.405.2353
- **Career Center**
  - 301.314.7225

#### Civicus
- 301.405.7918

#### College Park Scholars
- 301.314.2777

#### Community Service-Learning
- 301.314.2273

#### Conferences and Visitor Services
- 301.405.7884

#### Counseling Center
- 301.314.7651

#### Dining Services
- 301.314.80068

#### Disability Support Service
- 301.314.7682

#### Diversity, Office of University
- 301.405.6810

#### Education Abroad
- 301.314.7746

#### Extended Studies (Summer & Winter Terms)
- 301.314.8240

#### Financial Aid
- 301.314.9000

#### Fraternity and Sorority Life, Department of
- 301.314.7172

#### Freshmen Connection Program
- 301.314.8240

#### Global Communities
- 301.314.7100

#### Golf Course
- 301.314.9010

#### Health Center
- 301.314.8180

#### Hinman Ceos
- 301.314.9223

#### Honors College
- 301.405.6711

#### ID Card Services (Registrar)
- 301.314.8240

#### Information Technology, Division of
- 301.405.7700

#### International Education Services
- 301.314.7740

#### Jimenez-Porter Writers’ House
- 301.314.0671

#### LGBT Equity Center
- 301.405.8720

#### Language House
- 301.405.6996

#### Learning Assistance Service
- 301.314.7693

#### Libraries
- 301.405.0800

#### Meal Plans (Dining Services)
- 301.314.8068

#### Memorial Chapel
- 301.314.9866

#### Multicultural Involvement and Community Advocacy
- 301.314.7179

#### Multi-Ethnic Student Education, Office of
- 301.405.5616

#### Nymburu Cultural Center
- 301.314.7758

#### Off-Campus Housing Services
- 301.314.3645

#### Orientation
- 301.314.8217

#### Parent and Family Affairs
- 301.314.8429

#### Parent Warmline (Counseling Center)
- 301.314.7651

#### Public Safety, Department of (Police)
- 301.405.3555

#### Registrar
- 301.314.8240

#### Resident Life, Department of
- 301.314.2100

#### North Campus
- 301.314.7399

#### Cambridge Community
- 301.314.7925

#### Denton Community
- 301.314.4645

#### Ellicott Community
- 301.314.7399

#### South Campus
- 301.314.7484

#### North Hill and Leonardtown Community
- 301.314.7484

#### South Campus Commons Community
- 301.314.6621

#### South Hill Community
- 301.314.7484

#### Residential Facilities, Department of
- 301.314.9675

#### Stamp Student Union
- 301.314.9010

#### Student Affairs, Office of the Vice President for
- 301.314.8428

#### Student Conduct, Office of
- 301.314.8204

#### Terrapin Express
- 301.314.8068

#### Transportation Services, Department of
- 301.314.7275

#### Visitor Center
- 301.314.7777

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#### Emergency and Crisis Resources

**University Police**
- 301.405.3333 (Emergency)
- 301.405.3555 (Non-Emergency)

**Health Center**
- 301.314.8180

**Counseling Center**
- 301.314.7651

**University Chaplains**
- 301.405.9893

**Resident Life**
- 301.314.2100

**Parent Helpline**
- 301.405.8299

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In an emergency, the university will use a wide range of communication vehicles to ensure that everyone is kept informed, including: campuswide email, text messages and voice mail, the university website ([umd.edu](http://umd.edu)) and the communications systems that are available in our Early Warning Siren and StormReady Systems. For more information, visit [umd.edu/emergencypreparedness/index.html](http://umd.edu/emergencypreparedness/index.html).
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