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## **Academics FAQs**

### **Where do I find information about the courses and class schedules offered at the University of Utah?**

As a student at the University of Utah, you'll have more than 80 undergraduate majors to choose from, with nearly as many minors and certificates. Dozens of our academic programs – from computer science to psychology to physics to dance (to name a few) – rank in the top 100 by U.S. News & World Report.

For a general catalog of courses and class schedules offered at the U, go to <http://www.utah.edu/students/catalog.php>.

### **Where can I see a general overview of the University of Utah?**

The University of Utah is nestled in the foothills of the Wasatch Mountain Range, and is just up the street from Salt Lake City's burgeoning downtown scene. The campus itself covers more than 1,500 acres and is home to 17 colleges, a medical complex and a research park. We invite you to take a closer look at the U with this tour at

<http://universityofutah.maps.arcgis.com/apps/MapJournal/index.html?appid=03f368d1c3eb4607b7055ed61e80f5a6>.

### **How does my student declare a major?**

Speak with the departmental advisor for the major of your choice regarding requirements for that academic plan. Some majors are "open," whereas others have special admissions requirements. The advisor will let you know what you need to do to be accepted into the major. Here is a list of **Departmental Advisors**. You can also read about major requirements in the **General Catalog**. Go to

<https://advising.utah.edu/majors/declare-your-major.php>.

### **What can you tell me about learning abroad?**

Research shows that University of Utah students who learn abroad graduate faster, have higher GPAs, and are more engaged on campus and in the community. Learning abroad alumni consistently report that their experiences abroad impacted them academically, personally, and professionally.

Studying abroad can be an extremely exciting and rewarding experience! Learning Abroad at the University of Utah provides students with over 500 programs to choose from in over 50 countries which range in length from one week to one academic year. There are opportunities for career development skills, for language immersion, research experience, and community engagement. There are opportunities available for all majors! For more information, go to <http://learningabroad.utah.edu>.

### **What resources are available to help my student succeed at college?**

LEAP (Learning Engagement Achievement Progress) is a two-semester course that enables new students to transition more confidently to college and to play an active role in their own education. Students work with outstanding faculty in small classes and participate in social and service activities with other students and with Peer Advisors.

The two-semester seminar fulfills two general education requirements and the University's diversity requirement for the cost of only two classes compared to three classes.

LEAP has 26 sections taught by 11 faculty members. Roughly one out of every three incoming students elects to join the program.

You enroll in LEAP at Orientation, when you enroll in your other classes. Visit the orientation website at <http://www.sa.utah.edu/orientation> or call 801-581-7069 to sign up for your Orientation time. LEAP fills on a first-come, first-served basis, so the earlier you attend Orientation, the wider your choice among LEAP options will be.

### **What academic support services does the University of Utah campus offer?**

The Learning Success Center is an academic support program designed to give students the assistance they need to have a successful academic experience. The program is made up of three components:

- ASUU Tutoring Services
- Supplemental Instruction
- ED PS 2600 - "Strategies for College Success"

Learning Success Center Office Hours: Monday to Friday, 8:00 a.m. to 5:00 p.m. (Closed University holidays.) <http://tutoringcenter.utah.edu>.

Free **Drop-In Tutoring** is available at the Marriott Library. Call 801-581-5153 or

e-mail [tutors@sa.utah.edu](mailto:tutors@sa.utah.edu) for more information. Tutoring is free of charge. Tutors are trained in accordance with College Reading and Learning Association (CRLA) guidelines.

For other programs and phone numbers, go to <http://advising.utah.edu/academic-standards/index.php>.

### **What do academic advisors help with?**

- Help you determine preparatory course requirements for admission to your major.
- Assist undeclared students explore academic options and identify a major.
- Guide you through your University Graduation Requirements.
- Assist students in understanding the philosophy, expectations, and goals of the General Education Requirements.
- Explain how to generate and read a Degree Audit Report (DARS) .
- Help students examine ways to integrate General Education and Bachelor's Degree requirements with major and career plans.
- Interpret test scores for credit or placement (e.g. AP, ACT, CLEP, Writing Placement Essay, etc.), and assist with appropriate course selection.
- Explain University policies and procedures (e.g., add, drop and withdrawal deadlines, academic renewal, course repeats, credit/no credit, etc.).
- Help students make connections to other departments and agencies on campus.

### **What academic standards are required to remain in good standing at the University of Utah?**

Every student falls under some level of Academic Standards, whether it is Dean's List, Good Standing, or Probationary Status. For details, go to <http://advising.utah.edu/academic-standards/index.php>.

### **If my student has an issue with grading, what is the process to resolve the disagreement?**

The Office of the Dean of Students often receives inquiries regarding grades for courses and how to have them changed. Grades are an academic issue and the process for seeking an appeal is outlined in Section IV, Student Academic Performance, of the **Student Code of Rights and Responsibilities**.

If a student believes that an action taken (i.e., a grade given) by a faculty member is arbitrary (unsupported) or capricious (impulsive), the student has 20 business days to discuss the action with the faculty member. If the faculty member does not respond, or if the student and faculty member are unable to resolve the disagreement, further steps are outlined for the student to appeal.

**How many colleges, schools, and departments are available at the University of Utah?**

With 17 colleges and schools and nearly 100 departments, one would be hard pressed to find a subject matter not taught at the University of Utah. It's this broad spectrum of diverse academic pursuits that contributes to the intellectual energy experienced on campus. Explore the U's various colleges, departments, and academic programs at <http://www.utah.edu/academics/colleges.php>.

## **Accessibility and Disability Support Services FAQs**

### **How do I contact the Center for Disability & Access?**

Center for Disability & Access  
200 S. Central Campus Drive, Room 162  
Salt Lake City, UT 84112  
Phone: 801-581-5020  
Fax: 801-581-5487  
Email: [info@disability.utah.edu](mailto:info@disability.utah.edu)

### **How accessible is housing?**

The Center for Disability & Access can assist in ensuring that housing locations and facilities are accessible. These accommodations can include providing a single or separate room, adjustments to campus meal plans, adjustments for severe allergies, wheelchair accessible ramps and doorways, modified bath and shower facilities, emergency light signals for deaf and hard of hearing students, etc.

### **Are there accessible paths that are maintained throughout campus?**

The Center for Disability & Access works with Facilities and Campus Planning and Construction to maintain accessible paths throughout the campus and to display signage which directs students to these paths.

The University of Utah makes a reasonable attempt to address priority snow removal in areas identified by the Center for Disability & Access and the University Grounds Department.

### **Where are the accessible computer labs on campus?**

The Center for Disability & Access has dedicated accessible computer labs (Union 162 and the Marriott Library) and individual accessible computers in many of the computer labs around campus.

### **Where is accessible parking on campus?**

Accessible parking locations can be found throughout campus to drivers with disabilities. A "D" permit may be purchased by qualified individuals. Please contact Commuter Services for additional information at <http://www.parking.utah.edu/>.

### **Is there an accessible shuttle service on campus?**

Regular scheduled / fixed route campus shuttles have lifts and are accessible and available for assisting students with mobility concerns around campus. Additionally, for approved students, a point-to-point accessible shuttle is available to schedule pick-up and drop-off dates and times. (<http://commuterservices.utah.edu/mass-transit/shuttles/index.php>)

### **Does The MUSS (Mighty Utah Student Section) provide accessible seating for members with disabilities?**

Yes, The MUSS works to accommodate students with disabilities. The student must be registered with the University of Utah's Center for Disability Services and must meet the ADA requirements. If you require special accommodations, you must notify The MUSS. We will work to fulfill your request, while also taking your registration time into account. For answers to questions about The MUSS, go to <http://ulink.utah.edu/s/1077/16/interior.aspx?sid=1077&gid=1&pgid=941>.

### **What are some examples of accommodations for a disability?**

Accommodations are determined on a case-by-case basis, but typical accommodations include: sign language interpreters, accommodated exam proctoring, alternative text format, accessibility to campus facilities, referrals to community resources, and other services unique to a student's disability.

### **What are the requirements to qualify for disability accommodations?**

#### **How to Qualify for Services**

The following is an overview of the process for students admitted to the University of Utah to apply for ADA accommodations (**Process**):

- Schedule an Intake Appointment with an advisor in the Center for

- Disability & Access. Call (801) 581-5020 to make an appointment.
- Complete the Intake Paperwork and Application Forms.
  - Read the **Center for Disability & Access Student Handbook**.
  - Obtain and provide the necessary documentation to your CDA Advisor. (**Documentation Guidelines**).
  - Review of your application and documentation by the CDA case management team to determine eligibility for services and accommodations:

**Approved for services** – follow up with your advisor to implement accommodations.

**Additional information or documentation requested** – work with your healthcare professional to provide the additional requested information.

**Not approved** – contact your advisor if you have questions.

**Notes:**

- **Contact your advisor at any point in the process for clarification of the steps.**
- **This process may take some time to complete, so plan ahead and apply early!**
- **Legally, accommodations cannot be retroactive.**

### **How does my student apply for disability accommodations?**

The Office of Equal Opportunity and Affirmative Action provides the process for all employees, applicants (for academic admission or employment), patients, visitors, and other participants in the University of Utah's programs to seek reasonable accommodations for a disability.

Students needing ADA accommodations should contact:

Center for Disability & Access  
 200 S. Central Campus Drive, Room 162  
 Salt Lake City, UT 84112  
 Phone: 801-581-5020  
 Fax: 801-581-5487  
 Email: info@disability.utah.edu

### **What are the categories of disabilities and the documentation guidelines?**

#### **Documentation Guidelines**

In order to qualify for accommodations, documentation submitted to the

Center for Disability & Access (CDA) must indicate that a specific disability exists and that the identified disability substantially limits one or more major life activity (e.g. walking, seeing, speaking, hearing, breathing, learning, etc.).

In general, documentation should be recent, on official letterhead, contain a specific diagnosis, include history and prognosis, focus on current impact and limitation of the condition, discuss recommended accommodations, and include assessments and testing performed. In many cases, a psycho-educational evaluation is essential in determining the severity and impact of the condition.

The CDA case management team will review this documentation and any other information provided to determine both eligibility and appropriate accommodations.

The following are links to our specific documentation guidelines:

- [ADD/ADHD](#)
- [Deaf/Hard of Hearing](#)
- [Learning Disabilities](#)
- [Physical/Medical Disabilities](#)
- [Psychological/Psychiatric Disabilities](#)
- [Emotional Support Animal - \(Housing Accommodation\)](#)

Please review these guidelines and provide them your medical professionals and evaluators to ensure that appropriate assessments are conducted and that the documentation provided will meet the eligibility requirements for the University of Utah and Center for Disability & Access.

### **Are service animals allowed on campus and in housing?**

Service animals (as defined by the ADA) are welcome on campus and in student housing. Emotional support animals must be approved as an accommodation for campus housing and are not allowed in other areas of campus where pets are normally prohibited. [Emotional Support Animal Documentation Guidelines](#)

### **Where do I download the Request for Disability Accommodation Form?**

[oeo.utah.edu/wp-content/uploads/sites/9/2014/11/ADA\\_procedures\\_english.pdf](http://oeo.utah.edu/wp-content/uploads/sites/9/2014/11/ADA_procedures_english.pdf).

## Acronym Definitions FAQs

### What are the definitions of some of the common acronyms used at the University of Utah?

ASUU	Associated Students of the University of Utah <a href="https://asuu.utah.edu">https://asuu.utah.edu</a>
CIS	Campus Information Services <a href="gate.acs.utah.edu">gate.acs.utah.edu</a>
CLM	Campus Life Mentor <a href="http://www.orientation.utah.edu/first-year/mentors/index.php">http://www.orientation.utah.edu/first-year/mentors/index.php</a>
FAFSA	Free Application for Federal Student Aid <a href="https://financialaid.utah.edu/news/early-fafsa.php">https://financialaid.utah.edu/news/early-fafsa.php</a>
FERPA	Family Educational Rights and Privacy Act <a href="http://registrar.utah.edu/privacy.php">http://registrar.utah.edu/privacy.php</a>
HRE	Housing and Residential Education <a href="https://housing.utah.edu">https://housing.utah.edu</a>
LEAP	Learning Engagement Achievement Progress <a href="http://leap.utah.edu">http://leap.utah.edu</a>
MUSS	Mighty Utah Student Section <a href="http://ulink.utah.edu/s/1077/16/interior.aspx?sid=1077&amp;gid=1&amp;pgid=941">http://ulink.utah.edu/s/1077/16/interior.aspx?sid=1077&amp;gid=1&amp;pgid=941</a>
RA	Resident Advisor
TRAX	Light Rail Public Transportation <a href="http://www.rideuta.com/Rider-Tools/Schedules-and-Maps">http://www.rideuta.com/Rider-Tools/Schedules-and-Maps</a>
UCard	Standardized source of identification and access for the University. <a href="http://www.ucard.utah.edu">http://www.ucard.utah.edu</a>
UROP	Undergraduate Research Opportunities Program <a href="https://our.utah.edu/for-students/urop/">https://our.utah.edu/for-students/urop/</a>
UTA	Utah Transit Authority - Public Transportation

<http://www.rideuta.com>

WRC

Women's Resource Center

<http://womenscenter.utah.edu>

## Advising FAQs

*( Academic advising plays a critical role in a student's path to degree completion. Meeting with an advisor is MANDATORY during a student's first and second year. Students are encouraged to seek advising whenever they have questions about their academic plans.)*

### **What do academic advisors help with?**

- Help determine preparatory course requirements for admission to a major.
- Assist undeclared students explore academic options and identify a major.
- Identify University Graduation Requirements related to interests and goals.
- Assist in understanding the philosophy, expectations, and goals of the General Education Requirements.
- Explain how to generate and read a Degree Audit Report (My Degree Dashboard).
- Interpret test scores for credit or placement (e.g., AP, ACT, CLEP, Writing Placement Essay, etc.), and assist with appropriate course selection.
- Explain University policies and procedures (e.g., add, drop and withdrawal deadlines, academic renewal, course repeats, credit/no credit, etc.).
- Help students make connections to other departments and resources on campus.

### **What is the Mandatory Advising Program (MAP)?**

At strategic points in every student's academic career, they are required to meet with an advisor to make sure they are meeting academic milestones.

### **How is a meeting set up with an advisor?**

Students with a declared major will meet with an advisor in their college or department (see <http://advising.utah.edu/>). Students exploring their major options are advised at the Academic Advising Center and schedule appointments by calling (801) 581-8146 or by going to <http://advising.utah.edu/>. If your student has a preference for a particular advisor, they should notify the person scheduling your appointment or select the advisor when you make your appointment online. Appointments are typically available from 9:00 a.m. to 4:30 p.m., Monday through Friday.

For a question that only requires a quick answer, call (801) 581-8146 and ask to speak with the Quick Answer Advisor or stop by the Student Services Building, Room

450.

**How does your student make sure they are going to graduate?**

Regardless of what major your student is pursuing, they must complete a set of University-wide **Graduation Requirements** before receiving a Bachelor's degree. A University Graduation Requirement **Worksheet** is provided in the **Undergraduate Bulletin**. Advisors can help students understand these requirements and how to select appropriate courses to complete them. Our advisors can also answer questions about fulfilling University of Utah's requirements with transfer work. Once a student is admitted into a major, the major advisor can help the student develop a plan for satisfying the specific requirements for both the major and the University. For more complete information, go to <http://advising.utah.edu/topics/general-education-requirements.php>.

## **Apps FAQs**

*(Go to the Android or Apple Store to download apps.)*

### **What Apps are available for my iPhone or Android?**

#### **The University of Utah App**

With the Official App of the University of Utah, keeping in touch is now easier and more enjoyable than ever before.

Check out Campus News and the Events calendar to find out what's happening at the U of U.

Use the Campus Map to find your way around campus and grab a pic from the Photos section to set as your Android Wallpaper.

Everything you want to know about Utah is now at your fingertips.

- Multimedia – Watch Utah YouTube videos and look through photos.
- Athletics – Find out the latest sports news and updates.
- Twitter – Stay up to date with news and links.
- Polls – Answer interactive questions to play an active role in the University.
- Fight Song – play "Utah Man" at the next game or out with friends.
- And much more!

#### **University of Utah - Emergency Management App**

The University of Utah "U Heads Up!" app provides students, faculty, staff and visitors with a quick-reference campus emergency response guide, a photo and comment upload to tell us about your safety concerns around campus, and push notifications from our Campus Alert system. Get the important emergency information you need to stay safe at the University of Utah.

#### **University of Utah Live Bus Tracker**

Ride Systems makes it easy to ride transit. The Ride Systems app shows bus riders where the bus is and when it will pick them up. It provides live location of buses, arrival predictions, and other important bus route information. To download app, go to the home page of <http://www.uofubus.com> and look for "Android App" or "iPhone App" to the right.

## Arts and Culture FAQs

### **Where do I find information about the College of Fine Arts?**

*Find your voice. Fuel your passion. Ignite your future.*

The University of Utah College of Fine Arts faculty and programs challenge, immerse and ultimately prepare the committed student for a rewarding career. While here, students study under passionate, world-renowned faculty who provide exciting, diverse experiences that are truly life changing for our students. And the rigorous practice and ardent curriculum prepares our students to gracefully transition from their education into meaningful lives as artists, scholars, educators, and creative thinkers in any field. Our alumni become change factors in their communities and full participants as global citizens. For more information, visit the College of Fine Arts website at <https://www.utah.edu/arts/> or that of its five academic units:

- [Art & Art History](#)
- [Dance](#)
- [Film & Media Arts](#)
- [Music](#)
- [Theatre](#)

### **What arts and culture are available at the University of Utah?**

The arts at the University of Utah are as abundant and diverse as they are accessible. Between the five academic units in the [College of Fine Arts](#) and the three professional arts organizations ([Utah Museum of Fine Arts](#), [Utah Presents](#) and [Pioneer Theatre Company](#)), there are hundreds of plays, performances, exhibits, concerts, film screenings and chances to interact with local and international artists every year.

The best part is that through the U's [Arts Pass](#) program, students can use their Ucard to get free or nearly-free tickets to interesting, entertaining, curiosity-piquing, creativity catalyzing arts experiences. Why? Because more and more research is showing the positive impacts of the arts on education. The findings are significant: exposure to the arts is linked with better critical thinking skills, greater social tolerance, a greater likelihood of seeking out art and culture in the future, and better workforce opportunities. Maybe that's why we've issued more than 100,000 Arts Pass tickets! Visit [utah.edu/arts](https://www.utah.edu/arts) for more info and upcoming events.



## **Athletics FAQs**

### **In what NCAA conference does the University of Utah compete?**

The Utes are a proud member of the PAC-12 Conference.

### **How many sports does the University of Utah compete in?**

The Utes field teams in 18 different sports; 11 women and 7 men.

Baseball - Men  
Basketball - Men/Women  
Cross Country - Women  
Football - Men  
Golf - Men  
Gymnastics - Women  
Skiing - Men/Women  
Soccer - Women  
Softball - Women  
Swimming and Diving - Men/Women  
Tennis - Men/Women  
Track and Field - Women  
Volleyball - Women  
Beach Volleyball - Women

### **Where can I find information about the University of Utah's competitive sports?**

For sports schedules, rosters, general news, tickets and Ute clothing/gear, please visit <http://www.utahutes.com>.

### **What sports clubs are available at the University of Utah?**

The University of Utah is home to more than 20 Sport Clubs, many of them with regional and national titles. If you would rather be on the field than in the stands, grab your gear and get out there! For more information, contact the Sports Clubs office at 801-585-8732, or visit the individual clubs' website. Go to <http://campusrec.utah.edu/programs/sports-clubs/> and scroll down to gain access to

the individual clubs.

### **What recreational facilities are available to my student on campus?**

The George S. Eccles (pronounced eckels) Student Life Center connects student life with academic life and creates a more engaged campus community. This is your place for recreation, relaxation, and socializing.

Amenities include a 50-meter pool, indoor and outdoor leisure pools, large indoor hot tub/spa, 320-yard indoor running track, bouldering 4-story climbing wall, 15,000-square-foot fitness center, outdoor mezzanine, outdoor fire pit, 5 sport courts, racquetball courts, 4 group fitness studios, and a combative room. For hours and schedules, go to <http://campusrec.utah.edu/facilities/>.

### **What fitness programs are available to my student on campus?**

From Intramural Sports to Fitness Classes, we have something for everyone. There's no excuse not to get off the couch. We even have free childcare for students while you work out! To see a list of programs and classes available, go to <http://campusrec.utah.edu/programs/>.

### **What is The MUSS?**

The MUSS (Mighty Utah Student Section) is the University of Utah's student fan club for a number of the athletics teams on campus, including football, men's and women's basketball, gymnastics, volleyball, and baseball. Currently, the Football MUSS is the only one with an official registration process. Established in 2002, The MUSS became the most popular student section in the Mountain West Conference and is looking to do the same in the Pac-12. In 2004, it was named one of the Top Five Student Sections in the country by ESPN, and the same honor was given in 2014 by NCAA.com.

For answers to questions about The MUSS, go to <http://ulink.utah.edu/s/1077/16/interior.aspx?sid=1077&gid=1&pgid=941>.

## Books and the Campus Store FAQs

*(Note: Verify your student purchases the correct version required for the course.)*

### Are textbooks available for use in the J. Willard Marriott Library?

The library has multiple options available to help faculty and students obtain course materials. Check USearch at [http://utah-primoprod.hosted.exlibrisgroup.com/primolibrary/libweb/action/search.do?mode=Basic&vid=UTAH&tab=uuu\\_alma\\_cr\\_restricted&](http://utah-primoprod.hosted.exlibrisgroup.com/primolibrary/libweb/action/search.do?mode=Basic&vid=UTAH&tab=uuu_alma_cr_restricted&) to see if a version of the textbook or course material is currently available from the library. Place it on **Reserve**.

Use **Suggest a Purchase** to request items for our collection. By specifying that the item you are requesting is for a class in the description, you can let us know to be sure and order the materials in a way that maximizes access once they arrive. We are usually able to place physical items on **Reserve** to ensure that they are not checked out for too long by any one patron, and for electronic items we are usually able to negotiate multiple-user access that lets many patrons (like a class full of students) simultaneously access the same book.

### Where are the locations and what are the hours of the University of Utah Campus Bookstores?

#### **University Campus Store**

270 South 1500 East  
Salt Lake City, UT 84112  
801-581-6326  
[campusstore.utah.edu](http://campusstore.utah.edu)

Monday - Friday: 7:30 a.m. - 6:00 p.m.

Saturday: 11:00 a.m. - 4:00 p.m.

Sunday: Closed

The University Campus Store is located west of the Marriott Library. Serving our Students, Faculty, and Staff, not only do we carry a wide variety of Utah Utes apparel, accessories, and gifts, but this is where you can get all your textbooks, school supplies, and computer products, too. We also have a full service Post Office open Monday through Friday, 8:00 a.m. to 4:30 p.m.

**University of Utah Health Sciences Store**

26 South 2000 East, Suite 1220

Salt Lake City, UT 84112

801-581-8049

[campusstore.utah.edu](http://campusstore.utah.edu)

Monday - Friday: 8:00 a.m. - 5:30 p.m.

Saturday - Sunday: Closed

(Open the Saturday before each semester from 11:00 a.m. to 4:00 p.m.)

The Health Sciences Store, located on the upper campus of the University of Utah, is where you can find all of your medical textbooks, University Health Sciences logo apparel, accessories and gifts. You will also find Apple computers and accessories there for your convenience. We carry all your medical supplies, such as Littmann stethoscopes, scrubs and white lab coats, and diagnostic equipment, along with a selection of Utah Utes apparel

Turn east onto Medical Drive South from Mario Cappecchi Drive and continue past the College of Pharmacy. We are located on the first floor inside the Spencer F. and Cleone P. Eccles Health Sciences Education Building (HSEB). There are meters available directly south of the building in Lot 70.

**University Campus Store at the University Sandy Center**

One Sandy Center

10011 Centennial Parkway, suite 150

Sandy, UT. 84070

801-569-4692

[campusstore.utah.edu](http://campusstore.utah.edu)

Monday - Thursday: 10:00 a.m. - 6:00 p.m.

Friday: 10:00 a.m. - 6:00 p.m.

Saturday: 10:00 a.m. - 4:00 p.m.

Sunday: Closed

Located inside the One Sandy Center is the University Campus Store. We have textbooks for classes at the Sandy Center, educational supplies, computers and accessories, an assortment of your favorite Utah Utes team apparel.....and you can even grab a snack before class.

**What is the website address for the online campus stores?**

[campusstore.utah.edu](http://campusstore.utah.edu)

### **Can I purchase a computer at the University of Utah Campus Stores?**

University Campus Store UTECH Department is conveniently located inside the Campus Store listed above at 270 South 1500 East where you can find all of your latest technology needs. We offer academic pricing for students, faculty, and staff. UTECH also has a Computer Repair Center located in the department. We can service, repair, encrypt, and update your computer. Please visit here for more information. We are a full-service Apple-authorized repair center. We also offer a trade-in program if you want to update your device. Visit [here](#) for more information.

### **Who benefits from the revenue generated from book, computer, and apparel sales?**

All of the revenue from your purchase at the University of Utah Campus Stores and Utah Red Zone Stores is returned to the University of Utah and Utah Athletics.

### **How do I purchase an eGift Card to purchase items from the University of Utah Campus Store and/or the Red Zone Stores?**

<http://www.uredzone.com/Utah-Utes/Gift-Cards/uredzone-gift-card/Utah-Red-Zone-eGift-Card?type=1&num=0&start=1&end=1#.WLIYujv5GrI>

## **Bragging Rights FAQs**

### **How is the Lasonde Entrepreneur Institute ranked?**

The University of Utah was recently ranked as the best college in the country for aspiring entrepreneurs in 2016 by LendEDU, a student loan refinancing website. It ranked the top 50 colleges in the United States for their support for young entrepreneurs.

The study focused on all opportunities for students interested in entrepreneurship, not just the college's entrepreneurship major. Schools were ranked based on number of entrepreneurship courses offered, average tuition and fees, and entrepreneurship resources available.

"The University of Utah, and its Lasonde Entrepreneur Institute, takes the top spot in our report," LendENU reported. "The university offers around 40 courses specifically related to entrepreneurship along with below average tuition and fees of \$12,222."

### **How is the University of Utah ranked among others in the U.S. or the world?**

For ranking sources and further detail, go to <https://unews.utah.edu/rankings/>.

#### **University of Utah Rankings - Undergrad**

Top 25 Undergrad Schools to Study Game Design (No. 2) - 2015  
 Top 25 Colleges for Entrepreneurship Undergraduate programs (No. 24) - 2016  
 Best Colleges and Universities in the Nation (No. 9) - 2014  
 Top 50 Best Value Education Programs (No. 21) - 2016  
 Best College for Older Students (No. 2) - 201  
 Top 50 Schools for Adults Going Back to College (No. 37) - 2016  
 The Top 10 Colleges in the U.S. for Veterans (No. 9) - 2015  
 The World's Most Innovative Universities (No. 40) - 2016  
 Top Universities in the World (No. 66) - 2016  
 Top Universities in the Nation (No. 41) - 2016  
 America's 75 Best Public Colleges and Universities (No. 56) - 2016  
 Best Value School (A-) - 2016  
 Top 50 Colleges on Facebook & Twitter (Top 5) - 2016  
 The World's Most Innovative Universities (No. 40) - 2016  
 Best Social Sciences, Mathematics, Economics, and Business Programs in the World (Top 100) - 2014

25 Great Colleges for Good Science Students (no rank) - 2016  
Best Social Work Colleges (No. 10) - 2015  
100 Best Computer Science Programs in World (No. 60) - 2016

### **University of Utah Rankings - Accounting**

Top 50 Graduate Accounting Programs (No. 31) - 2016  
Top 50 Graduate Accounting School Programs (No. 31) - 2017

### **University of Utah Rankings - Arts**

Overall Best Four-Year Undergraduate Degrees in Visual & Performing Arts  
(No. 70) - 2016  
Best Theatre Design and Technology BFA Programs in the U.S. (No. 4) - 2016  
Top 50 Dance Schools (No. 4) - 2015

### **University of Utah Rankings - Business**

Top 50 Colleges for Aspiring Entrepreneurs (No. 1) - 2016  
Best Business Programs (No. 48) - 2017  
Best Business Programs in World (No. 48) - 2017

### **University of Utah Rankings - Engineering**

50 Best Bachelors in Engineering Degree (No. 40) - 2017  
Best Engineering Programs in World (No. 57) - 2017  
50 Best Bachelors in Engineering Degrees (No. 40) - 2017  
Best Engineering Programs (No. 57) - 2017

### **University of Utah Rankings - Law**

The 50 Best Law Schools in America (No. 48) - 2015  
Top Public Interest Law Programs (No. 6) - 2016  
Top Public Defender/Prosecutor Law Programs (No. 8) - 2016  
Best College of Law Facilities Upgrades (No. 7) - 2016  
Environmental & Natural Resources Law Specialty Program (A) - 2016

Environmental & Natural Resources Law Specialty Program (No. 7) - 2015  
 Intellectual Property Law Program (A-) - 2016  
 Top Law Schools for Practical Training (No. 16) - 2016

### **University of Utah Rankings - Medicine**

Physician Assistant Best Graduate School (No. 5) - 2015  
 Best Clinical Medicine and Pharmacy Programs in World (No. 35) - 2014  
 Best 50 Medical and Pharmacy Programs in World (No. 36) - 2016

### **University of Utah Rankings - Graduate**

Top 25 Colleges for Entrepreneurship Graduate Programs (No. 17) - 2016  
 Top 25 Grad Schools to Study Game Design (No. 1) - 2015  
 Top 50 Best Value Graduate Schools (No. 18) - 2017  
 Top Master's Degree in Genetic Counseling (No. 10) - 2016  
 Executive MBA Program at U School of Business (No. 22) - 2015  
 Executive MBA Program at U School of Business in World (No. 83) - 2015  
 Top Master in Finance Programs in U.S. (No. 8) - 2016  
 Top Master in Finance Programs in World (No. 54) - 2016

### **University of Utah Rankings - Health and Wellness**

Bicycle Friendly University (no rank) - 2015  
 26 Healthiest Colleges (No. 4) - 2016  
 50 Fittest College Towns in America (No. 24) - 2016/17  
 The 20 Best Colleges for Hikers (No. 8) - 2016  
 50 Most Green Colleges and Universities in America (No. 32) - 2015  
 35 Great Value Colleges with Beautiful Campuses (No. 15) - 2016

### **University of Utah Rankings - Miscellaneous**

Life Science Licensing Income Earners (No. 4) - 2014  
 Number of Life Sciences Licenses or Options That Were Executed (No. 6) - 2015  
 Top 10 Mining Colleges and Schools in the U.S. (Top 10) - 2015  
 Best Life Sciences Programs in World (Top 75) - 2014  
 America's Best Employers (No. 32) - 2016

Top 50 Best Value MPA Programs (No. 4) - 2016  
 Top 100 Worldwide Universities Granted U.S. Utility Patents (no rank) - 2015  
 Best Colleges for Federal Work Study Employment (No. 12) - 2016  
 Best National Universities (No. 111) - 2017  
 Least Debt of National Universities (No. 11) - 2017  
 Top World Universities (No. 140) - 2017  
 Great Value Colleges for Family and Consumer Sciences (No. 13) - 2016  
 Top Architecture Schools Rankings According to Student Reviews (No. 6) - 2015  
 TFE Times' 2015 Master of Finance Ranking (No. 47) - 2015  
 Four-Year Nonvocational American Colleges Ranked by Alumni Earnings Above Expectation (No. 81) - 2015  
 Academic Ranking of World Universities (No. 87) - 2014  
 Economic Outlook (No. 1) - 2016  
 20 Most Affordable Top Ranked Schools for Online Master's in Educational Psychology Degree (No. 3) - 2016  
 2016 Education Guide for Native Students - 2016  
 Value Added to Student Median Earnings from 4-Year Institution (Top 6%) - 2015

### **How is Salt Lake City ranked among other cities in the U.S.?**

For ranking sources and further detail, go to <https://unews.utah.edu/rankings/>.

#### **Salt Lake City Rankings - Business**

Best Cities for Young Attorneys (No. 8) - 2016  
 America's Strongest Job Markets (No. 8) - 2016  
 10 Best Midsize Cities for College Graduates (No. 1) - 2016  
 Best Cities for Recent Grads (No. 3) - 2016  
 Best Cities for Young Professionals (No. 4) - 2016  
 Best Midsize Metro for Job Seekers in Employment Destination Index (No. 9) - 2016  
 Best Midsize City in National for College Graduates (No. 11) - 2016  
 Best & Worst Cities to Work for a Small Business (No. 7) - 2015  
 Best & Worst Cities to Start a Career (No. 12) - 2015

#### **Salt Lake City Rankings - Health and Wellness**

Happiest, Healthiest City in America (No. 2) - 2013

Healthiest U.S. City (No. 5) - 2013  
 Top 100 Best Places to Live (No. 18) - 2015  
 Healthiest Major City in America (No. 14) - 2013  
 Best Hiking Cities (no rank) - 2016  
 50 Fittest College Towns in America (No. 24) - 2016/2017

### **Salt Lake City Rankings - Miscellaneous**

Outstanding Public Transportation System Achievement Award - 2014  
 Best & Worst Cities for Wallet Wellness (No. 28) - 2015  
 Top 10 Best Downtowns (No. 5) - 2016  
 Best Performing Cities (No. 6) - 2016

### **How is the State of Utah ranked among other states in the U.S.?**

For ranking sources and further detail, go to <https://unews.utah.edu/rankings/>.

### **State of Utah Rankings - Business**

Utah in Top 10 of Venture Capital States  
 Best States for Business (No. 1) - 2015  
 States with Total Job Growth (No. 1) - 2016  
 Best Business Climate (No. 2) - 2016  
 Top States for Business (No. 3) - 2016  
 Top 10 States for Economic Performance (No. 3) - 2016  
 Lowest Unemployment Rate in America (No. 4) - 2016  
 Top 10 States for Workforce Talent (No. 4) - 2016  
 Top 10 States for Technology and Entrepreneurship (No. 4) - 2016

### **State of Utah Rankings - Health and Wellness**

Number of Bicycle-Friendly Communities (No. 6) - 2015  
 Bicycle Friendly State (No. 5) - 2015  
 Best State to Live (No. 4) - 2013  
 Healthiest State (No. 6) - 2013  
 Safest States to Live In (No. 6) - 2015  
 Most and Least Happy States in America (No. 1) - 2015

### **State of Utah Rankings - Visiting**

Utah Top Place to Visit (No. 1) - 2016

Best U.S. Cities for Affordable Getaways (No. 6) - 2016

### **State of Utah Rankings - Miscellaneous**

10 Most and Least Charitable States in U.S. (No. 1) - 2015

Best States to Repay Student Loans (No. 1) - 2016

Top Online Colleges in Utah (No. 6) - 2016

Computer ownership (No. 1) - 2014

Household income growth (No. 3) - 2014

### **Where can I find data regarding who hires University of Utah graduates?**

Go to <http://careers.utah.edu/outcomes/>.

## Campus Safety and Emergencies FAQs

### How safe is it when you live on campus?

#### **Residence Hall and Apartment Safety-Related Items:**

- All residence halls main doors are locked 24 hours per day to avoid unauthorized entry. Access is only given to residents for the building in which they live. In Lassonde Studios and Marriott Honors Community, while the lobby is open to guests, the access to residential space is secure to residents only.
- The Peterson Heritage Center, Marriott Honors Community, and Lassonde Studios main desks are open 24 hours a day throughout the academic year. Staff is available to take calls 24 hours a day by calling the front desk of your service area:
  - Peterson Heritage Center (also serves Downtown Commons): 801-587-2000
  - Marriott Honors Community: 801-587-8444
  - Lassonde Studios: 801-213-8700
- RAs (Resident Advisors) live on every floor and are on call every night as a resource and can assist in emergency or crisis situations. These staff members perform community walks through every building multiple times per night. Professional staff also reside on campus and support RAs in addressing policy or crisis issues. There is an on-call structure that supports students 24/7, 365.
- The Department of Public Safety provides all police-related services needed within Heritage Commons. University Police Department officers patrol the campus 24 hours a day, 7 days a week to help safeguard the U community. Non-emergency police can be contacted at (801) 585-COPS (2677). In cases of emergency, call 911. For students living in Downtown Commons, the staff work with the Salt Lake City Police Department.
- Many students need to be on campus at night or at odd hours. Students may request an escort from the University Police Department (UPD) at any time by notifying the dispatcher where they are and request an escort to a particular campus location. UPD will dispatch a security officer to walk with them or to give them a ride to their desired location. (801) 585-COPS (2677).
- The Campus Alert System is a messaging service that alerts students to potential weather conditions, safety threats, and other hazards that may occur across campus. Students are automatically signed up in the University of Utah Campus Information Systems and must opt out if they do not wish to receive these messages.

### **What are the responsibilities of the police officers and security personnel on the University of Utah's campus?**

The University campus covers over 1,600 acres and supports over 32,000 students, 13,000 staff and faculty, and thousands of visitors to our three major hospitals, football stadium, sports arena, and marvelous cultural venues.

Police officers patrol the campus 24 hours a day, 7 days a week. They provide any police-related services needed on campus. Officers are fully certified Utah State police officers. The police department is backed by a security staff of over 70 people. Their job is to protect the students, staff, faculty and visitors to campus as well as the University's physical assets. They do so by monitoring and responding to alarms, controlling access to University facilities, high-visibility patrol of work spaces and parking areas, and after-dark escorts to those who request it. If you need help because your car won't start or you've locked your keys in the car, they can help with that, too.

The University of Utah Campus Security Division consists of one police lieutenant, one police sergeant, 21 full-time and 7 part-time security officers. Several Campus Security Officers are on duty and available 24 hours a day, 7 days a week. The Campus Security Division works closely with the University Police to coordinate personal safety and property protection throughout campus. Campus Security Officers are responsible for conducting safety patrols, the locking and unlocking of buildings, the monitoring of campus-wide security cameras, safety escorts and motorist assists.

### **What is the main dispatch number if police or security are needed?**

Calls for police or security service are answered by the dispatch office, which is always staffed and ready to respond to requests for help or service. Immediate police or security response is available by calling the main dispatch number, (801) 585-COPS (2677).

### **What are the hours for the Dispatch Center at the University of Utah?**

The Dispatch Center operates 24/7, 365. There are eight full-time dispatchers, two part-time dispatchers and two dispatch supervisors. The dispatchers maintain many certifications to provide excellent service to the community. They answer 911 calls, emergency phones, elevator calls, and the police business lines. They gather information from the caller and dispatch the appropriate resources. They provide Fire, intrusion and duress alarm monitoring and notifications to any department. They dispatch for both Police and Security Divisions and provide resources and support for

the team, students, faculty, staff, and citizens of the University of Utah.

Calls for police or security service are answered by the dispatch office, which is always staffed and ready to respond to requests for help or service. Immediate police or security response is available by calling the main dispatch number at (801) 585-COPS (2677).

### **How are emergency alerts communicated at the University of Utah?**

The Campus Alert System is a messaging service that alerts students to potential weather conditions, safety threats, and other hazards that may occur across campus. You are automatically signed up in the University of Utah Campus Information System and must opt out if you do not wish to receive these messages.

The University of Utah's Campus Alert System is designed to reach everyone on campus in the best way possible during an emergency. Alerts are sent via text message and color-coded email. Please make sure your cell phone number is updated in the Campus Information System (CIS). For more information, visit [alert.utah.edu](http://alert.utah.edu).

### **Is there a downloadable app for emergency information at the University of Utah?**

The University of Utah "U Heads Up!" app provides students, faculty, staff and visitors with a quick-reference campus emergency response guide, a photo and comment upload to tell us about your safety concerns around campus, and push notifications from our Campus Alert system. Get the important emergency information you need to stay safe at the University of Utah. For more information, visit [utah.edu/headsup](http://utah.edu/headsup).

### **When do you notify parents in emergencies at the University of Utah?**

The University of Utah's Campus Alert System is designed to reach everyone on campus in the best way possible during an emergency. Most alerts are sent via email and are color-coded according to level of importance for quick identification. Emergencies needing campus-wide communication include:

- Snow closures
- Some building closures
- Significant traffic interruptions
- Severe power outages
- Gas leaks
- Threats such as bombs or gunmen

Message timing will be appropriate to the urgency of the situation. Only on rare occasions, when every second counts, will alerts be sent via text to cell phones. Most alerts will be sent via email.

### **How does my student sign up for alerts at the University of Utah?**

Students, faculty, staff and even visitors can also be alerted of emergencies using [this mobile app](#). Students, faculty and staff should register their cell phone numbers through the Campus Information System (CIS) to receive text message notification during serious emergencies. Opting out of receiving these messages means you might not receive critical safety information in a timely manner. Please register your phone today. For more information, check out these [frequently asked questions](#).

## **Child Care for Children of Students FAQs**

### **Is child care available at the University of Utah?**

Check out the care options available at <https://childcare.utah.edu>.

### **Where do I start my search for child care at the University of Utah?**

Visit [Learn About Child Care/ 5 Steps To Finding the Right Child Care](#) on our site. This will walk you through the process.

### **What does the Center for Child Care and Family Resources do?**

The Center for Child Care and Family Resources (CCFR) serves as an information and referral office for students, faculty and staff by assisting them to identify and locate quality child care and obtain services to benefit both them and their families. We work to promote child care expansion throughout the University and offer financial support for child care costs to student families that qualify. We continue to add additional services to support all families in the University of Utah community.

### **How can I get help paying for child care if I am a student?**

**The Center for Child Care and Family Resources (CCFR)** offers two types of assistance: Child Care Access Means Parents In School (CCAMPIS) grant and the School Life Scholarship. Please visit our [Finances](#) page to learn more.

## Computers FAQs

### **What wireless access is available at the University of Utah?**

The University of Utah provides two campus wireless networks: UConnect, a secure network for students, faculty, and staff; and **UGuest**, an unsecured network for visitors. In addition, the University of Utah is part of the **eduroam** network and offers secure wireless access to visitors from other participating institutions.

EAP-TLS ([onboard.utah.edu](http://onboard.utah.edu)) is the best way to configure your device to connect to the network. Simply visit [onboard.utah.edu](http://onboard.utah.edu) and follow the instructions to connect. For assistance connecting to the wireless network, contact the Campus Help Desk at 801-581-4000.

Note: Users can access [onboard.utah.edu](http://onboard.utah.edu) while connected to the **UGuest** network.

### **Can I buy a computer at the University of Utah?**

University Campus Store UTECH Department is conveniently located inside the Campus Store. You can find all of your latest technology needs here. We offer academic pricing for students, faculty, and staff.

#### **University Campus Store UTECH**

270 South 1500 East  
Salt Lake City, UT. 84112  
801-581-4776 UTECH Department  
801-581-5458 UTECH Service Department  
[campusstore.utah.edu](http://campusstore.utah.edu)

Monday - Friday: 7:30 a.m. - 6:00 p.m.

Saturday: 11:00 a.m. - 4:00 p.m.

Sunday: Closed

### **Are there computer labs on campus at the University of Utah?**

Mac and Windows computers are available in open labs across campus. For detailed information on computer labs and services, go to <http://www.lib.utah.edu/services/labs/>.

**Knowledge Commons - Open Lab****Marriott Library** Level 2Hours: See **Marriott Library hours**

Workstations: 236

**Union - Open Lab****University Union** BasementHours: See **University Union hours**

Workstations: 68

**Benchmark - Open Lab****Benchmark Plaza #820**

Hours: Open daily 7am-midnight

Workstations: 32

**Mathematics Computer Lab - Math Students Only**

T. Benny Rushing Mathematics Center

801/585-9478

Room 155C

Hours: See <http://www.math.utah.edu/ugrad/lab.html>.**Is there computer assistance available at the University of Utah?**

Student workers in computer labs can assist with a variety of issues, including setting up mobile devices for **UConnect** and UMail, using the software in our labs, **printing** and scanning, and other technical issues you come across at the University.

Math students: A lab assistant is available to help you during the hours the Mathematics Computer Lab is open. See <http://www.math.utah.edu/ugrad/lab.html> for lab hours.

Telephone the **Campus Help Desk** with other computer issues at 801-581-4000. Go to <http://it.utah.edu/help/> for further information and options.

**Can students check out equipment?**

Students can check out a **variety of equipment** from the Knowledge Commons desk on **Level 2 of the Marriott Library**, including:

- Audio & video cables
- Calculators
- Classroom & study room equipment
- Device chargers & data cables

- External media & disc drives
- Graphics tablets
- Laptops & tablets
- Video cameras & webcams

### **Does my University of Utah student get a discount?**

University Campus Store UTECH offers academic pricing for students, faculty, and staff. Computer and electronics retailers like Best Buy, Microsoft, Sony and Apple are offering exclusive discounts and deals for U students who need to purchase a new laptop when they present their UCard. For the most up-to-date discount items, visit <https://asuu.utah.edu/discounts>.

### **Where can my student get computer repairs done on campus?**

University Campus Store UTECH has a Computer Repair Center located in the department. We can service, repair, encrypt, and update your computer. We are a full-service Apple authorized repair center. Service Department Phone Number: 801-581-5458.

## Donate FAQs

### **What and where can I donate to the University of Utah?**

From move-in day to graduation, parents play an integral role in supporting and enhancing their children's experiences. Annual giving to the University of Utah is another way parents make a difference.

When parents give to the Parent Fund, they enrich the University of Utah experience of all students, including their own. Every student benefits from the generosity of donors. Parent Fund contributions enable University leadership to respond to the highest priorities in undergraduate education, helping students achieve their potential and maintaining the University's high level of excellence. To find out where you can give and the ways you can give, go to [www.giving.utah.edu](http://www.giving.utah.edu).

### **How does the University of Utah's Parent Fund benefit students?**

Because Parent Fund gifts are both expendable and unrestricted, they are put to work almost immediately each year and can be used where they are needed most within the undergraduate program.

In the U's overall budget, very few sources provide the flexibility of the Parent Fund. When critical needs arise, gifts raised through the Parent Fund play a major role in meeting them. For more information, visit <http://parentfund.utah.edu>.

### **Can I designate my gift to a specific program at the University of Utah?**

To see a list of the many programs donations can be made to, go to <https://giving.utah.edu/where-to-give/>. For more options to donate to, click on the "Donate" tab that is found at <https://giving.utah.edu>. You can then browse all of the categories available and/or search for something in particular.

### **What is Crimson Parents?**

Parents who contribute \$2,500 or more annually to the Parent Fund become Crimson Parents. In appreciation of our Crimson Parents level donors, parents are invited to special events during the year where they have the opportunity to meet other Crimson Parents members and University leadership.

Within Crimson Parents, the Crimson Parents Leadership Committee helps advocate for support for excellence at the University of Utah. Go to

<http://parentfund.utah.edu/crimson-parents.php>.

**What is the University of Utah's Federal Tax ID Number (also known as Employer Identification Number)?**

The U.S. Federal Tax Identification Number is 87-6000525.

**How do donations help the University of Utah?**

Your support paves the way for continued success at the U. Your gift advances the work of our faculty, students and researchers to enrich lives through education.

**Will my employer match a gift?**

With matching gifts, you may sometimes double or even triple your gift. Many employers sponsor matching gift programs and will match charitable contributions made by their employees. By clicking on the link that follows, you can then type the name of your company in to see if it has a matching gift program. Please note that some companies match gifts made by retirees and/or spouses. Go to <https://giving.utah.edu/give-now/>.

**Are donations to the University of Utah tax deductible?**

It is advised that you consult your tax professional for advice.

## **Events and Graduation/Commencement FAQs**

### **What kind of events are there for my student to attend at the University of Utah?**

On a campus as large as this, there is always something going on. The best way to find out about events is to follow the **University Events Calendar**, as well as some of your favorite departments and student organizations on social media.

### **When is Family Weekend?**

To register and purchase tickets, go to <http://www.orientation.utah.edu/parents/PFW.php>.

### **Where do I find information about sporting events?**

For sports schedules, rosters, general news, tickets and Ute clothing/gear, please visit <http://www.utahutes.com>.

### **Where do I find information about arts and culture events?**

Go to <https://www.utah.edu/events/your-events.php?filterview=Arts> for a calendar of upcoming events.

### **Where do I find information about graduation/commencement?**

General commencement is open to the public and free to attend. Those who are unable to attend commencement can watch it streamed live on [utah.edu](http://utah.edu) or online via [kuer.org](http://kuer.org). For more information, please visit <http://commencement.utah.edu>.

Each college also holds a convocation ceremony, where students are acknowledged individually by degree. For the date, time, and location of each convocation ceremony, please visit the **College Convocations** page

### **Where can I find answers to Undergraduate Graduation/Commencement FAQs?**

Go to <http://registrar.utah.edu/graduation/faqs.php>.

**What are the deadlines to apply for degrees?**

For degree applications and deadlines, go to <http://registrar.utah.edu/graduation/index.php>.

**Where can I buy graduation/commencement items and/or announcements?**

Go to <http://www.campusstore.utah.edu/utah/SiteText.aspx?id=30229>.

**Where can I buy flowers for graduation/commencement ceremonies?**

Flowers will be available to purchase for graduates at the commencement and convocation events.

**Where do I find information about parking and transportation for the graduation/commencement ceremonies?**

Go to <http://commencement.utah.edu/parking.php>.

**Where do I find information about special assistance, parking and transportation, food services, lodging, and things to do while at the University of Utah during graduation/commencement ceremonies?**

For more information and links, go to <http://commencement.utah.edu/for-guests.php>.

## Financial Aid and Scholarships FAQs

### **Does my student qualify for Federal financial aid?**

For a list of the criteria to be met in order to be eligible for Federal financial aid, go to <https://financialaid.utah.edu/types-of-aid/grants-loans/get-started.php>.

### **What is FAFSA and how do we apply?**

FAFSA is the Free Application for Federal Student Aid and is a form that can be prepared annually by current and prospective college students (undergraduate and graduate) in the United States to determine their eligibility for student financial aid. To apply, go to <https://fafsa.ed.gov/>.

### **Do we need to apply each year for need-based financial aid?**

You have to fill out the Free Application for Federal Student Aid (FAFSA) every year you're in school in order to **stay eligible** for federal student aid. For further information and to apply, go to <https://studentaid.ed.gov/sa/fafsa>.

### **Our student has been selected for verification. Do we have to complete and return verification documents?**

To view a complete list of verification documents to submit, go to <https://financialaid.utah.edu/forms/index.php>.

### **When will financial aid funds be paid into the University of Utah student's account?**

Financial aid is disbursed through the Income Accounting office (Tuition office). Disbursements will pay allowable charges first. Disbursements normally begin the first week of each term, and occur 2-3 times a week throughout the term. For more details, go to <https://financialaid.utah.edu/maintaining-aid/disbursement-of-funds.php>.

### **We are expecting a refund from financial aid. When and how will this be made**

### **available?**

The remaining credit after allowable charges have been paid is released as a refund in the form of a paper check and sent via US mail. Students may opt for Direct Deposit to speed the process.

To sign up for direct deposit, the student must complete the “Direct Deposit Authorization” form thru Campus Information Services (CIS). The student will need the bank account and routing number to complete this form.

Direct deposits can take 48 to 72 hours for the funds to become available. For more information, go to [fbs.admin.utah.edu/income/tuitioninfo/refund/](https://fbs.admin.utah.edu/income/tuitioninfo/refund/).

### **What is the difference between grants, loans and work study?**

**Grants**, unlike loans, are financial aid that do not have to be repaid. You must submit a FAFSA to apply.

**Loans** are student aid funds that you must repay with interest.

**Work Study** is a part-time work program to earn money while you are in school, while encouraging community service work and work related to the recipient's course of study. To explore any of these further, go to <https://financialaid.utah.edu/types-of-aid/grants-loans>.

### **What grants are available to my student?**

In order to be considered for grant programs, one must first complete the FAFSA (Free Application for Federal Student Aid). The information received from the FAFSA allows our office to determine eligibility and need for awards. Amounts can change yearly and are based on your cost of attendance, enrollment and need. Funding is limited, with the exception of the Federal Pell Grant. Students must meet Satisfactory Academic Progress standards to receive these funds.

For a complete list of grants available, go <https://financialaid.utah.edu/types-of-aid/grants-loans/grants.php>.

### **Can financial aid be applied to the University of Utah Learning Abroad programs?**

Most federal financial aid can be applied to University of Utah Learning Abroad programs. Make an appointment with your financial aid counselor to determine financial aid eligibility by visiting Student Services Building, Room 105, or call 801-581-6211.

### **What Scholarships are available to my student at the University of Utah?**

There are many scholarships available for eligible students in the categories of Entering Freshmen, Transfer Students, Current Students, and University of Utah Asia Campus. For more information, go to <https://financialaid.utah.edu/types-of-aid/scholarships/index.php>.

### **What Federal student loans are available to my student?**

Loans are student aid funds that you must repay with interest. In order to be considered for these programs, one must first complete the Free Application for Federal Student Aid (FAFSA). The information received from the FAFSA allows our office to determine eligibility and need for awards. Amounts can change yearly and are based on your cost of attendance, enrollment, program, dependency status, funding, and need. Students must meet **Satisfactory Academic Progress** standards to receive these funds. For a complete list of loans and for more information, go to <https://financialaid.utah.edu/types-of-aid/grants-loans/loans.php>.

### **How does my student take advantage of work-study opportunities on the University of Utah campus?**

Students and employers must understand and agree to follow work-study policies before committing to participation in the work-study program. These policies can be found in the work-study handbook. To review the handbook and to apply, go to <https://financialaid.utah.edu/types-of-aid/work-study/students/index.php>.

Other opportunities for working through college can be found at <https://financialaid.utah.edu/types-of-aid/work-study/students/find-a-work-study-job.php>.

### **We are preparing our tax return. How do we obtain/will we receive a 1098-T form?**

You will receive a 1098-T only if you had out-of-pocket payments, whether paid by you or with a loan, for 'qualified educational expenses.' The IRS Publication 970 defines these expenses as: tuition, fees, and books. <http://fbs.admin.utah.edu/income/tuitioninfo/1098t/>.

### **How does my student apply for merit, diversity, or financial-need scholarships?**

At the University of Utah, we are committed to help students meet their goal of a college education. There are many scholarships available for eligible students. To find a match for you, go to <https://financialaid.utah.edu/types-of-aid/scholarships/index.php>.

### **What scholarships are available for entering Freshmen students?**

Entering Freshmen who have submitted a complete admissions application by the December 1 Priority Application Date will automatically be considered for merit and diversity scholarships. The first round of decisions will be mailed one week after admissions decisions are released.

Entering Freshmen who hope to be considered for need-based scholarships must complete the admission application by February 1, and also submit a FAFSA (Free Application for Federal Student Aid) and complete their financial aid file by the February 1 Financial Aid Priority Date.

If you've been offered a scholarship, it must be formally accepted by May 1. You must also **confirm your intent to enroll at** the University of Utah by May 1. These are two different processes!

#### **Scholarships will be granted based on these factors:**

- 1 Merit:** Based on unweighted high school grade point average (GPA) for grades nine through eleven, and scores on the ACT or SAT.
- 2 Diversity:** Based on a student's ability to contribute to the diversity of the campus. Students wishing to be considered for diversity scholarships should also contact the **Office of Equity & Diversity** or call 801-581-7569.
- 3 Need:** Based on demonstrated financial need. If applying for need-based scholarships, also apply for Financial Aid. (If you plan to apply only for Need-based Scholarships, you must meet the Financial Aid Priority Date of February 1.)

For a list of scholarships available for both residents and nonresidents and further information, go to <https://financialaid.utah.edu/types-of-aid/scholarships/freshman/index.php>.

### **What scholarships are available for transfer students?**

Students who are transferring with 60 or more credit hours are considered for scholarships through the University Office of Scholarships and Financial Aid (UOSFA). There may be additional scholarships with unique application processes and deadlines across campus that are not administered by the UOSFA.

There is no scholarship application required for UOSFA transfer scholarships. However, transfer students need to complete the University of Utah **admission process** before the February 1 Priority Application Deadline to be considered for transfer scholarships.

Those wanting to be considered for **need-based scholarships** must also complete the Free Application for Federal Student Aid (FAFSA) and complete their financial aid file with the University of Utah Financial Aid Office by February 1.

For a list of scholarships available for both residents and nonresidents and further information, go to <https://financialaid.utah.edu/types-of-aid/scholarships/transfer/index.php>.

### **What scholarships are available for current students?**

The University of Utah has many scholarships available to current students. These scholarships span a wide variety of academic programs and research pursuits, as well as merit and diversity opportunities. There are also scholarships available that are based on financial need. Learn about scholarships from the University Scholarship Office that are based on financial need at <https://financialaid.utah.edu/types-of-aid/scholarships/need-based.php>.

Check out our scholarship checklist page for current students. Additional scholarships are available based on college, department, major, and other special categories. The application process and deadline for each scholarship will vary. Please note some departments have moved their scholarship applications over to the new Academic Works system. You must have a Campus Information Services (CIS) account to log in. To apply, visit the **Academic Works scholarship search page**.

You may also apply for outside, private scholarships. Many scholarships are listed in online resources, such as FastWeb. Each outside scholarship will have a unique application process and deadline.

For detailed information, go to <https://financialaid.utah.edu/types-of-aid/scholarships/current/index.php>.

### **Are there scholarships available for University of Utah Asia Campus students?**

At the University of Utah Asia Campus (UAC), we reward outstanding applicants

for their academic excellence. One way that strong UAC applicants are rewarded is through selection for Entrance Scholarships. We will review your academic credentials for merit-based scholarships at the same time that we consider your application for admission. While primarily based on academics, entrance scholarship award decisions may also consider leadership capacity, extracurricular activities, and commitment to community as well as awards and other non-academic factors. Applying before the Admissions Priority Application Deadline ensures that you will be considered first for scholarships.

In addition to Entrance Scholarships, the UAC Opportunity Scholarship is awarded on the basis of **diversity** and demonstrated **financial need**. To be considered for the Opportunity Scholarship, students must complete a **scholarship application**.

For a list of scholarships available and the requirements, go to <https://asiacampus.utah.edu/scholarship/>.

### **Are scholarships available for the University of Utah Learning Abroad programs?**

The Office for Global Engagement (OGE) sponsors four different types of Learning Abroad Scholarships for University of Utah (U of U) students. Over \$200,000 in scholarships is awarded annually, and an average of 25% of eligible applicants receive an award!

Students can apply for OGE scholarships by completing the scholarship application AND starting a program application on the Learning Abroad website ([learning-abroad.utah.edu](http://learning-abroad.utah.edu)). You do not need to be accepted into a program before applying for a scholarship. For more information, go to <https://financialaid.utah.edu/policies/learning-abroad.php>.

### **What scholarships are available through Academic Works?**

Go to <https://utah.academicworks.com> for a complete listing.

### **What scholarships are available through Campus Departments?**

Check out our quick guide to online campus scholarship resources! Only colleges and departments that post information about scholarships on their website are listed. We recommend visiting with an academic advisor to get more information about departmental scholarships. Keep in mind most departments post scholarship applications December-January. For complete information, go to <https://financialaid.utah.edu/types-of-aid/scholarships/campus-resources.php>.

**What scholarships are available online through private scholarship resources?**

For a list of scholarship resources and private scholarships, go to <https://financialaid.utah.edu/types-of-aid/scholarships/other-resources.php>.

**My scholarship acceptance letter says I should write a Thank You letter. What are the guidelines for this letter?**

Generous University of Utah donors support many scholarships on campus and a well-written thank you note can go a long way. Donors appreciate hearing from students and how their investment is paying off. A short note from you affirms the value and significance of their contributions and encourages their continued support. For tips on writing scholarship thank you letters, go to <https://financialaid.utah.edu/policies/thank-you-letter.php>.

**Can my student defer a scholarship?**

In special circumstances, the University will, if necessary, defer some scholarships for a period of up to two years. These special circumstances include humanitarian service and/or participation in University of Utah sponsored programs only. Students must submit their request to Financial Aid and Scholarships at least 60 days before the start of the semester during which the deferral begins. For deferment, leave of absence, or other frequently asked questions regarding scholarships, go to <https://financialaid.utah.edu/maintaining-aid/deferment-leave-of-absence.php>.

## **Healthcare and Counseling Services FAQs**

### **Where is the Health Center located and what are their office hours?**

For information regarding location, hours, scheduling an appointment, and what to do after hours, go to <http://studenthealth.utah.edu/about/index.php>.

### **Who is eligible for healthcare services on the University of Utah campus?**

All University of Utah students, their spouses, and dependents are eligible for care at the Student Health Center. Eligible students pay a small student health fee as part of their University tuition fees that allows the Center to discount certain services 30-60% over other community providers.

Also, all F1 and J1 visa holders who are part of the English Language Institute (ELI) courses are also eligible for services at the Center while taking classes.

### **Where can my student get immunizations and what are the costs?**

For detailed information on the types of immunizations available and pricing, go to <http://studenthealth.utah.edu>.

### **What kind of healthcare is available on campus and what are the fees?**

There are a number of healthcare services available on campus. Go to <http://studenthealth.utah.edu/about/index.php> and click on “Services and Fees.”

### **What are the emergency phone numbers?**

24-hour services:

- University Police Department (801-585-COPS)
- Salt Lake Police Department (911)
- Rape Recovery Center (801-467-7273)
- Salt Lake City Suicide Hotline (801-261-1442)
- Utah Poison Control Line (800-222-1222)

University Services Monday through Friday, 8:00 a.m. to 5:00 p.m.

- Victim Advocacy (801-581-7779)
- Counseling Center (801-581-6826)

### **Where can my student get answers to nonemergency questions on health and wellness topics?**

Ask! is a confidential Question & Answer resource for students who need information about health and wellness topics. Do you want to know about nutrition and physical activity resources on campus, stress management activities, where to get flu shots, birth control, free condoms and more? We provide accurate and reliable information and can refer you to direct services. Questions are typically answered within 3 - 5 days by email. Go to <http://wellness.utah.edu/forms/ask.php>.

### **Are dental services offered on the University of Utah campus?**

University of Utah Health Care's Student Dental Clinic is managed and staffed by the University of Utah School of Dentistry offering comprehensive dental care for patients of all ages. For a greatly reduced fee, patients can receive care from dental students, closely supervised by licensed attending dentists. Care is also available by our faculty in the faculty practice setting.

All patient care is supervised by faculty who are licensed dentists in Utah. Service fees are as follows:

- Student dentists - Heavily discounted off current market rate
- Faculty dentists - Full market rate

Many insurance plans are accepted.

Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.

For further information, go to <http://dentistry.utah.edu/patient-care/>.

### **What is Wellness Coaching and is it available at the University of Utah?**

The goal of Wellness Coaching is to help people achieve desired health changes in their lives using behavior changing strategies. If you have ever wanted support to eat healthier, exercise more, reduce stress, sleep better, or reach some other health-related goal, Wellness Coaching can be that support to meet your goal that may lead to living a healthier life!

The first visit is free! Then \$15 for a package deal of 4 individual sessions OR \$5 for each individual session. To schedule an appointment and for more information, go to <http://wellness.utah.edu/services/wellcoaching.php>.

### **What changes can I expect to see in my student and what advice would you give regarding how best to support my student emotionally?**

The University of Utah's Parent & Family Handbook has good information on this topic. Download the Handbook and look in the index for "Supporting College Students" at <http://orientation.utah.edu/parents/index.php>.

### **What services are offered at the University of Utah Counseling Center?**

Counseling Center clinical services are available to matriculated (degree-seeking) University of Utah undergraduate students enrolled for at least six credit hours and graduate students enrolled for at least three credit hours. Students under 18 years of age may need parental consent to participate in counseling services at the UCC, unless they provide evidence of emancipation. We will conduct an initial consultation to determine how best to proceed in this situation. For complete information, go to <http://counselingcenter.utah.edu/services/eligibility.php>.

The University of Utah Counseling Center (UCC) offers brief individual, couples and group counseling, psychiatric services and psychological assessment for eligible U of U students. Referrals may be made to other University or community services when appropriate. Individuals may participate in only one of the primary counseling modalities of individual, group or couples counseling at any one time. Individual counseling at the UCC is generally limited to no more than 12 sessions per year (based on the date of your intake). Many individuals find they need five to seven sessions to accomplish their goals. <http://counselingcenter.utah.edu/services/scope.php>.

The first counseling session ("intake appointment") is free as you and your intake counselor consider the fit between your goals and the Center's services. Payment of subsequent counseling fees is requested at the time of service and can be handled with cash, check or credit card (Visa and MasterCard only). No eligible person will be denied service for financial reasons. For costs of services, go to <http://counselingcenter.utah.edu/services/fees.php>.

### **Is crisis counseling available on campus at the University of Utah?**

The **University Counseling Center** (UCC) offers crisis services Monday through Friday, 8:00 a.m. to 5:00 p.m. If you are a U of U student who is experiencing a mental health crisis, a UCC staff member is available to assist. **Call us at 801-581-6826** or walk into the Center at 426 Student Services Building. Faculty and staff may also

contact the University EAP at 801-587-9319.

For more urgent situations and after hours, please go to the University Neuropsychiatric Institute (UNI), 501 Chipeta Way, or to the Emergency Department at the University Hospital.

University Neuropsychiatric Institute (UNI) CrisisLine, 801-587-3000, offers crisis response 24/7, including crisis support over the phone, a mobile outreach option (MCOT) that will respond to persons in their home, and the Receiving Center where individuals from Salt Lake County can access a safe and supportive environment to help individuals work through their crisis situation. Individuals may spend up to 23 hours at the Receiving Center at no cost.

**National Suicide Prevention Lifeline:** 1-800-273-TALK (8255)

**University Hospital:** 801-581-2121

**University Police:** 801-585-2677

### **Is there an educational course offered regarding lifestyle choices?**

Center for Student Wellness offers a Prime for Life six-hour course designed to provide students with information to make low-risk choices. The program covers the physical and mental effects of alcohol and other drugs, risk factors associated with high-risk use, and help students learn ways to prevent future problems. For information on when the next course is offered and how to sign up, go to <http://wellness.utah.edu/services/index.php>.

## Insurance FAQs

### **What kind of health insurance is available for my student?**

The University of Utah and Associated Students of the University of Utah (ASUU) strongly encourages all students to have health insurance and is able to offer a health insurance plan. For further information, go to <http://studenthealth.utah.edu/insurance/index.php>.

### **What kind of immunizations are required for my student?**

The University of Utah's Immunization Requirement affects all students admitted to the University who were born after December 31, 1956, and who are enrolled at the University of Utah. For detailed information on the Immunization Requirement and how to comply, go to <http://studenthealth.utah.edu>.

### **What kind of Study Abroad medical and security insurance is available for my student?**

All students participating in a Learning Abroad program must have supplemental international insurance. For complete information and Quick Links regarding this topic, go to <http://learningabroad.utah.edu/handbook/health.php>.

### **What does my student do if they experience a property theft?**

To make a police report, you must report the situation to a police officer. You may call Public Safety Dispatch at 801-585-2677 to meet with an officer. Your request to talk with an officer will create a call log, which will show the date, time and nature of your concern. Once you have talked with the officer, the officer will decide if a formal report is to be submitted. When a formal report is to be submitted, the officer will receive and can give you the case number for future reference. If there is not a formal report, you may still obtain the call log number. For more information, go to <https://dps.utah.edu/reports/request-a-crime-report/>.

One thing you can do to increase your chances of recovering stolen property is to record the make, model and serial number of your property in the police report. This information can be entered into the Nationwide Crime Information Center (NCIC). With this information in the NCIC database, any police department within the nation can

check found or recovered property to see if it is stolen and, if it is, contact the agency making the report to facilitate the possible return of the property. Without the serial number, it is very unlikely the property will be returned to you.

### **How do I obtain student enrollment verification for insurance purposes?**

Requests for student record information may be made on Campus Information Services (CIS) via mail, fax, email, or in person. All written requests must include the date and the student's signature.

The processing time for verification requests is up to 3 business days. Because of an increased volume of requests, processing times may be longer at the beginning and end of each semester. Verification requests made in person by the student can be immediately processed for a \$5.00 fee.

For more information on verifications and contact information, log into <http://registrar.utah.edu/transcripts/verification-faqs.php>.

## Internships and Career Counseling FAQs

### What is an internship?

An internship is a short-term, hands-on, supervised work experience with a professional organization that increases your knowledge of a professional career field. It differs from a part-time job or volunteer experience in that an internship is designed to increase your knowledge, allow you to develop additional skills, and provides quality supervision to guide and mentor you.

Employers rank internship experience as the number one attribute when evaluating candidates (Chronicle of Higher Education).

### What is the difference between for-credit and non-credit internships?

- For-Credit Internships
  - For-credit internships allow you to earn University course credit while interning. Guidelines for earning credit vary by academic department. Your department may have specific criteria for their internships and will determine if your internship meets the necessary requirements to earn academic credit.
  - You are responsible for paying the cost of the credit/course with your tuition. Use the **University's Tuition Calculator** to estimate tuition for the number of internship credits you plan to register for.
- Non-Credit Internships
  - Non-credit internships are arranged and completed independently by you.
  - While these experiences are independent, we encourage you to seek positions that include a learning agreement outlining what skills and knowledge will be gained, projects to be completed during the internship, the duration of the internship, identification of a professional supervisor and/or mentor, and clear expectations about compensation and hours.

### Where would my student find internship opportunities?

Click on the underlined headings below to access more detailed information on each program. The website where the following information was found is at [http://careers.utah.edu/find-job/find\\_internship.php](http://careers.utah.edu/find-job/find_internship.php).

UCareerPath: Log into your **UCareerPath** account to access internship positions available at the over 5000+ employers that work specifically with the University of Utah to find top talent.

**Crimson Internship Program**: If you are a sophomore or junior, apply to the Crimson Internship Program for unique exploratory opportunities designed for U of U students.

**Academic Departments**: Check out internship programs available through your home academic department. The U of U has over 80 undergraduate majors to choose from and many offer course credit for internship opportunities.

**Capstone Initiatives**: Capstone courses integrate coursework, knowledge, skills, and experiential learning to enable you to demonstrate your synthesis of knowledge in real-world applications.

**Global Internships/National & Local Internships**: Intern through the Hinckley Institute by participating in their National Internship Program, State Legislature Program, Local Internship Program, Capital Encounter Experience, or Global Internships Program.

National Internships - CareerShift: Search, select, and store job listings from all online job boards and company job postings. University of Utah students can use this resource for free by logging in through **UCareerPath**.

**College of Science Internship Program**: This program connects employers with eligible University of Utah undergraduate student interns who have a declared a major in one of the departments of the College of Science (biology, chemistry, mathematics, or physics & astronomy).

Global Internships - GoinGlobal: Find country-specific career and employment information, including world-wide internship and job postings and H1B employer listings in this exclusive database located in **UCareerPath**.

### **What if my student can't afford the appropriate clothing to wear for an interview?**

The University of Utah offers a Suit-Up Program to help students in need of professional attire. Go to <http://careers.utah.edu/faculty/how-we-can-help/suit-up.php> for more information.

### **Where can I find data regarding internships awarded through the University of Utah in the past?**

Go to [http://careers.utah.edu/outcomes/internships-by-major.php?get\\_major=&search=Search](http://careers.utah.edu/outcomes/internships-by-major.php?get_major=&search=Search).

### **Who do I contact if I know a company that may want to recruit University of Utah students for internships?**

For information on Career/Student Job Fairs and other opportunities to connect with students, go to <http://careers.utah.edu/employers/connect-with-students/index.php>; for information on how to post an internship position, go to <http://careers.utah.edu/employers/post-job/post-employer.php>.

### **What are some ways I can encourage my student with regard to a career and what should I avoid?**

Encourage your student to:

- Think about their career early and often during their time here at the U.
- Understand that their major does not always equal a specific career. All majors teach transferable skills that are desired by a wide breadth of industries and employers. Have your student look at 'Who Hires U of U Grads at <http://careers.utah.edu/outcomes/index.php> to get started thinking about different possibilities.
- Set up a 1:1 appointment with their major-based **Career Coach** who is trained to work with students on career exploration, professional development and internship/job search. Statistics show that students who utilize a Career Coach have a higher likelihood of securing a job of choice upon graduating from the institution. If your student doesn't know what they want to do, they know exactly what they want to do, or anything in between, their career coach is trained to help them wherever they are in the process.
- Gain experience through an on-campus job or internship. Employers rank internship experience as the number one attribute when evaluating candidates (Chronicle of Higher Education).
- Develop and hone leadership, teamwork, and other interpersonal skills in student clubs and organizations.
- Attend Career Services programs and employer events. Encourage them to check our events calendar often <https://utah-csm.symplicity.com/calendar/index.php/pid535407>.

Please avoid:

- Pressuring your student, especially regarding major and salary outcomes. Successful graduates come from all majors. See where our graduates have landed in 'Who Hired U of U Grads.  
<http://careers.utah.edu/outcomes/index.php>
- Coming to career coaching meetings and events with or on behalf of your student.
- Engaging with employers on behalf of your student. Teach your student how to properly advocate for themselves.
- Making career decisions for your student.
- Writing their resume or cover letter. Your student needs to “own” their documents and if you make them on behalf of your student, they may not be prepared for their job search.

### **Does the University of Utah provide help with preparing a resume?**

Absolutely! Your student’s career coach is trained to provide your student with industry-specific knowledge on how to best prepare, format, and craft their resume, as well as their cover letter and interviewing skills. You can make an appointment at <http://careers.utah.edu>. For recommendations on what information to include on a resume and samples for various majors, go to <http://careers.utah.edu/find-job/getting-started.php>.

### **Where can I find data regarding hirings of University of Utah students in the past?**

One great place to check out is our website for Who Hires U of U Graduates: <http://careers.utah.edu/outcomes/>. This information reflects the last five years of data that is collected from graduates. Additionally, LinkedIn is a great resource that you and your student can utilize to look at where past alumni have landed jobs.

### **Does the University of Utah help students find jobs after graduation?**

Meet with a Career Coach - for FREE. Services are free to current students and alumni for one year after graduation. Career Coaches can help students explore job search strategies, help them prepare their application materials, and assist with valuable networking skills. To make an appointment, go to <http://careers.utah.edu>.

### **How does my student set up an appointment to meet with their career coach?**

All students already have an active account. Your student should log in to **UCareerPath**, click on the 'Appointments' tab on the left side, and select their coach to view their availability. They can log in using their University of Utah ID and their CIS password.

Business students will find their assigned Career Coach at **Business Career Services**.

### **How does my student find a campus job?**

Go to <http://careers.utah.edu/find-job/index.php> and under “Job Search Tools”, click on “Find a Job.” Students who are interested in finding an on-campus job can also utilize their career coach to help them pinpoint the best experience and help prepare their application.

## **Lassonde Studios/Lassonde Entrepreneur Institute FAQs**

### **What is Lassonde Studios?**

Lassonde Studios is a new \$45-million home for student entrepreneurs and innovators at the University of Utah. The facility, which opened in August 2016, is the place where students from any major or background can “Live. Create. Launch.” Students can apply to be one of the “Lassonde 400” residents.

All students at the University of Utah are welcome to use the Neeleman Hangar, which is the 20,000-square-foot innovation space on the main floor to connect, test ideas, build prototypes, launch companies and learn by doing. Above are four floors of themed residential space. The building and diverse engagement opportunities are managed by the Lassonde Entrepreneur Institute. Check it out at [lassonde.utah.edu](http://lassonde.utah.edu).

### **What is Lassonde Entrepreneur Institute?**

This Institute is a hub for student entrepreneurs and innovators at the University of Utah. Whether you want a deep dive or only have an hour, the nationally ranked Lassonde Institute has something for all students to learn how to become a founder, creator or change-maker. Got an idea? Looking for a team? Or want to live, create or launch at Lassonde Studios? Jump in and make it happen! Check out the many programs and engagement opportunities at <http://lassonde.utah.edu/directory/>.

### **What types of housing are available at Lassonde Studios?**

Residents at Lassonde Studios choose from four themed floors and four housing types. For information on room types and pricing, go to <http://lassonde.utah.edu/studios/housing-options/>.

### **Are tours of Lassonde Studios and Lassonde Entrepreneur Institute available?**

There are weekly tours and information sessions at Lassonde Studios. For upcoming dates and to register, go to <http://lassonde.utah.edu/about-us/tours-info-sessions/>.

### **Who is the founder of Lassonde Studios and the Lassonde Entrepreneur**

**Institute?**

Read about Pierre Lassonde at <http://lassonde.utah.edu/about-us/about-pierre-lassonde/>.

## Living On Campus FAQs

### **Does my student have to live on campus?**

Currently, 48 percent of first-time, first-year students live on campus, which makes up about 15 percent of undergraduates at the University. Our on-campus community is made up of students from over 52 different countries, student athletes, transfer students, honors students, undergraduate, masters and doctoral students.

Undergraduate students have the added benefit of being able to be part of a specific program where you will be able to dive deeper into an area of interest such as entrepreneurship, Honors program, social justice, community service, Engineering, Humanities, research, leadership, Fine Arts, Science, outdoor leadership, and global engagement. These opportunities set the University of Utah apart from other schools that you are looking at!

When you live on campus, you are becoming part of a community that will provide you with opportunities to engage in extracurricular activities that are meant to instill a sense of belonging at the University, help you succeed academically, become civically engaged and develop as a person.

There are many reasons why you should consider living on campus. Studies show that students who live on campus are typically more likely to come back to campus each year to continue working on their degree and ultimately graduate. Students who live on campus also consistently have a higher GPA than students who live off campus.

### **What are the requirements for a student to live on campus?**

In order to live on campus, there is a minimum credit hour requirement for both undergraduate students and graduate students. If exceptional or extenuating circumstances might keep a student from meeting the minimum credit hours requirement during their time on campus, an appeal can be submitted. Please see the eligibility section [here](#) for further details.

### **What are the housing options on and off campus?**

#### **Living On Campus**

The University maintains several dormitories, some of which are very new. Please contact the [Housing](#) department for further information and to apply.

The U does provide limited [apartments](#) for graduate students, located out in [Medical Plaza](#) and [University Villages](#). The apartments are a good deal, but there is often a

wait-list, taking several months to a year, so this may not be the first place you live.

On-campus housing offers a wide variety of living accommodations for students who are pursuing a full-time course load (this means that you need to be enrolled in at least 12 credit hours as an undergraduate student and six credit hours as a graduate student if you want to live on campus). We offer a wide variety of options, including single, double and triple rooms and suites in traditional Residence Hall-style facilities, apartment-style options and more. We have halls and buildings that are either co-ed or single-gender, 24-hour fitness areas and common spaces for socializing, studying, or relaxing in many of our facilities. You also have the opportunity to consider living in a Living Learning Community (LLC) or Theme Community (TC), through which you will live alongside peers who share your interests academically or socially. Learn more about your housing options [here](#), and about LLCs and TCs [here](#).

### **Where can I find information about residence halls?**

Go to <https://housing.utah.edu/housing-options/undergraduate-housing/> for detailed information on all of the on-campus housing options.

### **Where do I find information about the room types and descriptions?**

Go to <https://housing.utah.edu/housing-options/room-types/>.

### **What are the different costs for the housing options and how do we pay?**

Housing & Residential Education understands affordability is a key component when students are deciding on where to live throughout their college career. Most schools across the country require that students pay for the entire semester up front. In order to be more affordable, **we allow students to choose to pay on a month-to-month basis**, or they can choose to pay the full semester cost up front.

Housing and meal plan charges are billed to the housing account prior to the beginning of each semester. Students can log into their Housing U portal prior to the beginning of the semester to see the total amount owed.

Housing & Residential Education is completely separate from the tuition office (Income Accounting). You will pay Housing & Residential Education directly for your housing costs and you will pay Income Accounting directly for your tuition costs.

For detailed housing rates and payment due dates, go to <https://housing.utah.edu/apply-reserve/rates-n-housing-account/>.

## **How safe is it when you live on campus?**

### **Residence Hall and Apartment Safety-Related Items:**

- All residence halls main doors are locked 24 hours per day to avoid unauthorized entry. Access is only given to residents for the building in which they live.
- The Peterson Heritage Center, Marriott Honors Community, and Lassonde Studios main desks are open 24 hours a day throughout the academic year. Staff is available to take calls 24 hours a day by calling the front desk of your service area:
  - Peterson Heritage Center: 801-587-2000
  - Marriott Honors Community: 801-587-8444
  - Lassonde Studios: 801-213-8700
- RAs (Resident Advisors) live on every floor and are on call every night as a resource and can assist in emergency or crisis situations. These staff members perform community walks through every building multiple times per night.
- The Department of Public Safety provides all police-related services needed within Heritage Commons. University Police Department officers patrol the campus 24 hours a day, 7 days a week to help safeguard the U community. Non-emergency police can be contacted at (801) 585-COPS (2677). In cases of emergency, call 911.
- Many students need to be on campus at night or at odd hours. You may request an escort from the University Police Department (UPD) at any time by notifying the dispatcher where you are and request an escort to a particular campus location. UPD will dispatch a security officer to walk with you or to give you a ride to your desired location. (801) 585-COPS (2677).
- The Campus Alert System is a messaging service that alerts students to potential weather conditions, safety threats and other hazards that may occur across campus. You are automatically signed up in the University of Utah Campus Information Systems and must opt out if you do not wish to receive these messages.

For more information, go to <https://housing.utah.edu/living-the-u/safety-security/>.

## **Are housing tours available on campus?**

If you wish to only tour the residence halls, please stop by the Housing & Residential Education Central Office, located on the first floor of Benchmark 822, for a tour between 8:30 a.m. and 4:30 p.m., Monday through Friday. The tour includes a look at a Heritage Commons Residence Hall suites and the Peterson Heritage Center – the hub of campus living and where our Residence Hall Association office and the

dining room are located. If you are specifically interested in seeing the Marriott Honors Community or Lassonde Studios, please be aware that these locations are not part of the regular tour route with the Office of Admissions.

### **Are meal plans required when living on campus?**

Most of our spaces come with a meal plan requirement; however, any student is eligible to have one! A variety of meal plans allow you to select one based on your needs.

Meal plans are required for all students living with us in the residence halls (Chapel Glen, Gateway Heights, Officers Circle, Sage Point, and Lassonde Studios residents in singles and doubles). If, however, you have food allergies or follow a special diet for medical or religious reasons, we are happy to meet with you to discuss your concerns, look at options, and determine the best solution regarding your meal plan. For information on meal plans, rates, and locations, go to <https://housing.utah.edu/dining/>.

### **What should my student bring for residence hall living?**

Go to <https://housing.utah.edu/moving-in-out/moving-in/>.

### **Can my student change rooms after moving in?**

There are a variety of room types and that can be a reason why you are interested in changing rooms. The other reason usually has to do with roommate relationships. Your RA is a resource and is trained in facilitating roommate conversations. The key is to have the conversation about the “little stuff” so it does not turn into the “big stuff.”

Changing to an alternate housing location may be limited in times of high occupancy as we may not have spaces available to offer to you. To request a room change, please follow the steps on the [Room Change Request Form \[PDF\]](#). See <https://housing.utah.edu/moving-in-out/room-changes/> for further information.

### **What is the application and reservation timeline for on-campus housing?**

The timeline is broken down by Agreement period and between new students and current students. For more information and to apply for housing, go to

<https://housing.utah.edu/apply-reserve/application-reservation-timeline/>.

### **What are the requirements for students parking on campus?**

Parking at the University of Utah is entirely virtual, meaning your license plate serves as your parking permit. Housing & Residential Education (HRE) residents have three different options when signing up for a parking permit. The best option may be based on where you live and how you intend to use your vehicle. To view the options, go to <https://housing.utah.edu/living-the-u/parking-transportation/>.

All residents who wish to park an automobile on campus are required to buy a University parking permit at the current rate. As of fall 2014, permits will be issued virtually and can be purchased online at [www.commuterservices.utah.edu](http://www.commuterservices.utah.edu).

### **What is the physical/mailing address for the residence halls?**

Students have the option to request a mailbox for mail and package delivery. The mailbox is not associated with your room. The Marriott Honors Community, Downtown Commons, and Lassonde Studios have mailboxes within their building area. All other residents will be assigned a mailbox in the Peterson Heritage Center.

You can sign up for a mailbox in Housing U prior to the start of the academic year. Your mailbox assignment will be emailed to you prior to the start of the semester.

Resident mailing addresses and how to sign up for a mailbox can be found at <https://housing.utah.edu/living-the-u/mail-services/>.

## Meals/Food FAQs

### **Are meal plans required for students living on campus?**

Meal plans are required for all students living with us in the residence halls (Chapel Glen, Gateway Heights, Officers Circle, Sage Point, and Lassonde Studios residents in singles and doubles). If, however, you have food allergies or follow a special diet for medical or religious reasons, we are happy to meet with you to discuss your concerns, look at options, and determine the best solution regarding your meal plan. For details on meal plans, go to <https://housing.utah.edu/dining/>.

### **How can my student change his/her meal plan?**

In general, meal plan changes will take effect approximately one week following the date of your request. Residents are able to change their meal plan only one time each semester. This opportunity is during the first week of the semester. Go to <https://housing.utah.edu/dining/> for further information.

### **Is there a meal plan available if you don't live on campus?**

Dining Dollars are funds that can be purchased and used just like a debit card at any of the 14 Dining Services location. Dining Dollars are available to anyone. Customers receive an additional 10% in Dining Dollars when they purchase over \$150. Dining dollars never expire unless left unused for six months. Residential dining plans are administered through Housing & Residential Education; therefore, they are only available to students living on campus. To Purchase Dining Dollars, go to <https://new.dineoncampus.com/utah/dining-dollars>.

### **What is the difference between Dining Dollars and Flex Dollars?**

Flex Dollars are included with some residential meal plans and do not roll over from year to year and cannot be used during winter break (between fall and spring semesters). Flex Dollars are declining balance funds that can be used for meals or snacks at any Dining Services retail location on campus.

Dining Dollars, on the other hand, can be purchased by anyone, can be used at any time, and do not expire unless the account is left inactive for six months. Anyone can purchase Dining Dollars: faculty, staff, students who live on or off campus,

conference attendees, etc. Students living on campus who have a meal plan may also purchase Dining Dollars. Dining Dollars is a separate program from "Flex Dollars" and "Lassonde Dollars" that are included with some meal plans. Dining Dollars can be purchased for any amount (however, there is a minimum purchase of \$20.00). Dining Dollars can add further value than paying with cash because an extra 10% is added, when you buy \$150 or more at once.

Both Flex Dollars and Dining Dollars are used like a debit account at any Dining Services location.

### **What is the difference between Dining Dollars and UCash?**

UCash is the University's "debit card" program. UCash can be used at a variety of places on campus, including Dining Services locations. While Dining Dollars are valid only at Dining Services locations, they give you benefits not available with UCash, such as an automatic 10% bonus in Dining Dollars when purchasing \$150 or more at a time.

### **Where can Dining Dollars be purchased?**

To Purchase Dining Dollars, go to <https://new.dineoncampus.com/utah/dining-dollars>.

### **Are accommodations made in the meal plan for dietary restrictions?**

With 14 unique locations on campus, we are confident that we can provide you with a healthy, balanced meal regardless of the restrictions you may have. We are very proud to be able to offer students an Allergen Friendly station at the Heritage Center Dining Room as well as a daily Vegan option at the Lassonde Cafe as the cornerstone of our efforts to provide dining services to a diverse campus.

There are options available for students living on campus and students living off campus. Go to <https://new.dineoncampus.com/utah/special-diets> for further information.

### **Is there a Food Bank available if it becomes needed unexpectedly?**

The University of Utah Food Pantry provides non-perishable, nourishing food for students, their families, faculty and staff. They don't want any member of our Campus Community to have to choose between having some food on the table and keeping up

with the emergencies that come up.

Their mission is to minimize hunger among students, their families, and faculty and staff by providing free, accessible, and nutritious food. They strive to empower those in need to obtain food resources so they may focus on being healthy, happy, and successful at the University of Utah without the barrier of fighting hunger.

The Food Pantry is open to all U of U students, faculty and staff with a current University of Utah ID. <http://feedu.utah.edu>.

### **Where can I find more answers to FAQs regarding meals?**

Go to <https://new.dineoncampus.com/utah/meal-plan-faqs>.

### **Where can students eat with the dining plans?**

This depends on the dining plan that you have. The meals included in Heritage Plans and Block Plans are used at the Heritage Center Dining Room for an all-you-care-to-eat meal experience. Flex Dollars, Lassonde Dollars, and Dining Dollars can be used at any of our 14 Dining Services locations. For details on the various plans, rates, and locations, go to <https://housing.utah.edu/dining/>.

### **How do I add money to my student's UCard for meals?**

Go to <https://new.dineoncampus.com/utah/>.

### **What can money deposited on the UCard be used for?**

For a complete list of locations the UCard can be used at and what the card gives you access to, go to <http://www.ucard.utah.edu/content/oncampus.html>.

### **How much money should my student put in his/her Meal Block Plan or Dining Dollars account?**

It can be difficult trying to determine the perfect plan. To help you find the best fit, we encourage you to consider your lifestyle: How many times a day do you eat? Where are your classes located? Will you be on campus during weekends? Will you live on campus?

Choose a meal plan and dine on campus to save your parking space, save time and save money. Commuter students may select a Block Plan, Dining Dollars, or a combination of both. Resident students should have already chosen a residential dining plan during the housing selection but may add on Dining Dollars and Block Meal Plans as desired. Please note that it may take up to 1 'Business Day' for your purchase to be applied to your account. For costs of Block Plans and to make meal purchases, go to <https://new.dineoncampus.com/utah/meal-plan-purchase>; if you have any questions, please call (801) 581-7257.

## **Museums/Galleries FAQs**

### **Is there a fine arts museum at the University of Utah?**

The Utah Museum of Fine Arts (UMFA) is Utah's primary cultural resource for global visual arts. It is unique in its dual role as a university and state art museum. It is Utah's only visual arts institution that collects, exhibits, interprets, and preserves a comprehensive collection of over 5,000 years of art from around the world.

In February 2005, the Utah State Legislature declared the UMFA as an official state institution, confirming the importance of the Museum's role as a center for art, culture, and education in the state of Utah. As Utah's flagship art museum, the UMFA collects, exhibits, interprets, and preserves a comprehensive collection of more than 19,000 original art objects from around the world. For more information, go to <http://umfa.utah.edu>.

### **Is there a natural history museum at the University of Utah?**

The Natural History Museum of Utah opened its doors to the public in the George Thomas Building in 1969. Since then, collections have been transferred from the University's academic departments and grown through research, acquisition, and contributions to number more than 1.5 million objects. The Museum has solidified its position as the State museum of natural history and has developed strong programs of exhibits and education, both on-site and statewide. In November 2011, we opened our new facility, the Rio Tinto Center, with entirely new exhibit galleries, engaging programs for the public and state-of-the-art collections. <https://nhmu.utah.edu>.

### **What is at the Fort Douglas Military Museum?**

The Fort Douglas Military Museum is within walking distance to the University Guest House (.03miles). The Museum, originally a 19th Century barracks, includes various exhibits on the history of Utah and adjacent western states. The Museum also includes an outdoor Cannon and Military Vehicle Park. For more information, go to <https://www.fortdouglas.org>.

### **What activities happen at the Red Butte Garden?**

Red Butte Botanical Garden, located on the University of Utah, is the largest botanical garden in the Intermountain West, renowned for plant collections, display gardens, 450,000 springtime blooming bulbs, a world-class outdoor summer concert series, and award-winning horticulture-based educational programs. Red Butte Garden is open year-round with plant interest and events during every season. Check out their website at <http://www.redbuttegarden.org> for ways to Enjoy the Garden, Education & Programs, Concerts & Performances, Plants & Gardening, plus volunteering.

### **What events and galleries take place at the Department of Art & Art History?**

Check out Events and Galleries at their website, <http://www.art.utah.edu/events/>.

## Organizations/Clubs FAQs

### **How many organizations/clubs are available for my student to possibly join?**

There are over 600 student organizations ranging in interests such as academic, cultural, religious, performing, sports, and everything in-between. To see a full listing of student organizations, go to the Associated Students of the University of Utah (ASUU) website at <https://asuu.utah.edu/find-a-group>.

### **Where do I find out more information about organizations/clubs available at the University of Utah?**

The University of Utah has clubs relating to athletics and recreation, arts and entertainment, academic and professional development, and social/multicultural. Associated Students of the University of Utah (ASUU) coordinates and supports over 600+ student groups on campus for you to join. They provide funding, advice and more ways for you to find and connect with students that share your interests. To make it easier to search, join or create a club, visit the ASUU website under the dropdown “Student Organizations”. There are over 600 academic, social, and athletic groups for you to choose from. Go to <https://asuu.utah.edu/find-a-group> to search for a club and get detailed information about joining.

### **If my student is interested in joining a fraternity or sorority, where can I go for more information?**

The fraternity and sorority community can help provide leadership and social networking experiences to support your student throughout their college experience. There may be some questions you would like answered so you can better support your student in their choice to join a fraternity or sorority. The Office of Fraternity & Sorority Life (801-581-8061) oversees this community and some frequently asked questions can be found [here](#).

## Parental Concerns/Rights FAQs

### **Do I have access to my student's grades/records and, if so, how do I gain access?**

Students may allow information be released to specific individuals by completing the online **Consent to Release Form** located securely within the Campus Information Services. To access the form, you may log into your CIS account and find the "FERPA Release Consent" link located in the Student Records box.

### **What is FERPA?**

Student records at the University of Utah are governed by the Family Educational Rights and Privacy Act (FERPA). The Act forbids the University from releasing personal identifiable student educational records or files, or personal information contained in those files, without the student's written consent, except in specified situations. Refer to <http://registrar.utah.edu/handbook/ferpa.php> for a list of the exceptions.

### **Where do I find the Online FERPA Consent to Release Form?**

In order for information to be released to a designated third party, the student's ID number must be provided along with the student-created PIN code. It's the student's responsibility to give that required information to the designated third party. A third party that is not correctly identified and verified will be denied. Students may update the PIN code and list of third parties at any time.

Additionally, a FERPA PIN will be required if students are requesting information about their own records or seeking changes to their registration by phone. For help in setting up your FERPA PIN, please see our **FERPA PIN Setup Instructions (PDF)**.

To access and complete the form, visit the **Campus Information Services**. Find the "FERPA Release Consent" link in the Student Records box. Thoroughly read and complete the form.

### **How can I verify full-time enrollment status for my student?**

Requests for student record information may be made on Campus Information Services (CIS) via mail, fax, email, or in person. All written requests must include the date and the student's signature.

The processing time for verification requests is up to 3 business days. Because of an increased volume of requests, processing times may be longer at the beginning and end of each semester. Verification requests made in person by the student can be immediately processed for a \$5.00 fee.

For more information on verifications and contact information, log into <http://registrar.utah.edu/transcripts/verification-faqs.php>.

### **Is there a Food Bank available if it becomes needed unexpectedly?**

The University of Utah Food Pantry provides non-perishable, nourishing food for students, their families, faculty and staff. They don't want any member of our Campus Community to have to choose between having some food on the table and keeping up with the emergencies that come up.

Their mission is to minimize hunger among students, their families, and faculty and staff by providing free, accessible, and nutritious food. They strive to empower those in need to obtain food resources so they may focus on being healthy, happy, and successful at the University of Utah without the barrier of fighting hunger.

The Food Pantry is open to all U of U students, faculty and staff with a current University of Utah ID. <http://feedu.utah.edu>

### **What changes can I expect to see in my student and what advice would you give regarding how best to support my student emotionally?**

The University of Utah's Parent & Family Handbook has good information on this topic. Download the Handbook and look in the index for "Supporting College Students" at <http://orientation.utah.edu/parents/index.php>.

### **Who should my student call if they are experiencing a crisis?**

The **University Counseling Center** (UCC) offers crisis services M-F 8-5. If you are a U of U student, staff or faculty member and need to talk with someone immediately, a UCC staff member is available to assist. **Call us at 801-581-6826** or walk into the Center at 426 Student Services Building. Faculty and staff may also contact the University EAP at 801-587-9319. For more urgent situations and after hours, please go to the University Neuropsychiatric Institute (UNI), 501 Chipeta Way, or to the Emergency Department at the University Hospital.

UNI CrisisLine: 801-587-3000 offers crisis response 24/7, including: crisis support over the phone, a mobile outreach option (MCOT) that will respond to persons in their

home, and the Receiving Center where individuals from Salt Lake County can access a safe and supportive environment to help individuals work through their crisis situation. Individuals may spend up to 23 hours at the Receiving Center, at no cost.

**National Suicide Prevention Lifeline:** 1-800-273-TALK (8255)

**University Hospital:** 801-581-2121

**University Police:** 801-585-2677

### **Is my student listed in a campus directory and, if so, is that kept confidential?**

Directory information is considered to be public information unless you request that it be kept confidential. Directory Information includes:

- Student's name, address, or telephone number
- Student ID number
- Class standing
- Field of study
- Participation in officially recognized activities or sports
- Weight and height of members of athletic teams
- Dates of attendance
- Degrees and awards received
- Most recent previous educational agency or institution attended
- Email address
- Enrollment status
- Photograph

The information listed above is considered public information; however, the University does not release lists of students or name-and-address labels to businesses or agencies outside the University. Likewise, the University does not release information regarding applicants to outside agencies.

A form is available through the Registration Division or may be completed online through the **Campus Information Services** to request the Nondisclosure of Directory Information. Allow 24 hours once the form is processed by the Registration & Records Division for the directory to be updated.

## Parents FAQs

### **What if I can't find/contact my student?**

If you cannot find or contact your student and are concerned for his or her safety or wellbeing, please contact the University's Department of Public Safety (campus police) at 801-581-COPS (2677) 24 hours a day, seven days a week.

### **Will I be notified if my student has been accused of a violation?**

The student accused of the violation is who is contacted when we receive a report or complaint. Under the Federal Education Rights and Privacy Act (FERPA), the University is allowed (but not required) to contact parents or guardians if the student is younger than 21 years old and has been involved in an alcohol or drug violation.

### **Will I be notified if my student has a behavioral intervention report?**

In general, no. A parent may receive access to that information if there is a signed Release of Information on file with the Office of the Dean of Students or if the Behavioral Intervention Team decides to contact the emergency contact on file and that person is a parent. An exception might be if the student lives with the parent, and the team decides to do a wellness check, or if there is a health or safety concern and it is deemed to be in the best interest of the student to make contact with family members.

### **What are the ways I can stay informed about what is going on at the University of Utah?**

The University of Utah offers a myriad of methods through which parents can stay in touch with the University's news and events.

- A bimonthly newsletter is sent via email to parents of undergraduate students from the Center for New Student and Family Programs. Not receiving it? Email [orientation@utah.edu](mailto:orientation@utah.edu).
- **Facebook** users can become fans of the University of Utah, and **Twitter** users can receive regular campus news updates.
- Go to <http://orientation.utah.edu> and click on the "Parents/Families" tab for

upcoming events.

- The University of Utah “U Heads Up!” app provides students, faculty, staff and visitors with a quick-reference campus emergency response guide, a photo and comment upload to tell us about your safety concerns around campus, and push notifications from our Campus Alert System. Get the important emergency information you need to stay safe at the University of Utah. For more information, visit [utah.edu/headsup](http://utah.edu/headsup).
- With the Official App of the University of Utah, keeping in touch is now easier and more enjoyable than ever before.

Check out Campus News and the Events calendar to find out what's happening at the U of U.

Use the Campus Map to find your way around campus and grab a pic from the Photos section to set as your Android Wallpaper.

Everything you want to know about Utah is now at your fingertips.

- Multimedia – Watch Utah YouTube videos and look through photos.
- Athletics – Find out the latest sports news and updates.
- Twitter – Stay up to date with news and links.
- Polls – Answer interactive questions to play an active role in the University.
- Fight Song – Play "Utah Man" at the next game or out with friends.
- And much more!

### **What events are available for parents/families to attend?**

On a campus as large as this, there is always something going on. Special lectures, concerts, cultural events, plays, art exhibits and PAC-12 sports all happen on a weekly or monthly basis. Parents and family members are welcome to join their student at any number of events throughout the year. The best way to find out about events is to follow the University Events Calendar, as well as some of your favorite departments and student organizations on social media.

Go to <http://orientation.utah.edu> and click on the “Parents/Families” tab for information regarding the Parent Welcome event, Parent and Family Weekend, and Moms and Dads Events.

General commencement is open to the public and free to attend. Those who are unable to attend commencement can watch it streamed live on [utah.edu](http://utah.edu) or online via [kuer.org](http://kuer.org). For more information, please visit <http://commencement.utah.edu>. Each college also holds a convocation ceremony where students are acknowledged individually by degree. For the date, time, and location of each convocation ceremony, please visit the [College Convocations](#) page

### **What is the Parent Association and how do I join?**

All Utah parents are automatically members of the University of Utah Parent Association during the time you have a student at the U. The Parent Association and the Center for New Student & Family Programs develop opportunities to promote parent participation, foster communication between parents and students, and support your student's Utah experience.

The Parent Association is absolutely free and is the perfect way to stay informed of important information relevant to you and your student. A membership in the Parent Association gives you access to University departments and information.

### **Are there classes that are available for parents/families to attend without being admitted to the University of Utah?**

Classes For Fun - No Grades, No Tests. Whether you are interested in advancing your career or developing your appreciation of the world around you, we offer a rich array of noncredit opportunities. Classes range from a few weeks in length to an entire semester. No need to be admitted to the U!

From learning a new sport to mastering a language or taking classes in the humanities, sciences, business, and much more, our classes are a great way to experience an academically intense class in a less expensive, stress-free way. To see the current academic noncredit classes offered, go to

<https://continue.utah.edu/noncredit>.

Visit the Continuing Education & Community Engagement FAQ page at <https://continue.utah.edu/faq> to get answers for questions regarding senior citizen rates, classes, parking, locations, and more.

### **What University of Utah campus sites offer academic noncredit classes for parents/families?**

Take advantage of all that the U has to offer - right in your backyard! At University off-campus sites, you'll find all the benefits of the main campus PLUS full lab facilities, free parking, and small classes for personal enrichment, professional and technology education, and general education and upper-division courses. Wireless Internet access is also available in Sandy, Bountiful and St. George. Go to <https://continue.utah.edu/noncredit/location> for more information.

### **What learning opportunities are available for high school students?**

Join us at Innovation Week at the University of Utah this summer – a bold opportunity to transform yourself, your community, and even your planet through entrepreneurship! University of Utah’s Youth Education Program, in partnership with the Lassonde Entrepreneur Institute, is offering an unparalleled opportunity for high school students to collaborate with entrepreneurs and innovators to tackle real-world problems. In the span of a week, students identify a pressing problem in their local or global community, employ design thinking, learn startup and innovation techniques to develop a unique solution, and work with peers and mentors to bring their innovative ideas to life! The program culminates in a pitch competition for cash prizes and scholarships. Open to 15- to 18-year-olds. (Exceptions made on a case-by-case basis.)

### **What are some other ways parents/families can get involved?**

- Sponsor a student in Suit-Up. Go to <http://careers.utah.edu/faculty/how-we-can-help/suit-up.php>.
- Follow us on social media - we're on Facebook, Twitter, and Instagram.
- Introduce us to your company to recruit University of Utah students. **Develop an internship program** at your organization.
- Volunteer to be a member of the Executive Committee of the Parent Association and/or volunteer to help with a variety of programs throughout the year. For a list of opportunities, go to <http://orientation.utah.edu/parents/parent-association.php>.

### **Can parents/families join the University of Utah Alumni Association?**

Anyone is eligible by agreeing to become a member and paying the annual membership fee. Go to <http://ulink.utah.edu/s/1077/16/interior.aspx?sid=1077&gid=1&pgid=1930> to see the membership levels or to sign up in the category of Recent Graduates, Emeritus Alumni, or Alumni and Friends.

### **We are preparing our tax return. How do we obtain/will we receive a 1098-T form?**

You will receive a 1098-T only if you had out-of-pocket payments, whether paid

by you or with a loan, for 'qualified educational expenses'. The IRS Publication 970 defines these expenses as: tuition, fees, and books. For a direct link to access your 1098-T on the Campus Information System (CIS) and for more information, go to <http://fbs.admin.utah.edu/income/tuitioninfo/1098t/>.

## Parking FAQs

*(Parking signs are typically put up for events such as Orientation and sports.  
Maps can change.)*

### **Where do I find information about visitor parking?**

Visitors to the University of Utah have three options for parking - pay lots, Pay-By-Phone meters, or a day pass /temporary permit. For detailed information, go to <https://commuterservices.utah.edu/campus-parking/visitors.php>.

### **Where do I find general information about parking on campus?**

Go to <https://commuterservices.utah.edu/campus-parking/index.php>.

### **Where do I find parking maps for the University of Utah?**

Go to <https://commuterservices.utah.edu/campus-parking/parking-map.php>.

## Transportation FAQs

### **Does the campus have a free bus/shuttle system?**

The Campus Shuttles Department is dedicated to serving the Campus community through accessible routes and schedules. For route information and times of service, go to: <https://commuterservices.utah.edu/mass-transit/shuttles/index.php>.

For a map that shows bus stops, select the “UTA Bus Stop” option from the “Map Features” drop down menu at <https://map.utah.edu/index.html>. Then click on the bus symbol for further details.

Customers with special needs should contact our office at (801) 581-4189 for individual service. After 6:00 p.m., call (801) 231-9058. 24-hour notification is preferred.

### **What are the transportation options available to my student?**

Tap your proximity enabled UCard on the card reader located on UTA buses and train platforms as you enter and exit to ride for free. The U-Pass is not valid on PC/SLC Connect, Ski Service, and Paratransit Service. Get your UCard at any UCard office. Remember that being a student at the U gives you access to all public transportation (bus, TRAX, Frontrunner) in Salt Lake City at no additional cost, just using your student ID.

Explore beautiful Salt Lake City without having to find parking or pay for gas. There is a TRAX stop right next to the Marriott Honors Community and will take you throughout the Valley. Simply tap on when boarding the train/bus, and tap off when leaving! UTA Trax is Salt Lake Valley’s light rail system. It has three main lines – the Red, Green and Blue Line. For a detailed map, visit the [UTA TRAX website](#).

U Car Share with Enterprise Car Share is available for groceries, shopping or a night out. If you only need a car occasionally to run errands or quick trips, this may be just what you need. Individuals can rent cars on campus for low rates. Some restrictions apply including a good driving record and a minimum age of 18. It's easy to rent a vehicle. All you have to do is join, reserve, and drive away. Signing up will give you access to a fleet of vehicles on campus and downtown. Cars for quick trips and trucks for the heavy lifting are all available. For more information, visit [www.enterprise-carshare.com/car-sharing/program/uofu](http://www.enterprise-carshare.com/car-sharing/program/uofu).

### **How close is the University of Utah to the Salt Lake City Airport?**

The Salt Lake City Airport is the only commercial airport on the Wasatch Front and is one of the busiest and most efficient airports in the nation. It ranks first in the U.S. as far as on-time departures and arrivals – and fewest flight cancellations. It is also only approximately 20 miles from the University of Utah.

Taxi and shuttle services are available at the Ground Transportation desk at either terminal.

### **Where do I find parking maps for the University of Utah?**

Go to <https://commuterservices.utah.edu/campus-parking/parking-map.php>. Select the desired option from the “Parking” drop-down menu.

### **Where can I get a University of Utah parking permit?**

There is no physical permit to display - your license plate is your permit. Once you have purchased a permit and attached all applicable license plates, you may park in appropriate areas as long as your license plate is visible from the roadway. For permit information, go to <https://commuterservices.utah.edu/campus-parking/>.

### **Where can I park my bicycle?**

Go to <https://map.utah.edu/index.html> and select the “Bike Parking” option from the “Map Features” drop-down menu.

### **Is there Uber on campus?**

Yes. There are Uber vehicles and, during events, you will find bikes with buggies. Go to <https://www.uber.com/cities/salt-lake-city/>.

## Tuition FAQs

### **How much does it cost to attend the University of Utah?**

For details on direct and indirect costs associated with attending the University of Utah, go to <http://admissions.utah.edu/cost/>.

### **When is tuition due?**

For details on due dates for tuition and available payment options, go to <http://fbs.admin.utah.edu/income/tuitioninfo/tpo/>.

### **What are the accepted methods of payment for tuition and fees?**

Acceptable forms of payment are check, cash, debit or credit card (Visa, Mastercard, Discover, or American Express). You can pay your tuition online using one of the aforementioned credit cards. You must access **Campus Information Services** to use this option.

For more details, go to <http://fbs.admin.utah.edu/income/tuitioninfo/tpo/>.

### **How are the students billed?**

**The initial tuition billing statement is not mailed to you.** To view your billing statement, and make payments online using a credit card or e-check, log into **Campus Information Services** and select Tuition Bill/Pay Tuition. If you do not wish to pay online, then please print a copy of your bill to accompany your check payment.

### **Where do I find information regarding residency as it pertains to qualifying for in-state tuition?**

An applicant's initial residency classification is made at the time of admission and is posted in the applicant's official letter of acceptance from the Office of Admissions. Individuals coded as nonresidents are charged out-of-state tuition for fall and spring semesters. However, nonresident students may enjoy summer classes at the in-state tuition rate as the University charges all students at the resident rate for the

summer term only.

STUDENTS' RESIDENCY STATUS IS NEVER AUTOMATICALLY CHANGED FROM NONRESIDENT TO RESIDENT. STUDENTS MUST APPLY FOR RECLASSIFICATION.

For answers to frequently asked questions regarding residency, go to <http://admissions.utah.edu/apply/residency/faq.php>.

### **Is there a way we can estimate the cost of tuition for a semester?**

Use the Tuition Calculator at <http://fbs.admin.utah.edu/income/tuition/>.

### **Where can I find tuition deadlines and due dates?**

Go to <http://fbs.admin.utah.edu/income/tuitioninfo/ddd/>.

### **Where can I find general student information regarding tuition, due dates, refunds, etc.?**

For access to all topics, go to <http://fbs.admin.utah.edu/income/tuitioninfo/>.

### **Where do I find information about FAFSA, financial aid and scholarships?**

See the category titled, "Financial Aid and Scholarships".

### **Is there a payment plan available?**

**Deferral of Tuition Plan** is a payment plan option for the current term tuition and fee charges. There is a \$30 non-refundable application fee assessed and you must pay 30% of your tuition and fees balance to participate in this plan. The remaining balance of the tuition and fees is due approximately 60 days from the first day of the semester.

**Short-term loans** are available for tuition and books. There is a non-refundable processing fee of \$15.00. Payment can be made online at the time of the application or paid in person at the Income Accounting and Student Loan Services cashier window located at 165 Student Services Building.

The **Higher One** Installment Payment Program is a private company that requires 5 equal payments per term. This is only available for fall and spring semesters. For more information, go to <http://fbs.admin.utah.edu/income/tuition/tbc/>.

## Tutoring FAQs

### **What tutoring services does the University of Utah campus offer?**

The Learning Success Center, <http://tutoringcenter.utah.edu>, is an academic support program designed to give students the assistance they need to have a successful academic experience and is open Monday to Friday, 8:00 a.m. to 5:00 p.m., except holidays. The program is made up of three components:

- **ASUU Tutoring Services**
- **Supplemental Instruction**
- **ED PS 2600 - "Strategies for College Success"**

Free **Drop-In Tutoring** is available at the Marriott Library. Call 801-581-5153 or e-mail [tutors@sa.utah.edu](mailto:tutors@sa.utah.edu) for more information. Tutoring is free of charge. Tutors are trained in accordance with College Reading and Learning Association (CRLA) guidelines.

### **What math tutoring services does your campus offer?**

The Math Department offers free drop-in tutoring for Math 990 and Math Department classes at the 1000 and 2000 level, as well as Math 3070-3080, 3140, 3150, 3160. The Tutoring Center is located in Room 155 of the T. Benny Rushing Mathematics Center. All of our tutors can help students with algebra, trigonometry and calculus. For other subjects, go to <http://www.math.utah.edu/ugrad/lab.html> to see when someone who can help you will be in.

## Visiting Campus FAQs

### **Where can I find a University of Utah campus map?**

The University of Utah hosts a campus map using ESRI GIS technology. You will find the campus map at: <http://map.utah.edu/index.html>. From the campus map, you can enter a building number or abbreviation and the map will zoom to the building on campus. You can also turn on other data layers such as Accessible Paths, Air Photo, Wireless zones, and Shuttle/Bus Stops around campus.

Additionally, printable/downloadable PDF versions of maps on campus are available at the campus map site. You are free to print or download any of these.

### **Is there a free bus/shuttle system?**

The Campus Shuttles Department is dedicated to serving the Campus community through accessible routes and schedules. Shuttles operate Monday through Friday from approximately 6:00 a.m. to 11:30 p.m., depending on the route. There is no regular weekend service.

Customers with Special Needs should contact our office at (801) 581-4189 for individual service. After 6:00 p.m., call (801) 231-9058. 24-hour notification is preferred.

For route information and times of service, go to <https://commuterservices.utah.edu/mass-transit/shuttles/>.

### **Is there Uber on campus?**

Yes. There are Uber vehicles and, during events, you will find bikes with buggies. Go to <https://www.uber.com/cities/salt-lake-city/>.

### **Where do I find information about visitor parking?**

Visitors to the University have three options for parking - pay lots, Pay-By-Phone meters, or a day pass /temporary permit. There is limited short-term visitors' parking in designated areas. Additional information may be obtained by visiting <https://commuterservices.utah.edu/campus-parking/visitors.php>. Parking maps can be found at <https://commuterservices.utah.edu/campus-parking/parking->

[map.php](#).

### **Where should I stay while visiting my student?**

The University Guest House and Conference Center at the **University of Utah** is located in Historic Fort Douglas on the University of Utah campus. The Guest House and Conference Center includes 180 **sleeping rooms** and approximately 30,000 sq. ft. of unique **meeting space**.

The hotel features spectacular views of the Salt Lake Valley, Chapel Glen and the surrounding campus. Its proximity to both a TRAX train station and a campus shuttle stop allows you to explore both campus and Salt Lake City easily. It is located on Salt Lake City's east bench and 10 miles from the Salt Lake City International Airport. Add affordable, comfortable rooms with fantastic amenities and you'll understand why visitors love the Guest House.

For more information and/or to book a reservation online, go to <http://www.universityguesthouse.com/>. Hotel reservations can also be made by calling 801-587-1000 or 888-416-4075.

### **Where do I find information about other things to do in Utah?**

Check out the website at <https://www.go-utah.com>.

### **Where do I find information about the effects of construction on campus?**

Go to <https://map.utah.edu/?construction=on> and click on the red areas to learn more about the impact construction may have on the surrounding area.

For further detailed information in written form, visit [http://fyi.utah.edu/middle-1/story\\_27648.html](http://fyi.utah.edu/middle-1/story_27648.html).

## Volunteering FAQs

### Where can I volunteer to be a part of the University of Utah?

**University of Utah Parent Association:** Working with the Center for New Student & Family Programs, the Parent Association exists to serve as a resource for Utah families, a way to network and support each other, and an outlet to engage in the life of the University through volunteer opportunities.

Joining the Parent Association is absolutely free and is the perfect way to stay informed of important information relevant to you and your student. A membership in the Parent Association gives you access to University departments and information. To begin receiving communication through the Parent Association, enter your email address below.

Interested in getting more involved with the Parent Association? There are ways to engage with admitted students/families in your area, parent events on campus, and more through the Executive Committee and Parent Council, which guides the Parent Association. Go to <http://www.orientation.utah.edu/parents/parent-association.php> for complete information.

**Feed U Pantry, <http://feedu.utah.edu>:** Get involved and help us run the Food Pantry! Volunteers can apply to work in the Food Pantry by emailing us at [feedufoodpantry@gmail.com](mailto:feedufoodpantry@gmail.com). We will contact you for volunteer opportunities. Email us with any questions or details on how to support the pantry through donations or food drives.

**Red Butte Garden, <http://www.redbuttegarden.org/volunteer-opportunities>:** Volunteer opportunities exist in four different categories: Garden Guides, Youth Programs; Horticulture, Conservation; Special Events; and Groups, Community Service.

## Weather FAQs

### **What is the weather like in Utah?**

On average, Utah weather is quite temperate. Utah is a semi-arid state with dry, high country air and plenty of sunshine. Generally speaking, Utah is best experienced with an extra bottle of water and some sunscreen. Stay hydrated and avoid altitude sickness. For specifics on weather and climate in Utah, go to <https://www.visitutah.com/plan-your-trip/weather/>.

### **What is the weather like at the University of Utah in Salt Lake City?**

There are four distinct seasons: a cold, snowy winter; a hot, dry summer; and two relatively wet transition periods. Summers are hot, frequently reaching above 100 degrees F, while winters are cold and snowy. Winters are warmer than one would expect at the 4,300-foot elevation. Temperatures rarely fall below 0 degrees F, but frequently stay below freezing. Salt Lake City's average yearly temperature is 52.1 degrees F. The airport averages 61 inches of snow per year; the four local ski resorts average more than 500" per year. More weather specifics can be found at [https://en.wikipedia.org/wiki/Climate\\_of\\_Salt\\_Lake\\_City](https://en.wikipedia.org/wiki/Climate_of_Salt_Lake_City).

### **What are some websites that offer weather and road condition information?**

Go to <http://www.udottraffic.utah.gov>, <http://www.noaa.gov>, and <http://www.weather.gov/media/ohx/briefing/Briefing.pdf>.