DEAR LONGHORN PARENTS AND FAMILIES,

This is such an exciting time for you and your family. Your child has been accepted to, and has chosen to attend, the finest university in the state of Texas! He or she is about to begin a journey like no other. So, before anything else, I just want to say: Congratulations! This is huge, on so many levels.

It is no secret that your student is starting college at an unprecedented moment in history. Just last night, I was sitting at the kitchen table with my daughter — a college junior — talking about what higher education would look like in the fall. Now, it’s unusual for my daughter at her age to ask me what I know about anything — I think my becoming interim President of UT had something to do with it in this case — but our discussion was as open-ended as I imagine yours are with your kids these days. What I told her is that our university is doing all that we can to prepare to deliver a world-class education befitting the exceptional quality of our faculty, staff, students and alumni, while also doing all we can to ensure the health and safety of our entire community. And that’s the commitment I make to you as well.

There is so much we don’t know right now. But there is one thing we know for certain — your student is a Longhorn who is going to receive a magnificent education at one of the world’s top public research universities. That is something to be immensely proud of and something to look forward to regardless of the challenges we will face, and overcome, together.

Welcome to The University of Texas, and Hook ‘em Horns!

Sincerely yours,

Jay Hartzell | Interim President

Welcome to your introduction to the Longhorn State of Mind. As the proud mom of a rising sophomore and a recent college graduate, I know that even with all the excitement, the transition from high school to college is overwhelming for the entire family. The team that I lead, the Division of Student Affairs, is the support system for all students beginning with orientation programs all the way through their college journey that culminates at graduation.

While your student will spend a minimum of 15 hours a week in class, the remaining time will be spent studying, making lifelong friends, leading organizations and learning even more by engaging in what we call Living the Longhorn Life®.

The Division has cross-campus collaborations that will benefit your student and strengthen the Longhorn experience. Our programs, services and resources are available to help your student find their place on campus and build a solid foundation to change the world. Several of these partnerships are highlighted in this guide, illustrating the many ways the Division makes this campus a home away from home for students.

Texas Parents is a department specifically dedicated to helping parents and family members navigate all phases of the collegiate journey by providing critical information and valuable assistance. The team is available as your starting point as you support your student!

We are excited to welcome you to the Longhorn Family and look forward to seeing you on the Forty Acres!

You will see that what starts here really does change the world,

Sincerely,

Soncia Reagins-Lilly | Vice President for Student Affairs and Dean of Students

We know that success for one family may look completely different for another. Because there is no “one size fits all” approach to preparing for your student’s transition from high school to college, Texas Parents has developed three communication-based tools to help you: this guide, a complimentary Online Family Orientation and Next Steps eNewsletters.

Use this guide to plot YOUR path, knowing Texas Parents is the bridge connecting you to campus information. Our immediate goal is to prepare your family for the physical move in August; our long-term goal is continuing to provide assistance over the coming years as your path is traveled or changes direction.

Welcome and Hook ’em Horns!

Sincerely,

Susie Smith | Director, Texas Parents
WHAT IS THE DIVISION OF STUDENT AFFAIRS?

Led by Vice President for Student Affairs and Dean of Students Soncia Reagins-Lilly, the Division of Student Affairs works with academic partners, staff, parents and student leaders to influence our students in Living the Longhorn Life®. Supported by the Vice President for Student Affairs, the Division’s nine departments, 37 units and 39 facilities offer first-class programs, facilities and services. They include 15 residence halls, dining facilities, medical and mental health services, new student orientation, recreational sports and two university unions. The Division employs 1,500 students annually and supports 1,000 student organizations, student emergency and veteran services, and leadership programs.

OUR DEPARTMENTS

The Center for Students in Recovery provides a supportive community where students in recovery and in hope of recovery can achieve academic success while enjoying a genuine college experience free from alcohol and other drugs.

The Counseling and Mental Health Center serves the university’s diverse campus community by providing high quality, innovative and culturally informed mental health programs and services that enhance and support students’ well-being, and academic and life goals.

New Student Services coordinates programming and initiatives for students year-round to ensure they successfully transition, both academically and socially, to the university. This includes new student orientation, transition initiatives, off-campus living resources, first-generation student resources, and autism spectrum outreach and education.

The Office of the Dean of Students empowers Longhorns through leadership development, engaging programming, support for close to 1,000 student organizations, as well as specialized services. Those services include conduct, emergency support, student veteran services, hazing prevention, peer support services and more.

Recreational Sports promotes physical fitness, healthy habits and balanced behaviors through an array of recreation facilities, programs, services, special events and student employment opportunities. Programs offered include Intramural Sports, Fitness & Wellness, Outdoor Recreation, Sport Clubs, the Instructional Program and Informal Recreation.

Texas Parents serves all students’ families who need assistance navigating university resources. All parents and families of enrolled undergraduate students are members of the Texas Parents Association, the university’s official parents association. Membership provides benefits to support and promote student success from enrollment through graduation.

University Health Services provides healthcare and public health leadership to support students in reaching their optimal health so they can achieve their academic and personal potential.

University Housing and Dining oversees 15 residence halls, university apartments, and 10 dining and retail venues. By creating transformative living and learning communities, the staff fosters student engagement, growth and success.

University Unions provides a wide array of student services, leadership development opportunities, study and event spaces, and food venues. The department enhances the student experience through our unique and multi-faceted facilities as well as a vibrant student organization.

FOLLOW US ON SOCIAL MEDIA:
Twitter: @UTexasStudents
Facebook: UT Division of Student Affairs
Instagram: @utstudentaffairs
Tumblr: utcampuslifeupdate
Flickr: UT Division of Student Affairs
Their Financial Journey Starts Here

Founded by faculty at The University of Texas at Austin™, UFCU works to give every student a path to financial well-being, on campus and beyond:

- Smart checking with no monthly fees, no minimum balances, and an instantly issued debit card.
- Direct transfers from other financial institutions.
- Convenience, with 4 locations and 40 ATMs on and around campus.

Visit UFcu.org/UT to open a Free Checking account and set your UT Longhorn on the path to financial well-being.

We’re In This Together

Visit us at UFcu.org/UT to open a Free Checking account and set your UT Longhorn on the path to financial well-being. When you’re on campus, we’ll be here at our four convenient campus locations for all of your banking needs.

Find all 19 Austin-area locations at UFcu.org/Locations.
The university understands the important role parents and families play in the lives of our students, from enrollment through graduation. Since 1948, Texas Parents has served parents and families, keeping them connected to and informed about the university.

Texas Parents is one of the nine departments in the Division of Student Affairs and produces this guide, the Next Steps eNewsletters and Online Family Orientation. The department also maintains parents.utexas.edu and is staffed with full-time employees who serve as your connection to campus resources when you are unsure where to find an answer.

The department also manages the Texas Parents Association, the university’s official association of parents and families. All parents and families of enrolled undergraduate students are members of the Texas Parents Association, but you must sign up to begin receiving membership benefits.

Memberships are set up per household, allowing one or two parents/family members in the same household to enjoy benefits no matter how many students you have at UT Austin. You can visit TexasParents.org/Membership for a full list of membership benefits and to sign up for either a complimentary or supporting level of membership.

U-TOUCH MEMBERSHIP
A complimentary level of membership that keeps you “in touch” with the university through multiple communication platforms, including monthly Texas Parents Association eNewsletters and important updates from university administration.

HOW TO SIGN UP
• Online at TexasParents.org/U-Touch

SUPPORTING MEMBERSHIP
By making a tax-deductible gift to the university, your One-Year or Four-Year membership “supports” the operation of the Texas Parents department. Equally important, your gift is reinvested through multiple outlets within the UT Austin community your student will call home.

Supporting members receive the same communication as U-Touch members as well as additional benefits including discounts with local and national vendors, hotels and special opportunities with Texas Athletics. “Texas Parents, Texas Proud” t-shirts and logo-branded items are also included. Supporting members have access to the Texas Parents closed Facebook group, a resource that allows parents to ask questions of one another, gaining insights into topics such as tutoring, off-campus housing, transportation, textbooks and other non-policy matters.

HOW TO SIGN UP
• Online at TexasParents.org/Supporting-Memberships
• By mailing the attached membership form on page 8

CONTACT TEXAS PARENTS
M-F, 8:00 a.m. - 5:00 p.m. CST
512-471-2353
888-690-0012 (Toll Free)
TexasParents@austin.utexas.edu
TexasParents.org
**WHAT IS ONLINE FRESHMAN ORIENTATION?**

A required program with a blend of interactive and pre-recorded online learning that prepares students for a world-class academic journey and gets them in the “Longhorn State of Mind.”

**PROGRAM HIGHLIGHTS FOR STUDENTS**
- Students will learn about important resources available throughout their four years at UT Austin
- Opportunities to participate in virtual social events to start building their Longhorn community
- Meet with their college or school to learn about academic expectations and resources
- Meet with an academic advisor to discuss their degree plan and ensure that they are prepared to register for classes on their last day of orientation

**NEED-TO-KNOWS & TAKEAWAYS**
- Students should review the Freshman Pre-Orientation Checklist at [bit.ly/StudentOrientationChecklist](bit.ly/StudentOrientationChecklist) to learn how to best prepare before their session starts
- Online Freshman Orientation content is designed and intended only for students; it is not intended for parents/families
- In May, students are emailed a series of videos they are required to watch and information for how to access online orientation
- Students will register for fall classes during orientation

Learn more at [orientation.utexas.edu](orientation.utexas.edu)

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**WHAT IS ONLINE FAMILY ORIENTATION?**

A complimentary program focused on providing you with the information needed for a successful transition in August. Parents and families will receive cross-campus presentations and materials intentionally designed to expand upon information in this guide and the Next Steps eNewsletters, getting your families into your own “Longhorn State of Mind.”

**PROGRAM HIGHLIGHTS FOR FAMILIES**
- Pre-recorded content released in phases over a six-week period offering flexibility with work and home obligations while learning about campus
- Set your own pace, watching weekly or daily, at any time of the day or night
- Previously released content is always accessible, regardless of your registration date
- Every Friday, you’ll receive an email introducing the content and release schedule for the upcoming week

**NEED-TO-KNOWS & TAKEAWAYS**
- Registration is required to access the orientation website; you will need your student’s UT EID to register
- Online Family Orientation content is designed and intended only for parents/guardians; it is not intended for your Longhorn or hoping-to-be Longhorn siblings
- At the conclusion of each presentation, you have the ability to submit questions
- With each phase, you’ll feel more connected to the university and equipped with conversational topics to discuss with your student about their upcoming college experience

**PHASE** | **CONTENT** | **HIGHLIGHTS**
--- | --- | ---
One | Welcome | An introduction of university leadership and on-campus parent and family resources
Two | Top 5 Breakouts | Historically the most attended breakouts from non-academic campus departments and partners
Three | Longhorn Neighborhood | Virtual resource fair introducing multiple campus units
Four | Academics | Meet your student’s academic college/school for an overview of expectations and resources for your student
Five | Boutique Breakouts | Programming targeted to specific audience needs along with student and parent panels addressing specific topics
Six | Wrap-Up | Parent panel send-off, UT Traditions and Fall plans

Learn more at [parents.utexas.edu/familyorientation](parents.utexas.edu/familyorientation)
ON-CAMPUS HOUSING

University Housing and Dining (UHD), one of the nine departments in the Division of Student Affairs, manages the 15 residence halls as well as 10 dining and retail locations.

Students living in an on-campus residence hall should have completed a housing contract and submitted the housing advance payment. They will be able to select their residence hall and room assignment online beginning Monday, June 8*. If students change their mind after making a room selection, edits can be made on the Room Swap page in their housing portal.

For housing information visit housing.utexas.edu
See page 13 for a list of important on-campus housing dates and deadlines.

*If your student selected one of the Living Learning Communities, their room assignment process begins Monday, June 1. Learn more at bit.ly/UHDLCCatUT

OFF-CAMPUS HOUSING

For students living off campus, New Student Services (NSS) provides resources through outreach programs and a dedicated website to help them feel more connected to campus and fellow students.

Learn more at offcampus.utexas.edu

MOOVO IN**

Students will “Mooov-In” to the on-campus residence halls Friday-Saturday, August 21-22. In July, students need to sign up for a Mooov-In time through their housing portal.

Early check-in is available starting Monday, August 17, at 3 p.m. for an additional fee of $50 per day. Some students choose this option to participate in recruitments, tryouts or to avoid congestion.

Students may also move in any time after 8 p.m. on Saturday, August 22 until 4 p.m. on Thursday, August 27.

When determining what to bring and what to leave at home, students should thoroughly review bit.ly/Mooov-In2020

LONGHORN WELCOME**

A series of free events across campus celebrating UT’s culture and welcoming students to their new home at the university. The festivities kick off Friday, August 21 with dozens of events including the following signature events:

Gone to Texas – Students rally together the night before classes start to officially begin their journey as Longhorns

Texas ’24 Photo – The Class of 2024 is invited to wear burnt orange and gather at Darrell K Royal-Texas Memorial Stadium to take a photo with their classmates

Party on the Plaza – A Texas-sized back-to-school event featuring the largest UT student organization fair, food, games and the chance to compete to win a scholarship

Learn more at LonghornWelcome.utexas.edu

THE BIG TICKET

The Big Ticket gives students access to all home, regular season Texas Athletics events, including football games. Tickets can be purchased for the Red River Rivalry vs. Oklahoma in Dallas at the time of purchase for The Big Ticket. Students will receive an email from Texas Athletics with specific purchase directions. Learn more at TexasSports.com/Students

CAMP TEXAS**

Camp Texas, founded and supported by the Texas Exes, the University of Texas at Austin’s alumni association, is a great start to the college experience for freshman and transfer students alike. Held at a Hill Country ranch outside Austin, this optional, three-day retreat includes peer-to-peer conversations with student counselors, friendly chats with professors, learning Texas traditions and making new friends. Students will leave knowing what it means to be a true Longhorn.

** EVENTS LISTED ARE SUBJECT TO CHANGE

Save the Date
FRIDAY—SUNDAY
SEPTEMBER 25—27

Family WEEKEND
THE UNIVERSITY OF TEXAS AT AUSTIN
2020
Presented by Texas Parents
in association with the Office of the President
A SAFE CAMPUS FOR YOUR STUDENT

Keeping your Longhorn safe is a top priority at UT Austin. Comprehensive emergency and disaster plans along with emergency communication tools are created and maintained by the office of Campus Safety.

The University of Texas at Austin Police Department (UTPD) is a fully-functioning accredited state police agency that employs more than 100 sworn officers serving UT Austin’s community 24 hours a day. UTPD includes an investigative division, K-9 teams, bicycle teams and its own 911 dispatch center.

Talk to your student about the key safety resources below and visit parents.utexas.edu/safety for an overview of campus safety resources and emergency management plans.

KEEPING CAMPUS SAFE
There are many safety measures in place on campus, but knowledge and common sense are the most effective safety strategies for students. Here are a few safety resources on campus:

EMERGENCY ALERTS
Emergency alerts are sent to students via two different methods. Your student will receive University Group Emails when being notified of both non-emergent and emergency situations on campus. Students receive text alerts when emergency communications requiring immediate action are necessary. UT Austin conducts monthly emergency communication systems testing to ensure students are familiar with the signals. Emergency alerts are limited to UT Austin students and are not available to parents and families.

EMERGENCY PHONES
Emergency phones provide a direct connection to UTPD with a push of a button. More than 120 of these outdoor yellow call boxes topped with a blue light are easy to locate around campus.

SURE WALK
Sure Walk is a university program that provides students with a safe escort home at night via an accompanied walk, golf cart or vehicle. Learn more at bit.ly/SUREWALK

NIGHT RIDES
Night Rides is a university program that provides students with a ride from main campus to their off-campus home late at night using the provider Lyft. Learn more at parking.utexas.edu/night

TALK TO YOUR STUDENT ABOUT SAFETY
Be sure to make time for a heart-to-heart safety conversation with your student before they arrive for the fall.

PERSONAL SAFETY & AWARENESS
Students should always be aware of their surrounding environment and personal safety. Talk to your student about potential situations and strategies to stay safe, like getting home safely at night. Encourage your student to trust his or her gut and not hesitate to immediately report suspicious activity by dialing 911. Discuss UTPD’s personal safety tips, even if some seem like common sense. Learn more at bit.ly/UTPersonalSafety

PROTECT YOUR PROPERTY
Campus crimes are often crimes of opportunity, which are preventable. Students should never leave their property unattended, even for a minute. Valuables can be registered with UTPD (police.utexas.edu/services/property), which aids in the recovery of stolen property. UTPD offers engraving services to mark metal or plastic items, such as cell phones and laptops.

DISCUSS ALCOHOL
Research indicates that parents can have a positive influence on their students’ behavior by discussing alcohol before students arrive on campus. Incoming students will be required to complete AlcoholEdu, an online education program about alcohol and healthy relationships, which can reinforce your discussions.

ENCOURAGE YOUR STUDENT TO PUT UTPD’S 24/7 PHONE NUMBER IN HIS OR HER CELL PHONE: 512-471-4441.
STUDENT HEALTH INSURANCE PLAN

AcademicBlue is an affordable student health insurance plan offered by Blue Cross Blue Shield of Texas and sponsored by The University of Texas System. This plan includes benefits for off-campus providers and facilities and almost all covered charges incurred at UHS at 100%.

Learn more at utexas.myahpcare.com

FORTY ACRES PHARMACY:
ON-CAMPUS PHARMACY SERVICES

• Located on campus in the Student Services Building (SSB)
• Fills prescriptions and accepts most insurance plans
• Pharmacists counsel on medication use, provide recommendations and answer questions

TRANSFERRING PRESCRIPTIONS FROM OUT-OF-STATE PHYSICIANS

• Most prescriptions can be transferred to Forty Acres Pharmacy; some restrictions apply
• If your student needs a prescription for a Schedule II Controlled Substance (e.g. ADD or ADHD meds), please contact Forty Acres Pharmacy at 512-471-1824 for assistance

Learn more at fortyacrespharmacy.com

SERVICES FOR STUDENTS WITH DISABILITIES (SSD)

• Works with students with temporary and permanent disabilities to ensure equal access to the UT Austin experience
• Coordinates classroom, exam (including placement exams) and campus housing accommodations
• Other resources include: student groups, organizations and scholarships

Learn more at ddce.utexas.edu/disability

STUDENT TESTIMONIAL

“Everyone here was super helpful, and the whole process was seamless from start to finish. Everyone here is so patient, supportive, and knowledgeable. Thank you!”

UT AUSTIN STUDENT, 2018-19 UHS PATIENT SATISFACTION SURVEY
University Health Services (UHS) helps UT Austin students navigate the healthcare system and properly manage their own healthcare.

**ELIGIBILITY & SERVICES**

All UT Austin students are automatically eligible to use UHS without having to sign up or register. Services include: General Medical Care, Urgent Care, After-Hours Nurse Advice Line, Immunizations, Women’s Health, Sports Medicine, Physical Therapy, Allergy Shots, Radiology & Ultrasound, Nutrition Services, Laboratory, and Travel Health.

**CREDENTIALS**

- Fully accredited health facility through the Accreditation Association for Ambulatory Health Care
- 25 healthcare providers on staff

**AFFORDABILITY**

- Accepts most insurance plans (see a list at [bit.ly/UHSInsurance](http://bit.ly/UHSInsurance), but insurance isn’t required
- Discounts available for many medical service charges to uninsured and underinsured students
- Payment not required at time of visit; charges can be posted to a student’s “What I Owe” page

**CONVENIENCE**

- Located on campus in the Student Services Building (SSB)
- Online and phone appointment scheduling available
- Nurse Advice Line staffed 24/7
- A robust website, [healthyhorns.utexas.edu](http://healthyhorns.utexas.edu), with hours and service details, charges and payment information, insurance options and information for incoming students

**PATIENT SATISFACTION SURVEY**

98% of patients responded that access to health care on campus made it easier to minimize health-related disruptions to their academics.

(2018-19 UHS Patient Satisfaction Surveys)

**NURSE ADVICE LINE**

512-475-6877 (NURS)

Available 24/7 to help students decide whether and how soon they need medical care or to provide self-care guidance.
CMHC has a variety of resources to help your student navigate these possible stressors. Resources include Groups and Classes, Short-Term Individual Counseling, 24/7 CMHC Crisis Line, Alcohol and Drug Initial Consultation, Mindful Eating Program, MindBody Labs, Thrive at UT Mobile App and an Integrated Health Program.

The opportunity to live away from family and make independent life choices can be exciting for students but a new environment and the rigor of college life can also be stressful.

CMHC CRISIS LINE
512-471-2255 (CALL)

A confidential service available 24/7 that allows students to talk with trained counselors about urgent concerns.

TRANSPORTING YOUR LONGHORN’S MENTAL HEALTH CARE

If your student sees a counselor or psychiatrist, consider establishing a relationship with a provider in Austin for longer term care. Having professional support nearby can ease their transitions to college. If they take medications, ask their physician whether prescribing medication from a distance is an option or whether your student needs a doctor in Austin.

It’s important to plan ahead to ensure adequate support for your student and to establish a backup plan in case their needs change. CMHC will have counselors available throughout summer, Monday–Friday, 8 a.m.–5 p.m. (CST) to help parents and students navigate this transition.

Students’ favorites include the MindBody Labs, designed to help students explore resources for improving their emotional health, and Thrive at UT, a free app designed to enhance student well-being.

94% of students responding to the 2018-19 CMHC Client Satisfaction Survey said that services they received from CMHC helped them stay in school.

Learn more at cmhc.utexas.edu/parents.html
UT EID & PASSWORD
When students applied for admission, they received a University of Texas Electronic Identity (UT EID) and created a password-protected online account. This account allows them to conduct university business. While their UT EID is public information, students should never share their password, not even with family members or trusted friends, as this is a violation of the University Code of Conduct.

UPGRADED EID
An upgraded UT EID gives your student’s UT EID legal signature authority, allowing your student to complete actions online, such as accessing grades and paying tuition bills. Obtaining a student ID card or upgrading their UT EID is done through the UT ID Center. Due to COVID-19, the ID Center is currently revising its summer processes. Visit bit.ly/UTAustinEID for information on obtaining a student ID and upgrading UT EIDs. As a reminder, students should never share their log in credentials with others, as part of the university’s acceptable use policy.

DUO FOR MULTI-FACTOR AUTHENTICATION
Multi-factor authentication provides an additional level of security when using university online services. At UT Austin, Duo will be used for this purpose. Students will be prompted to authenticate through Duo when logging into UT Austin services. There are many options for setting up how your student would like to interact with Duo including the Duo mobile app, text message, a call to a mobile phone or landline. It is important for students to set up their Duo option in advance of logging into systems. Students will begin receiving emails the week of May 11 with instructions for setting up Duo before they begin logging into UT Austin online services.

Learn more at bit.ly/UTAustinDuo

FERPA: UNDERSTANDING STUDENTS’ RIGHTS TO PRIVACY
Many parents are surprised to find that they do not have access to their student’s educational records, including tuition bills, class schedules and grades at UT Austin because this information is protected by the Family Educational Rights and Privacy Act of 1974 (FERPA).

FERPA is a federal law that restricts access to educational records and information that make the student’s identity easily traceable. Access to this information is restricted to appropriate university personnel who require this information in order to perform their legitimate educational duties.

At UT Austin, parents cannot have access to their student’s educational records, including their grades, even if they are paying for their student’s UT Austin education. Every university can interpret FERPA differently, so it is possible that you had access to this information at another institution with another child.

We encourage parents and students to create open lines of communication so that parents are able to get information, such as grades from the best source: their students.

Learn more at bit.ly/UTFERPA

FERPA RELEASE AUTHORIZATION TO DISCUSS FINANCIAL AID
The Office of Scholarships and Financial Aid (OSFA) can only discuss financial aid records with a third party, such as parents or guardians, only after a student has completed the FERPA Release Authorization form on their Check Aid Status Here (CASH) page. To assist your student with financial aid, it is important that your student completes one form per parent/guardian as soon as possible. Please note that this release does not give you access to other student information, such as grades.

EPROXY: PAY BILLS ON YOUR STUDENT’S BEHALF
You can have access to a limited set of online business actions such as paying bills when your student grants you eProxy access. First, you must create your own UT EID and password and then your student authorizes you as an eProxy, connecting your information to your student’s account. Please note that eProxy does not give you access to other student information such as grades.

Learn more at eproxy.utexas.edu

HOW UT AUSTIN COMMUNICATES WITH YOUR STUDENT
All communications from the university, including tuition bills, are sent to the email address your student has on record. Students should verify that the information on file is up to date. Encourage your student to read all emails from the university as some contain deadlines and critical action items. To be safe, they should also check junk and spam folders.
Paying Tuition

Texas One Stop, with an interactive website and physical location in the UT Tower, gives students access to multiple campus business processes at one central location. Staff can assist in the areas of registration, financial aid, tuition payments, scholarships, loans, transcripts and more.

While Texas One Stop is the direct contact for students, behind the scenes The Office of Scholarships and Financial Aid (OSFA) oversees financial aid processing, establishes policy, and ensures compliance. Student Accounts Receivable (SAR) generates tuition bills and processes payments.

Learn more at onestop.utexas.edu

Finalize Financial Aid First

Accept Financial Aid Offer – Students should finalize their financial aid package as soon as it is available by “accepting” their FAN (Financial Aid Notification) on their CASH page, they should not wait to receive a tuition bill to take action. Financial Aid offers will be canceled if the FAN is not activated by the deadline shown on their CASH page.

Report Private Scholarships – The majority of private donor scholarship checks are sent directly to OSFA for processing, but not always. Donor checks sent directly to your student must be reported immediately to UT Austin for processing. Details on how to endorse and send checks are on the website. Learn more at bit.ly/OSFAScholarships

Report New Awards – Students should immediately report new financial information through their CASH page, such as reducing or declining loans, receiving new or updated scholarships, tuition exemptions and waivers to avoid disbursement delays.

Financial Hardship Due to COVID-19

If your student has already completed the FAFSA and your family has experienced recent job loss, increased medical expenses or other financial hardship, your student can complete the Special/Unusual Circumstances Appeal form at bit.ly/OneStop-Forms, which allows UT Austin to assess your financial aid and make any adjustments to your student’s financial aid package given your current situation. Missed the January 15 priority deadline for the FAFSA? Students can submit the FAFSA at fafsa.gov or through the myStudentAid mobile app.

Key Takeaways for Tuition Bills

- Generated after students register for classes at orientation
- Emailed, not mailed, only to students by July 28
- Rates vary based on number of hours and specific college/school
- Do not include the on-campus housing bill; students will receive a separate bill in mid-August from UHD
- Classes will be dropped when students do not take action by the payment deadline. No exceptions.
- More details about payments and deadlines in your Next Steps eNewsletter: parents.utexas.edu/freshmen
- Check Aid Status Here (CASH) = Manage Financial Aid
- My Tuition Bill = Manage and Pay Tuition Bills

Review the Tuition Bill

Before July 28, students can view (but not pay) an estimated bill in My Tuition Bill. Deductions such as anticipated financial aid and third-party billing should be reflected on the estimate. Deadlines and the amount due are displayed at the bottom of the My Tuition Bill.

Refer to the calendar on page 13 for a full list of tuition deadlines.

Pay Tuition

Parents can pay students’ tuition as an eProxy (see page 11). Below are the three most common ways to pay tuition. Learn more at bit.ly/OneStop-PayingYourTuition

Pay in Full or With Installments

Tuition can be paid online, in person or by mail and may be paid in one lump sum or in three installments. Once a payment method is chosen, your student cannot change to the installment plan at a later time. The first installment payment is 50% of tuition, a $15 processing fee and any additional fees. The second and third payments are each 25% of the total tuition. To choose the installment plan, students must click the “Installment Plan Note” link in My Tuition Bill. Students who have financial aid posted on their bill will have a lower first installment amount.

Pay With Financial Aid

Students can use their anticipated financial aid funds to pay their tuition bill. If financial aid fully covers tuition and fees, your student must click the “Pay with Financial Aid” button before the payment deadline. If financial aid does not fully cover the tuition bill, your student must pay the amount that is not covered by financial aid by the tuition deadline.

Financial Aid funds are dispersed on a rolling basis for the fall semester no sooner than 10 days prior to the first day of class. Financial aid funds are applied to university debts first (e.g. tuition, housing, etc.); excess funds are sent to students via direct deposit. If students have no outstanding requirements on their CASH page they will receive their financial aid funds at that time.

Pay Via a Third-Party

Students who have third party coverage that pays their entire tuition bill must click the “Confirm Attendance” button in My Tuition Bill before the payment deadline. Examples of third parties include: Texas Guaranteed Tuition Plan, Texas Tuition Promise Fund and GI Bill. Students with partial coverage must pay the balance of their bill in full by the deadline.

Learn more at bit.ly/Thirdpartybilling

The class registration and tuition payment process are complete ONLY when students see the following message in green text in My Tuition Bill: “Your registration is complete and your courses are secured.”
<table>
<thead>
<tr>
<th>JUNE</th>
<th>SEPTEMBER</th>
<th>OCTOBER</th>
<th>NOVEMBER</th>
<th>DECEMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Students can begin selecting rooms in on-campus Living Learning Communities</td>
<td>Student can begin online room selection for on-campus residence halls</td>
<td>Students living in on-campus residence halls receive their housing bills</td>
<td>Last class day</td>
</tr>
<tr>
<td>8</td>
<td>Students can begin online room selection for on-campus residence halls</td>
<td></td>
<td>Tuition payment due by 5 p.m. (CST) for students who registered for the fall semester by July 22</td>
<td>Fall semester final examinations</td>
</tr>
<tr>
<td>JULY</td>
<td></td>
<td>15</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>1</td>
<td>Students can begin scheduling a Mooov-In check-in time for on-campus residence halls</td>
<td>On-campus housing bill due (choose to pay total amount, semester amount or first fall installment)</td>
<td>On-campus housing bill due (choose to pay total amount, semester amount or first fall installment)</td>
<td>17 On-campus residence halls close at 9 a.m. (CST)</td>
</tr>
<tr>
<td>28</td>
<td>Fall 2020 semester tuition bills distributed electronically to student’s email on record</td>
<td>Second tuition payment due for students who selected the installment plan</td>
<td>Registration for spring 2021 classes continues</td>
<td>Tuition payment due by 5 p.m. (CST) for students who registered for the fall semester August 25</td>
</tr>
<tr>
<td>AUGUST</td>
<td>SEPTMBER</td>
<td>OCTOBER</td>
<td>NOVEMBER</td>
<td>DECEMBER</td>
</tr>
<tr>
<td>EARLY</td>
<td>SEPTEMBER</td>
<td>OCTOBER</td>
<td>NOVEMBER</td>
<td>DECEMBER</td>
</tr>
<tr>
<td>14</td>
<td>Tuition payment due by 5 p.m. (CST) for students who registered for the fall semester by July 22</td>
<td>Students meet with their academic advisors to discuss spring 2021 classes</td>
<td>Registration for spring 2021 classes continues</td>
<td>Fall semester final examinations</td>
</tr>
<tr>
<td>17</td>
<td>Early Mooov-In for on-campus residents available at 3 p.m. (CST)</td>
<td></td>
<td>Spring 2021 semester tuition bills distributed electronically to student’s email on record</td>
<td>On-campus residence halls close at 9 a.m. (CST)</td>
</tr>
<tr>
<td>21</td>
<td>On-campus residence halls open at 9 a.m. (CST)</td>
<td>22-23, 26-28</td>
<td>Third (final) tuition payment due for students who registered for the fall semester after July 22</td>
<td>Tuition payment due by 5 p.m. (CST) for students who registered for the fall semester August 25</td>
</tr>
<tr>
<td>21</td>
<td>University Health Services benefits available to registered students</td>
<td>26-28</td>
<td>Thanksgiving holidays (no classes)</td>
<td></td>
</tr>
</tbody>
</table>
Dear Class of 2024 Parents and Families,

Just as our Longhorns prepare to transition from high school to college, we as parents and families also transition in how we support them.

We hope this New Parent Guide was helpful, introducing UT Austin resources and the community that will become a home away from home for your student over the next four years. The important thing for you to know is that this guide is only an introduction.

As the parents of a soon to be graduating Longhorn, we found the best way to support our student was staying informed and connected to the university. To accomplish this, we have two suggestions for you. First, register for Online Family Orientation. The information you will receive builds on what you have learned in this publication and the Next Steps eNewsletters.

Second, be sure to sign up for the Texas Parents Association. The professional staff and fellow members have been an invaluable resource helping us support our student in his college experience.

You are about to begin an exciting, discovery-filled journey with your Longhorn. “What Starts Here Changes the World” is more than a motto.

Congratulations, our family welcomes yours to UT Austin’s Class of 2024!

Hook’em Horns,

David & Mindy Bradley | Texas Parents Ambassadors Council 2019-20 Co-Chairs

GETTING TO KNOW UT AUSTIN

UT AUSTIN HISTORY AND TRADITIONS

“THE EYES OF TEXAS” (OFFICIAL SONG)

“The Eyes of Texas are upon you,
All the livelong day.
The Eyes of Texas are upon you,
You cannot get away.
Do not think you can escape them
At night or early in the morn --
The Eyes of Texas are upon you
Til Gabriel blows his horn.”
The University of Texas at Austin
2101 Speedway Stop D7500
Austin, TX 78712-1401