DEAR LONGHORN PARENTS AND FAMILIES,

What an exciting time this is for you, your family and your Longhorn! Your student has been accepted to one of the very best universities in the nation. So, first and foremost: Congratulations!

I myself am the parent of two undergraduate students and can appreciate all the questions that come to mind as your student starts college. Here at UT, we’ve managed over the last year or so to help our community, protect our campus and maintain critical research and teaching functions. In fact, I couldn’t be prouder of how our university has weathered the storm so far.

Please know that when it comes to the fall semester, we remain fully committed to public health best practices through collective safety, responsibility and solidarity. From testing and contact tracing to in-house epidemiological modeling and public health communications, we’re going to continue to leverage our capabilities and expertise to Protect Texas Together. At the same time, we’re confident we can begin to recapture many elements of our treasured residential college experience – as we communicated recently, we’re excited about our expected return to “near normal.”

Finally, we remain absolutely committed to excellence. Your student is now a Longhorn and they are going to receive a world-class education. They are beginning a unique and exciting journey here at UT Austin. That is something that we can greet with immense pride, excitement and enthusiasm.

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

Jay Hartzell | President

Welcome to the Longhorn Family! While your student’s transition from high school to college is exciting for the entire family, it can also be overwhelming, especially during this global pandemic. As the proud mom of a rising junior and recent college graduate, I can empathize with how challenging it’s been in this “new normal.”

While current circumstances have created many unknowns, we do know a few things for sure: UT Austin will continue to support our students and deliver a world-class education. And when your student needs help and support, my team in the Division of Student Affairs will be there. That’s our promise and our purpose, beginning with orientation this summer, all the way through your student’s college journey culminating at graduation.

The Division’s cross-campus collaborations will benefit your student and strengthen their Longhorn experience. Our programs, services and resources are available to help your student find their place on campus and build a solid foundation for success.

And we have a department specifically for you: Texas Parents. This team helps you navigate all phases of your student’s collegiate journey by providing critical information and valuable assistance. Do not hesitate to reach out with your questions.

Again, congratulations on becoming a part of the Longhorn Family. We look forward to connecting with you in the days, months and years ahead.

Take good care and Hook ‘em!

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 multiple communication-based tools to help you: this guide, Online Family Orientation, Next Steps eNewsletters and parents.utexas.edu.

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!

Susie Smith | Director, Texas Parents
GETTING TO KNOW
THE UNIVERSITY OF TEXAS AT AUSTIN

The University of Texas at Austin is many things to many people. It is a cutting-edge, globally recognized tier-one research institution and flagship of The University of Texas System’s 14 campuses. It is home to 13 undergraduate colleges and schools, encompassing over 170 fields of study and is home to storied men’s and women’s athletic programs. And now, UT Austin can boast that it is home to your student. That is an exciting reality for our campus as we know your student had many options to consider in choosing their institution for higher education. That your student chose UT Austin is a cause for celebration.

In the coming years, your student will discover that the beauty of UT Austin is that it can be many different things at the same time. In the here and now, we want to ensure what it can be for you, our incoming students’ families: a source of pride. UT Austin can be a source of pride for you, whether you graduated from UT Austin, a rival or distant institution or if college wasn’t a road you travelled. That source of pride isn’t dependent upon your connectivity to UT Austin. You may not wear burnt orange or throw up a Hook ‘em Horns sign, and that’s all right; and for those who do, awesome! What is most impactful is celebrating that your student has chosen to be a Longhorn. By supporting their choice, regardless of your past, you are providing an incredibly solid foundation for your student to build upon during their time as an undergraduate. Thank you.

The key for both you and your student as this transition begins is to feel welcome, get to know the lay of the land and ask questions when help is needed. While it is a big campus, UT Austin can also be small and intimate. As a part of Longhorn Nation, you are in great company with both past and present Longhorn families, faculty, staff, alumni, friends and students. They, like you, will each have a unique impact on your student’s time here. Again, welcome and know that UT Austin shares in the pride you have for your Longhorn at this exciting time in their life.

UNIQUELY UT AUSTIN

BEVO
Official mascot, a Longhorn steer

HOOK ‘EM HORNS
Official hand sign

BURNT ORANGE & WHITE
Official colors

HOOK ‘EM
Costumed mascot, UT Austin’s #1 fan

FORTY ACRES
Nickname of UT Austin’s main campus, coined from the size of its original footprint, now 431 acres

BIG BERTHA
The largest bass drum in the world and an essential part of the Longhorn Band

Many photos in this issue were taken before COVID-19 safety protocols were necessary.
We Set Students Up for Success

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.

24/7 account access, mobile deposit, debit card control, and easy money transfer options.

Convenience, with 4 locations and 40 ATMs on and around campus. That’s more than any other financial institution!

Visit UFCU.org/UT to learn more, and open your Longhorn’s checking account.

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.

UFCU University
2244 Guadalupe St
Austin, TX 78705

UFCU Gregory Gym
2101 Speedway
Austin, TX 78712

UFCU North Guadalupe
4611 Guadalupe St
Austin, TX 78751

UFCU Trinity
1601 Trinity St
Austin, TX 78712

Find all 21 Austin-area locations at UFCU.org/Locations.
WHAT IS THE DIVISION OF STUDENT AFFAIRS?

The Division of Student Affairs works with academic partners, staff, parents and student leaders to influence our students in Living the Longhorn Life ®. The Division consists of nine departments, 37 units and 39 facilities offering 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 is led by Vice President for Student Affairs and Dean of Students Soncia Reagins-Lilly and employs 1,500 students annually, supports leadership programs and 1,000 student organizations, as well as student emergency and veteran services.

OUR DEPARTMENTS

The Center for Students in Recovery (CSR) 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 (CMHC) 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, as well as academic and life goals.

New Student Services (NSS) 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 (DoS) empowers Longhorns through leadership development, engaging programming, support for 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 (RecSports) 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 (UHS) 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 (UHD) 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, educational and leadership development opportunities, study and event spaces and food venues. The department enhances the student experience through unique and multi-faceted facilities as well as a vibrant student organization.

FOLLOW US ON SOCIAL MEDIA:
Twitter: @UTexasStudents
Facebook: @UTAustinDivisionofStudentAffairs
Instagram: @ustudentaffairs
Tumblr: utcampuslifeupdate
Flickr: UT Division of Student Affairs
The university understands the important role parents/families play in the lives of our students, from enrollment through graduation. Since 1948, Texas Parents has served parents/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, Online Family Orientation and maintains parents.utexas.edu. The department 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 parents association. All parents/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 parent/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 leadership.

**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, Texas Parents reinvests your gift 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 members 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**

Monday-Friday, 8 a.m.-5 p.m. (CT)

512-471-2353
888-690-0012 (Toll Free)
TexasParents@austin.utexas.edu
TexasParents.org
ORIENTATION: WHAT YOU NEED TO KNOW

WHAT IS NEW STUDENT ORIENTATION?

A required program offered in two different models: a 100% virtual or a hybrid program. Both models consist of 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.” Additionally, the hybrid model offers students the chance to experience the Forty Acres in person.

PROGRAM HIGHLIGHTS FOR STUDENTS

- Students learn about important resources available throughout their four years at UT Austin
- Opportunities to participate in social events to start building their Longhorn community
- Meet with their College/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
- The hybrid model features small group interactions, peer activities and an overnight stay at the UT residence halls on Day 1.
- All students, regardless of their program model, will complete Day 2 and Day 3 virtually.

NEED-TO-KNOWS & TAKEAWAYS

- Students should review the Freshman Pre-Orientation Checklist at bit.ly/StudentOrientationChecklist to learn how to best prepare before their session starts
- New Student Orientation content is designed and intended only for students; it is not intended for parents/families
- Prior to their orientation session, students are emailed information for how to access New Student Orientation and a series of videos they are required to watch
- Students will register for fall classes during orientation

Learn more at orientation.utexas.edu

WHAT IS ONLINE FAMILY ORIENTATION?

A program of pre-recorded content from university leadership, faculty, students, staff and parent volunteers providing parents/families with information needed for a student’s successful transition in August. This program is intentionally designed to expand upon information in this guide and the Next Steps eNewsletters.

PROGRAM HIGHLIGHTS FOR FAMILIES

- Content is released over a span of four weeks offering flexibility with work and home obligations
- Watching weekly or daily, at any time of the day or night, setting your own pace
- Previously released content is always accessible through August 24, regardless of your registration date
- Every Friday, you’ll receive an email introducing the upcoming week’s content

NEED-TO-KNOWS & TAKEAWAYS

- Registration is required to access the orientation platform; 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 week, you’ll feel more connected to the university and equipped with conversational topics to discuss with your student about their upcoming college experience

Learn more at parents.utexas.edu/FamilyOrientation

MODULE | CONTENT | HIGHLIGHTS
--- | --- | ---
Pre-Orientation | Preparation | An introduction to Online Family Orientation, understanding your student’s College/ School and academic advising explained
One | Welcome | A welcome from university leadership and introductions to on-campus parent and family resources
Two | Top 5 | Historically the most attended sessions from non-academic campus departments and partners
Three | Breakouts | Programming targeted to particular audience needs including panels addressing specific topics with student and parent volunteers
Four | Wrap-Up | The Longhorn Neighborhood Resource Fair, parent volunteer send-off, UT Austin traditions and final to-do’s
A SAFE CAMPUS FOR YOUR STUDENT

UTPD INTRODUCTION

The University of Texas at Austin Police Department (UTPD) employs over 100 sworn officers who serve the UT Austin community 24 hours a day. UTPD operates on a community-oriented policing philosophy built upon trust, communication and strong partnerships with students, employees and visitors. UTPD believes an engaged community is a safe community.

HOW AND WHERE UTPD OPERATES

UTPD is responsible for servicing all UT Austin-owned property including main campus and other sites throughout the city and state. Additionally, “UTPD West,” located at the corner of 25th and Guadalupe Streets, serves as a place to support students living in the area west of campus as well as the Austin Police Department.

UTPD’S OPERATIONS ARE DIVIDED INTO THREE AREAS OF SPECIALIZATION:

Community Engagement – Main campus and nearby off-campus areas are divided into nine districts, each with its own District Representative Officer. The format resembles a city’s police station precinct structure and introduces students to ways citizens and officers can engage for a safer community whether at UT Austin or elsewhere. Students are encouraged to get to know their district representative through events and communications.

Investigations and Mitigation – Specialized detectives in this division investigate misdemeanor and felony crime. They also identify, assess and intervene with crime prevention strategies that help students develop safety awareness.

Public Order – Officers in this division focus on protection from rapid-response to large-scale threats and include K-9, bike, foot and cruiser patrols as well as a Counter Assault Strike Team. UTPD also operates its own 911 dispatch center.

SAFETY COMMUNICATIONS

EMERGENCY ALERTS are sent to students via two different methods. Students automatically receive university group emails to the basics of hands-on defense training with UTPD officers.

SAFETY RESOURCES

THE BEHAVIOR CONCERNS AND COVID-19 ADVICE LINE (BCCAL) is a 24-hour resource students can call or email with concerns about the behavior of others in the UT community or COVID-19 questions and concerns. Parents/families can also contact BCCAL. Learn more at safety.utexas.edu/behavior-concerns-advice-line

EMERGENCY PHONES consist of more than 120 outdoor yellow call boxes topped with a blue light for easy identification. The push of a button directly connects students to UTPD dispatch.

LIVESAFE AT UT AUSTIN is a free mobile app with multiple features including functions to report suspicious activity or incidents, request help, receive emergency notifications and virtually walk with others.

SAFETY HUBS are located in the main or “celebrated” entrance of every academic and general-purpose classroom building to provide emergency and life-saving resources such as bleeding control kits, AEDs (automated external defibrillators) for heart attack events and emergency call boxes that connect to UTPD dispatch.

SECURITY CAMERAS are installed in the area west of campus allowing UTPD to view incidents in progress or review footage to assist with Austin Police Department investigations.

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

UT NIGHT RIDES is a program that provides students living off-campus beyond the SURE WALK boundaries with a ride from main campus to their homes late at night using the provider, Lyft. Learn more at parking.utexas.edu/ut-night-rides

SAFETY EDUCATION

EMERGENCY PREPAREDNESS is an office in the Campus Safety department that creates plans and resources to employ for a wide spectrum of emergency situations. One example of their work is a printed guide located in each classroom to assist with actions to take during an emergency. Each includes the building's specific address and room number in case first responders need to be called. These guides are also provided to students in a pocket-size format.

EDUCATIONAL EVENTS on a variety of safety topics will be offered to students as UT Austin health guidance permits. Examples include Coffee with a Cop, to encourage dialogue and relationship-building with UTPD officers, Fire Extinguisher Safety, Property Registration parties and Civilian Response to an Active Shooter discussion.

RAD (RAPE AGRESSION DEFENSE) teaches realistic self-defense tactics and techniques. The comprehensive workshop begins with awareness, prevention, risk reduction and avoidance, progressing to the basics of hands-on defense training with UTPD officers.

ENCOURAGE YOUR STUDENT TO PUT UTPD’S 24/7 PHONE NUMBER IN THEIR 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 as well as almost all covered charges incurred at University Health Services.

Learn more at [utexas.myahpcare.com](http://utexas.myahpcare.com)

FORTY ACRES PHARMACY:
ON-CAMPUS PHARMACY SERVICES

The Forty Acres Pharmacy is located on campus in the Student Services Building (SSB) for convenient and quick refills. Almost all prescription drug insurance plans are accepted and students can use cash, checks, credit cards, Apple Pay or Bevo Pay at checkout. 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 but 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](http://fortyacrespharmacy.com)

SERVICES FOR STUDENTS WITH DISABILITIES (SSD)

SSD works with students with temporary and permanent disabilities to ensure equal access to the UT experience. They coordinate classroom, exam (including placement exams) and campus housing accommodations. Other resources they offer include student groups, organizations and scholarships. Learn more at [ddce.utexas.edu/disability](http://ddce.utexas.edu/disability)

SHIFT

SHIFT is a UT initiative with the goal of changing the college campus culture around substance use by reducing the negative consequences related to substance misuse and increasing overall student well-being. SHIFT nurtures a culture of care to support an environment that allows all students to thrive. Initiatives range from working with faculty and student leaders to leveraging partnerships on and off campus facilitating a different conversation about substance use and the college experience. Learn more at [shift.utexas.edu](http://shift.utexas.edu)

LONGHORN WELLNESS CENTER (LWC)

LWC addresses college health issues by using prevention strategies such as peer education, social marketing, social norm campaigns, environmental change and strategic campus partnerships. LWC works to reduce substance misuse, enhance mental health to prevent suicide, promote physical activity, increase positive body image, encourage bystander intervention and more.

STUDENT TESTIMONIAL

“Every time I’ve visited University Health Services (UHS) I’ve had an amazing experience. The staff is not only well trained and knowledgeable, they’re all extremely kind and caring, which makes the experience so much less stressful.”

UT AUSTIN STUDENT, 2019-20 UHS
PATIENT SATISFACTION SURVEY
UHS is just like your family doctor and more. All UT Austin students are automatically eligible to use UHS, which is a fully accredited facility providing affordable healthcare right on campus.

**WHAT SERVICES DOES UHS PROVIDE FOR LONGHORNS?**
- General Medical Care
- Women’s Health Services
- Sports Medicine Services
- Urgent Care
- Physical Therapy
- Nutrition Services
- Allergy Shots
- Immunizations
- COVID-19 Testing
- Travel Health
- Clinical Laboratory
- Digital X-rays and Ultrasound
- 24-Hour Nurse Advice Line
- A robust website, [healthyhorns.utexas.edu](http://healthyhorns.utexas.edu), with details about services, appointment scheduling, resources, charges and payments as well as a dedicated page for parents/families

**WHAT SERVICES DOES UHS NOT PROVIDE?**
- Emergency Services
- Hospital or Overnight Care
- Dental Care
- Vision Exams for glasses or contacts
- Specialty Services not noted above

**WHO PROVIDES CARE FOR MY LONGHORN AT UHS?**
- Board certified physicians in family practice, internal medicine and sports medicine as well as licensed physician assistants and advanced nurse practitioners
- Licensed nursing, physical therapy, radiology, ultrasound, laboratory staff and registered dietitian staff
- Clinic support and administrative staff

**ARE THERE CHARGES FOR UHS SERVICES?**
- There are charges for all UHS services, but UHS keeps them as low as possible
- Most insurance is accepted, but is not required to use UHS
- Discounts are given to uninsured or underinsured students on many medical services
- Payment is not required at time of appointment, charges post to the student’s “What I Owe” page

**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 and 99% of patients would recommend it to a friend.

(2019-20 UHS Patient Satisfaction Surveys)

**TELEHEALTH SERVICES TO KEEP YOUR LONGHORN SAFE**
UHS offers many services by telehealth via secure Zoom appointments. Students need an internet connection, a private location and either a phone, tablet or computer with a camera.

To reduce the transmission of COVID-19, UHS schedules in-person appointments only after an initial telehealth consultation during which the provider determines if an in-person visit is necessary for further evaluation or care.

**NURSE ADVICE LINE**
(512-475-6877)
A confidential service available 24/7 to help students decide whether and how soon they need medical care or to provide self-care guidance.
COUNSELING AND MENTAL HEALTH CENTER (CMHC)

The CMHC provides professional assistance on campus for students wanting support for their mental health and well-being. All UT Austin students are automatically eligible to use CMHC. After a brief assessment, Longhorns are referred to appropriate service(s) for their needs.

WHAT SERVICES DOES CMHC PROVIDE FOR LONGHORNS?

- Short-term Individual Counseling
- Crisis Intervention
- Psychiatric Services (referral needed)
- Therapeutic Groups
- Workshops and Classes
- 24-Hour Crisis Line
- Voices Against Violence – An advocacy service with individual and group counseling for survivors of relationship violence, sexual violence and stalking
- Counselors in Academic Residence (CARE) – Licensed mental health professionals working within Colleges/Schools to provide more accessible services and mental health support
- Mindful Eating Program – A program for students dealing with food, weight and body image concerns
- The Alcohol and other Drugs Counseling Program – A substance abuse program for students with questions about their own or someone else’s substance use
- Diversity Counseling and Outreach Specialists – Mental health specialists provide counseling, support and outreach for student populations with marginalized and underrepresented identities
- Case Management – Professional assistance connecting with off-campus mental health resources appropriate to a student’s unique needs and circumstances
- A robust website, cmhc.utexas.edu, with details about services, appointment scheduling, resources, as well as a dedicated page for parents/families

WHAT SERVICES DOES CMHC NOT PROVIDE?

- In-patient mental health care
- Intensive outpatient programs for mental health issues or substance abuse
- Evaluations for ADD/ADHD and medication
- Long-term counseling or psychiatric care/medication management (exceptions may be considered if circumstances prevent a student from obtaining long-term care elsewhere)

If needed, CMHC counselors and psychiatrists can help students connect to these services.

ARE THERE CHARGES FOR CMHC SERVICES?

There is no charge for individual, group and crisis services. There is a $10 charge for each psychiatric visit. CMHC does not bill insurance.

WHO PROVIDES CARE FOR MY LONGHORN AT CMHC?

- Licensed professional counselors, psychologists and social workers
- Board-certified psychiatrists (physicians)
- Qualified post-graduate clinicians completing licensure requirements and graduate students obtaining advanced degrees in psychology or social work (working under the license and supervision of CMHC licensed clinical staff)

TELEHEALTH SERVICES TO KEEP YOUR LONGHORN SAFE

To reduce the transmission of COVID-19, CMHC offers all individual and group services confidentially by video or phone. Students need an internet connection, a private location and either a phone, tablet or computer with a camera.

CMHC provides mental health services regardless of a student’s location, including those who are studying outside of Texas or the US.

CMHC CRISIS LINE
512-471-2255 (CALL)

A confidential service available 24/7 that allows students to talk with trained counselors about urgent concerns.
**INFORMATION ACCESS & SECURITY**

**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 & UT ID CENTER**
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. As a reminder, students should never share their login credentials with others, as part of the university’s acceptable use policy.

Learn more at bit.ly/utidcenter

**DUO FOR MULTI-FACTOR AUTHENTICATION**
Duo is a multi-factor authentication process providing an additional level of security when students use university online services. Students will be prompted to authenticate through Duo when logging into UT Austin services. Students will begin receiving emails in May with instructions for setting up Duo before they begin logging into UT Austin online services.

Learn more at bit.ly/UTAustinDuo

**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.

**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 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 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/families and students to create open lines of communication so that parents/families are able to get information, such as grades from the best source: their students. Learn more at bit.ly/UTFERPA (case-sensitive)

**FERPA RELEASE AUTHORIZATION TO DISCUSS FINANCIAL AID**
The university can only discuss financial aid records with a third party, such as parents/guardians, 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
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. Students 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.

Update FAFSA Due to Financial Hardship - 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 Reduction in Income Appeal form at bit.ly/OneStop-Forms. This allows UT Austin to assess your student’s financial aid and make any adjustments to the financial aid package given the current situation. Documentation of your current financial situation will be required. Missed the January 15 priority deadline for the FAFSA? Students can submit the FAFSA at fafsa.gov or through the myStudentAid mobile app.

REVIEW THE TUITION BILL

Before July 27, 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 My Tuition Bill. Refer to the calendar on page 13 for a full list of tuition deadlines.

PAY TUITION

Parents/families can pay their student’s 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. Students will be automatically enrolled in the installment plan if full payment of their tuition bill is not made by 5 p.m. on the 12th class day of the semester. 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.) and any 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

FINANCIAL RESPONSIBILITY AGREEMENT

Beginning fall 2021, all students must sign a Financial Responsibility Agreement online each semester. By signing the agreement, the student acknowledges their understanding that they must pay tuition and fees if they are going to attend UT Austin. If the student does not sign the agreement, a registration bar will be placed on the student’s account and the student will not be able to register for classes until the agreement is signed. The agreement will be available for students to sign when they register for classes at New Student Orientation.

The class registration and tuition payment process is complete ONLY when students see the following message in green text in My Tuition Bill: “Your registration is complete and your courses are secured.”

KEY TAKEAWAYS FOR TUITION BILLS

- Generated after students register for classes at orientation
- Emailed, not mailed, only to students by July 27
- Tuition payment is due by 5 p.m. CT on August 17
- 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 University Housing and Dining (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

PAY VIA A THIRD-PARTY
## SUMMER & FALL 2021 CALENDAR

### JUNE
1. Room assignment process will begin for on-campus Living Learning Communities
2. Students can begin online room selection for on-campus residence halls

### JULY
1. Students can begin scheduling check-in times to move into on-campus residence halls during August Mooov-In
27. Fall 2021 semester tuition bills distributed electronically to student’s email on record
31. Last day for students to adjust their room assignments for on-campus residence halls

### AUGUST
- **EARLY**: Students living in on-campus residence halls receive their housing bills
16. Early Mooov-In for on-campus residents available at 3 p.m. (CT) for an additional fee of $50 per day
17. Tuition payment due by 5 p.m. (CT) for students who registered for the fall semester by July 21
20. On-campus residence halls open at 7 a.m. (CT)
20. University Health Services benefits available to registered students
20. Recreational Sports facilities open to registered students
20-22. Mooov-In for on-campus residents
23. Fall semester add/drop for students who registered and paid their tuition and fees by August 17
24. Fall semester registration and add/drop open to all students
24. Tuition payment due by 5 p.m. (CT) for students who registered for the fall semester after July 21
25. Classes begin
30. Tuition payment due by 5 p.m. (CT) for students who registered for the fall semester August 24

### SEPTEMBER
6. Labor Day holiday (no classes)
10. Payment for added classes (add bill) or adjusted bills due by 5 p.m. (CT)
10. On-campus housing bill due (choose to pay total amount, semester amount or first fall installment)
24. Second tuition payment due for students who selected the installment plan

### OCTOBER
15. Second fall installment of on-campus housing bill due
21-22, 25-27. Students meet with their academic advisors to discuss spring 2022 classes
22. Third (final) tuition payment due for students who selected the installment plan
25-31. Registration for spring 2022 classes

### NOVEMBER
1-5. Registration for spring 2022 classes continues
9. Spring 2022 semester tuition bills distributed electronically to student’s email on record
15. Third (final) fall installment of on-campus housing bill due
24-27. Thanksgiving holidays (no classes)

### DECEMBER
6. Last class day
9-11, 13-15. Fall semester final examinations
16. On-campus residence halls close at 9 a.m. (CT)

For the full academic calendar, visit registrar.utexas.edu/calendars/21-22*

*Dates are subject to change.
The New Parent Guide is just one step to helping you support your student’s successful transition to UT Austin. The Texas Parents office will continue to introduce you to resources and campus information using multiple platforms.

**NEXT STEPS ENEWSLETTERS:** You are receiving a series of six eNewsletters that break your journey into “what you need to know now” and “what you’ll need to know later.” Issues sent March-June introduce topics leading up to orientation and post-orientation issues prepare you for August’s Mooov-in. We encourage you to read all of the Next Steps issues you have already received and keep an eye out for future issues.

**ONLINE FAMILY ORIENTATION:** You’ll receive cross-campus presentations and materials intentionally designed to expand upon information in this guide and the Next Steps eNewsletters. Register TODAY for Online Family Orientation at parents.utexas.edu/FamilyOrientation

**PARENTS AND FAMILIES WEBSITE:** This website showcases campus-wide information specific to the needs of prospective, incoming, transfer and all undergraduate families. It is designed to be an ongoing resource throughout your journey. Spend some time getting to know our parents.utexas.edu website.

**TEXAS PARENTS MEMBERSHIP:** You belong to the Texas Parents Association; however, you must sign up to begin receiving membership benefits. Sign up TODAY for a Texas Parents Membership at TexasParents.org/Membership

Dear Class of 2025 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 her 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 2025!

Hook ‘em Horns,

Ron & Angela Francis
Texas Parents Ambassadors Council 2020–21 Co-Chairs
The vision of the University Co-op is to strengthen the Longhorn experience by focusing on student success and faculty initiatives. Our mission is to promote student success by expanding access to affordable learning resources, offering college-to-career initiatives, and providing opportunities for student learning and development beyond the classroom.