Dear Family Member of a Future Merrillite,

Welcome to Merrill College! As we prepare to welcome your student to UCSC and Merrill we recognize the important role you play in their success and want to be sure that we provide you with the tools you need to help.

This guide has been designed to help answer your general questions about life at Merrill and UCSC. Our website (merrill.ucsc.edu) can also help you find answers to many of your questions. Knowing how to use these resources and help your student find the information he or she needs can be empowering to both you and your student (plus isn’t it nice to be the one who saved the day?).

Encourage your student to take the initiative to talk with us regarding any questions, concerns, or issues he or she may have. We are here to help!

Best Wishes,

Merrill College Staff
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Merrill College Ethos

Our Ethos: Exploring cultural identities and raising global consciousness.

Merrill is a stimulating and innovative college in which to learn. Our students, faculty, and staff represent numerous cultural groups and nationalities. Merrill’s central values are to stimulate respect for all world cultures, in general, and for the cultural heritage of each Merrill student, in particular. The social atmosphere at Merrill College—situated in a beautiful, compact pocket of redwood trees—is friendly, focused, engaged, and accepting.

Thousands of students have made their mark in every area including history, art, psychology, politics, Latin American and Latino studies, biology, and in lots of interdisciplinary subjects. The college has been a home to members of many different cultures and lifestyles. Together we make up the Merrill community, a group of people who are diverse in our backgrounds and interests, but who share a commitment to excellence in education.

Merrill Core Course:
Cultural Identities and Global Consciousness

This will be the 46th academic year of Merrill College and the 45th year of its core course. Approximately 13,250 students have begun their college careers at Merrill by studying both peoples’ struggles to preserve their cultural identities and social change beyond and within the borders of the United States.

The Merrill Core Course will focus on expanding students’ international awareness and the engaging and diverse selection of readings will highlight individuals and groups dealing with critical issues of nationalism, globalization, war, economic underdevelopment, and social and gender differentials. In Fall 2013, students will read four books:

* Christina Garcia, *Dreaming in Cuban*
* Ann Fadiman, *The Spirit Catches You and You Fall Down*
* Helene Cooper, *The House at Sugar Beach*
* Katherine Boo, *Behind the Beautiful Forevers*

This seminar course is designed as an introduction to university-level work, and, as such, it stresses the skills of reading, writing, and clear thinking. In addition to the four books listed above, students will also read several essays on cultural identity and other related topics, which will be available electronically. We will assign frequent papers, and will work throughout the quarter to improve writing skills. As part of the Core course, students will view a number of feature films and documentaries as well as hear from several guest speakers.
Academic Life

As college advisors, our dedicated team provides general advising on any academic topic a student cares to discuss: on a daily sign-up basis, through peer advising (by sign-up and in the courtyard), and by appointment. Advisors are available every weekday (excluding university holidays). Students can call (831) 459-2144 to make an appointment. They can also email merrilladvising@ucsc.edu to make an appointment or to ask a quick advising question.

Online Advising
The campus has a number of online advising resources. Students, parents, and other interested parties may find answers to their questions using the following sites:

- The UCSC Undergraduate Advising Center: http://advising.ucsc.edu
- The UCSC General Catalog: http://reg.ucsc.edu/catalog/
- The Navigator (policies and procedures): http://reg.ucsc.edu/navigator/index.html
- The Academic & Administrative Calendar: http://reg.ucsc.edu/calendar
- Merrill College Academic Advising: http://merrill.ucsc.edu/advising/index.html

The Merrill College Academic Advising page shows you advising resources including links to academic support services, such as those above. You can also always use the UCSC A-to-Z index to see an extensive list of campus websites, affiliated offices, and resources: http://www.ucsc.edu/about/alpha_index.asp

Enrolling in Classes
Continuing students are assigned an “enrollment appointment” to enroll in their classes for the following quarter. The enrollment appointment falls during priority enrollment, is assigned randomly within each class level (frosh, soph, junior, senior), and is the day and time at which the student can (and should) begin enrolling through their portal: http://my.ucsc.edu. If students need help selecting classes, they are encouraged to research the requirements for their prospective major(s) using the catalog and/or department websites. The college also holds course selection events each quarter to help students make their course selections. All students are welcome at this event. Selection of classes will become easier as the student gains seniority by earning more credits, and learns more about the majors and their requirements.

Choosing a Major
Though some students enter UCSC with a strong idea of what they’d like to major in, many students are confused when confronted with so many possibilities. We encourage these students to talk to family and friends, advisors, faculty, and anyone else who will listen! The Career Center is also a great resource.

The Career Center
At the Career Center (centrally located at the Bay Tree Bookstore Plaza), students can seek on- and off-campus employment, peruse a library of career and graduate school information, and speak one-on-one with Career Center Counselors. The Career Center also provides an internship database and the Career Advice Network, an online database of UCSC alumni, faculty, and staff who have provided information about their academic degrees and careers. Want to see what your student might do with an Art degree? Check it out: http://www.careercenter.ucsc.edu/can.

Social Opportunities and Academic Enrichment
Students often find their academic lives more fulfilling when they take advantage of the many extra-curricular opportunities at The College and on campus. Participating in college events and joining student groups is a great way to meet like-minded peers and discover the wealth of educational opportunities on campus. Student Organization Advising and Resources (SOAR) http://soar.ucsc.edu is a great place to start. There’s also the Office of Student Life, a cluster of student support services: http://campuslife.ucsc.edu/. For students who prefer athletics, OPERS (the Office of Physical Recreation and Sports) is not just a pretty place, though the facilities boast a stunning view of the city and the Monterey Bay. OPERS coordinates competitive and intramural sports, PE classes (including sailing at the harbor, scuba training and trips, and holistic health classes), and the Wilderness Orientation Program. Students can sign up for intramural sports as part of a team, or as an individual looking for a team. There’s more information at the website: http://opers.ucsc.edu.
Frequently Asked Questions

Does it matter what college my student is affiliated with?

On your student’s diploma, it will state that they graduated from the University of California, Santa Cruz, regardless of college affiliation. The purpose of the College is to provide a smaller, less anonymous community that is often lost in larger universities. Each college provides its students with an academic advising staff, and college programs (including a student government). Your student will meet people from all over the campus through their classes, but it’s a nice feeling to come home to comfortable turf.

Can my student take more than three classes? That seems like so few!

Fifteen units (usually 3 five-unit classes) is considered a full load, generally including 3 lecture classes, discussion sections or laboratory work, and outside homework including reading, research papers, and tests. Although the classroom hours may seem undemanding, a lot of outside time is required. Each unit of credit requires 3 hours of outside study, so it does add up! And 10 weeks go by very quickly. Your student may find there is a midterm or paper due every week!

Students with a GPA higher than a 3.0 can automatically enroll in up to 22 units. Students with a GPA lower than a 3.0 will need to meet with an Academic Advisor in order to petition for permission.

Where can my student study other than her/his residential room?

At Merrill College there are a number of optional study spaces. The Merrill Library provides a quiet atmosphere to study in until late at night. The Writing Lab is connected to the Baobab lounge and provides a group study space. There are also several computer labs across campus including one here at Merrill. The computer labs provide another option for study purposes. Still popular with students is McHenry Library which is centrally located on campus.
Merrill College sponsors hundreds of programs and activities every year. These range from coffee houses and knitting workshops to dances, movie nights, and guest speakers. Each quarter the College Programs Office also sponsors one or two themed banquets just for Merrill Students called “College Nights” that feature creative menus and fun entertainment. To keep up on all of the great things going on at the college, like our page on facebook www.facebook.com/merrillactivities or keep an eye on the events calendar at http://merrill.progdb.com

For students who aren’t satisfied with just attending the programs there are also many ways to get involved at Merrill. Here are just a few:

**Merrill Activities Council:** MAC is a group of Merrill student volunteers committed to providing programs and events for the Merrill community. Each year MAC sponsors and supports a wide range of events within the Merrill Community.

**Merrill Student Government:** MSG serves as the voice for Merrill students’ concerns or interests to the Merrill administration and other campus constituencies. It allocates funding that supports social, cultural, and educational activities that benefit Merrill College and its students. Meetings are Thursday nights at 8pm.

**Merrill Pottery Co-Op:** Co-Op members can pursue a variety of ceramic interests in the studio, from handbuilding to throwing on the wheel. You don’t need great artistic ability or extensive experience in ceramics to become a member. The Co-Op welcomes all who are interested in CLAY, COMPLIANCE and CREATIVITY.

Family Day (February)

Brought to you by the Merrill Student Life Team! Come visit your student and participate in various optional activities planned throughout the day. This program is free! Look for our “save the date” postcard in the fall. Don’t miss out on the fun!
A renovation project is currently underway at Merrill. The Merrill Renewal project includes two major components:

The renovation includes Merrill’s Residence Halls (A, B, C, D), Guzman Suites, Plaza building/Restaurant, and College Office. Improvements to interior building accessibility, pedestrian pathways and outdoor gathering spaces will help us to meet accessibility requirements of the Americans with Disabilities Act (ADA) and enhance the outdoor spaces within the college center.

**Project Highlights**

The renewal project will enhance the indoor and outdoor community spaces and improve residential rooms. The renovated residence hall design will bring more natural light to interior hallways and create bright, community gathering space within the buildings. Living spaces will be updated using sustainable design with new paint, carpet, lighting, and furniture. Additional benefits of the modernized buildings will include improved wireless and cellular reception.

An expanded central lawn/amphitheater will provide an open area for gathering, and student programming. The improved circulation plan throughout the center of the college will be more intuitive and will assist students and visitors with wayfinding throughout the area. A new Merrill College entrance will provide a welcoming starting point, and there will be a new student mailroom.

A new two-story Plaza building will replace the existing one story restaurant and provide space for adjacent outdoor seating areas. A process is underway to select a new vendor for the space, set to open in October. Residential life offices will also be relocated to the Plaza building, providing more central access to staff and services.

This project is being designed to meet campus sustainability goals as well as achieve Leadership in Energy and Environmental Design (LEED) Silver certification. LEED certified buildings are designed to conserve energy and water, reduce harmful greenhouse gas emissions, be healthier and safer for occupants, and reduce waste sent to landfills. Other recent LEED certified renovation projects at UCSC’s colleges include Cowell/Stevenson Dining Hall and buildings at Porter College.
Housing F.A.Q.s

**How do you match roommates? What if it doesn’t work out?**
Roommates are matched as closely as possible using the information given on the housing application. Students who seem like a perfect match on paper sometimes do not match in practice. College living is an opportunity for students to live with and learn from people who are unlike themselves. When a conflict does arise though, students are encouraged to meet with their RA and CRE, who will attempt to mediate or help resolve any issues. As a last resort, the CRE will work with the Housing Coordinator to explore other living options.

**Can my student remain at Merrill during school breaks or do they have to move out? When’s the last day they can be on campus at the end of the year?**
Your student’s housing contract spans the academic year, so unless they are approved to cancel their contract or switch rooms, their room is theirs for the year. All residents close for Winter Break, so they must find other accomodations but with permission, students can stay during Thanksgiving & Spring Break. Students are expected to move out and vacate their room within 24 hours of their last final at the end of the school year.

**Where can my student live after the first year?**
Continuing students interested in living on-campus can participate in the room selection process, held in Spring quarter. Many students choose to live on campus with roommates of their choosing in either the residence halls or apartments.

A room selection guide is distributed in late winter to all Merrill residents. There they will find specific information on how to apply for housing for the following year. The application for on-campus housing is available in April, during the Priority Housing Application Period.

**How does the mail service work?**
**What is my student’s mailing address?**
Every Merrill student living on campus is assigned a mailbox at the College. The address is valid for one academic year. The specific address and mailbox combination will be sent to your student’s UCSC email address during the first week of school after assignments have been made.

Be aware that there is a limited amount of storage space in the mailroom, so students MUST time packages to arrive AFTER move-in. Packages arriving prior to that date will need to be “returned to sender.”

**Student Mailing Address:**
Student’s Name  
UCSC, Merrill College, #XXX  
641 Merrill Road  
Santa Cruz, CA 95064

Students living in university housing outside of Merrill may request to have a mailbox at the college
How do the meal plans work?
All students living on-campus are required to have a meal plan. The meal plans are tied to student ID cards, which must be swiped every time they enter a dining hall or make a purchase at another dining facility. 7 day and 5 day meal plans are available to students living in the residence halls, while students in the apartments have the option of 55-meal plans. The 7 and 5 day meal plans are “all you care to eat” dining and include 4 guest meals and $50 flexi dollars (which work like real dollars at all dining halls and campus-owned eateries and coffee bars).

The 75 and 55 meal plans offer a limited amount of meals per quarter and can be used at a number of different dining locations. It also includes $50 flexi dollars. Additional blocks of 10 meals can be added to the 55 meal plans. Additional flexi dollars can always be added to any meal plan. For more information, check out the dining website at http://www.housing.ucsc.edu/dining/

When and how do we receive billing statements?
Each student has a financial statement of account with UC Santa Cruz. A statement of account is sent each month there is financial activity on an account and an unpaid balance over $5. Activities include items such as registration and housing fees, health insurance and health center charges, library charges, special class fees (posted to the account the third week of the quarter), financial aid credits/adjustments, cash payments, or adjustments to charges.
An electronic copy of your student’s bill is available on the Student Portal each month they have charges due. It is the student’s responsibility to maintain current billing and mailing address information through the Student Portal. Check out sbs.ucsc.edu for more information!

What do I do if my student needs to see a doctor?
All currently registered students and graduate students are eligible to use all of the services available at the Student Health Center. Your student will be asked to present his/her current student ID card when requesting services. Costs will vary depending upon insurance status. The Student Health Center is located on McLaughlin Drive, across from Colleges 9 and 10.

Additional wellness services are available through SHOP and CAPS. SHOP stands for Student Health Outreach Program. This program provides outreach designed to educate UCSC students about healthy lifestyle choices. CAPS stands for Counseling and Psychological Services. CAPS provides highly trained professionals to support students’ mental health needs.

If your student has a learning disability, encourage them to contact the Disability Resource Center (DRC). The DRC offers a variety of free and confidential services to help students make the most of their education. Services include advising & support, adaptive equipment, alternate media, lab & library

Where can my student find an ATM on campus?
Bank of America, Bay Federal Credit Union, and Wells Fargo all have ATMs on campus. There are also a small number of independent ATMs throughout campus at various cafes. Keep in mind that with comprehensive bus service, the students have relatively easy access to most other common banks downtown.
YOUR STUDENT SHOULD BRING:
* extra long twin sheets 
  (beds are 80” x 36”), mattress pad/plastic cover, blankets, pillows, bedspread  
* bath necessities & shower caddy 
  Toothbrush, tooth paste, shampoo, hair dryer, soap, razor, feminine hygiene products, robe, shower shoes, bath towels and hand towels (the res hall bathrooms do not have paper towels)  
* desk lamps, plants, posters 
  (use poster tac NOT pins)  
* alarm clock 
  (with backup battery in case of power outages)  
* emergency items: 
  flashlight, surge protector, batteries, medicines & prescriptions  
* personal papers: 
  Debit card, health insurance card, driver’s license & Social Security Card if you plan to get a job on campus  
* laundry supplies: 
  soap, iron, hangers, laundry bag/basket  
* bicycle  
  Don’t forget a U-lock and helmet!  
* raincoat, rain shoes, and a good umbrella  
* office supplies: 
  stapler, scotch tape, ballpoint pens, pencils, paper, bulletin board, highlighters, backpack, envelopes, stamps, scissors  
* coffee maker, hot pot, small fridge, microwave, tupperware  
* Optional - Britta or similar water filter & refillable water bottle  
  Much easier over the long-term vs. single-use bottles of water.  
* computer & 6'-10’ ethernet cable for web access  
  (Optional - printer, paper, ink cartridges)  
* head/ear phones, ipod/mp3 player

DO NOT BRING: 
* heating devices and any type of open flame: 
  halogen lamp, candles, kerosene lamps, hot plates, barbecue grills, portable heaters, etc.  
* any non-UL listed appliances  
* glow in the dark stars and paint  
* adhesive hooks, large nails, stickers  
* octopus plugs  
* skateboards, rollerblades, in-line skates  
* paintball guns, airguns, BB guns, any weapon  
* excess furniture 
  (you cannot remove our stock)  
* pets (fish in tanks 10 gallons or less are okay)  
* illegal items

Apartment residents only: 
- toilet paper, paper towels, garbage bags  
- dishes, flatware, dish towels, toaster/toaster ovens, rice cooker, groceries  
- cleaning supplies

http://housing.ucsc.edu/what-to-bring/index.html
Students are responsible for knowing and abiding by all college and university regulations. They can be found on the Merrill website (http://merrill.ucsc.edu) in the student handbook under the quick links in the top right corner. Here are a few policies we would like you to be aware of before moving in.

ALCOHOL AND OTHER DRUG “TROPHIES” AND PARAPHERNALIA
State and University law prohibits the sale and consumption of alcoholic beverages by anyone under the age of 21. Emptied containers of alcohol and other paraphernalia are considered evidence of policy violations. Residents may not have these materials in their rooms. These include alcohol bottles and cans, pipes, water bongs, and hookahs.

ANIMAL/PETS
No pets (except fish who live underwater in an aquarium 10 gallons or smaller) are allowed in the College residential community.

CANDLES, INCENSE, AND OPEN FLAMES
The use of candles, incense, and any open flame devices are strictly prohibited.

GUESTS
The Terms and Conditions states that a student may have a guest stay in his or her room/apartment for a maximum of 3 consecutive nights or 15 total nights per academic year. Please clear all guests with roommate(s)/housemates and let the Resident Assistant know when there are visitors. Any student providing housing for guests in violation of this policy will be subject to disciplinary action. Residents will be held responsible for their guest’s actions.

MUSICAL INSTRUMENTS
Musical instruments are allowed in the residential facilities, but their use must conform to established courtesy/quiet hour policies. The playing of amplified instruments is not permitted in residential facilities. Amplified instruments may only be played in the Cultural Center at Merrill. For more information on scheduling practice space for bands, please contact the Special Projects Coordinator.

SKATEBOARDING
Skateboarding is not allowed on University property. Those caught skateboarding may face disciplinary action and a fine.

ROOM DAMAGES
UCSC Staff will make initial inspections and write any pre-existing damages on the Room Condition Form. The resident is responsible for making any additional notes and turning in the RCF right away to the Residential Education Office. Charges for damages to the room will be based on the cost of the material and labor needed to repair the damage. The student is individually liable for loss or damage to his/her assigned residence and its furnishings and will be held jointly and individually liable for damage to the entire residence unit or apartment, not just his or her living space, in accordance with college policy unless proof of individual responsibility is made.

Students who violate campus policies are most generally adjudicated at the college, but they may be referred to Student Judicial Affairs for disciplinary action. Student Judicial Affairs is also responsible for maintaining the Student Policies and Regulations Handbook, which outlines all policies, regulations and procedures that apply to students and student organizations.

Questions regarding the student discipline process can be directed to college adjudicators (generally CREs, ACAO) or to Student Judicial Affairs at (831) 459-1738 or SJA@ucsc.edu
Safety and Security

UCSC is a very safe campus with a low rate of theft, but it’s smart to take precautions. A high quality U-lock is recommended for bicycles. Most of our residential buildings also have interior bike storage areas. Cable locks for laptops are recommended. Particularly on the first floor, students are encouraged to close and lock their windows when not in the room.

Community Safety Officers (CSO) are assigned to each college. They work from 7:00 p.m. – 3:00 a.m. every night, ensure the security of facilities, respond via radio dispatch to lock-out calls and other problems, and walk regular rounds through the College and Residential Halls. CSOs are in direct contact with the campus fire and police stations.

Residence Halls are locked 24/7. We encourage students to not prop the doors and it’s actually a violation of policy to do so. Individual residence hall rooms are also locked 24/7. Students can use a key to open their doors and can prop them open if they are in the room but their key doesn’t unlock the door permanently. If students find themselves locked out or in need of a CSO, they can contact the CSO by dialing x92100 from a campus phone or by calling (831) 459-2100 from a regular phone.

The campus has its own Police and Fire Departments. Police are fully commissioned Officers. Every firefighter is also EMT or Paramedic. Campus Police may be contacted at 831-459-2231, by dialing x92231 on any University phone, or by using any blue light phone.

Blue light phones placed at strategic points around campus connect directly with Campus Dispatchers. Blue light phones require no phone number. If students feel threatened or need any type of emergency assistance while they are outdoors, the blue light phones provide this service. It is helpful to be familiar with their locations before needing to use them.

Students should dial 911 for any emergency.

In Case of Emergency, emergency personnel will check a victim’s cell phone for an ICE number. Programming an “In Case of Emergency” phone number under ICE is a good idea.

http://housing.ucsc.edu/safety/

Campus Health Center

All currently registered students and graduate students are eligible to use all of the services available at the Cowell Student Health Center. Your student will be asked to present his/her current student ID card when requesting services. Costs will vary depending on insurance status.

Additional wellness services are available through SHOP (Student Health Outreach & Promotion) and CAPS (Counseling and Psychological Services). SHOP provides outreach designed to educate students about healthy and safe life choices. CAPS provides highly trained professionals to support students’ mental health needs.

http://healthcenter.ucsc.edu/
Technology

Computers & Printers
Laptops are convenient to use but easier to lose. For certain majors a desktop offers more computing power and screen size can matter. Following the same precautions against theft as at home, e.g. locking doors and windows or keeping your valuables within your direct control is advised. Watch your equipment carefully and don’t leave a laptop unattended - even in lounges or the Library.

If you do choose to bring a printer, check with your roommate/s so you don’t bring too many printers. Be very clear with your roommate/s about who buys and pays for supplies and how much usage is okay. Even easier (probably cheaper too) is to use printers in a campus computer lab. There are computer labs at each college. There is always someplace on campus where you can print 24/7.

ResNet
Residential Network (ResNet) works with campus IT to provide both high speed network connections in residential areas and technical support to on-campus students who are experiencing network connectivity and/or computer-related issues. ResNet will have a satellite office staffed at Crown on move-in day to help your student get connected.

Wireless
CruzNet is the wireless network technology at UC Santa Cruz. CruzNet wireless is available in all study areas, libraries, lounges and dining facilities on campus. Residential rooms are unlikely to be close enough to a CruzNet router for wireless access. However an individual wired connection is provided for each student in their room (you should bring your own ethernet cable).

If students choose to bring a wireless router it is highly recommended that they bring it to ResNet staff who will configure it for maximum effectiveness and security. Note: CruzNet is NOT encrypted. Information sent or received can be intercepted by anyone connected to the network.

eduroam
eduroam (education roaming) is the secure, world-wide roaming wireless access service developed for the international research and education community. eduroam is an encrypted (WPA2) wireless service that is available on the UCSC campus.

eduroam allows students, researchers, faculty, and staff from UCSC to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop or supported mobile devices.

Cruz Alert
The Cruz Alert system sends text messages to registered cell phones in the event of a natural disaster or campus emergency. Students can register their cell phone via their “MY UCSC” webpage.

Computer Labs
There are computer labs at Crown and at Merrill College next door, with many open hours. Students can use labs to print and work.

http://its.ucsc.edu/computer-labs/
http://its.ucsc.edu
http://www.eduroamus.org/
Transportation

UCSC has a shuttle system that helps students to get around campus. Students are also encouraged to walk and bike through the campus. Your student’s UCSC ID card allows him or her to use the public metro system in Santa Cruz County free of charge.

If you come visit during the year remember that a parking permit is necessary for parking on campus.

Frosh and sophomore students are not allowed to buy permits. During Fall Welcome Week your student can participate in a session covering the riding of campus transit buses. The Transportation & Parking website offers details as well.

http://taps.ucsc.edu

Campus Services & Resources

Campus Services, Resource Centers, Clubs and other Organizations

Academic Excellence Program (ACE)  Lionel Cantu GLBTI Resource Center
Academic Resources Center (ARC)  Registrar’s Office
American Indian Resource Center  Student Union Assembly (SUA)
Bay Tree Bookstore  Student Volunteer Connection (SVC)
Campus Housing Office  Transportation & Parking Services (TAPS)
Counseling & Psychological Services  University Interfaith Council
Cowell Student Health Center  University Police
Disability Resource Center (DRC)  Veteran Student Services
Education Abroad Program (EAP)  Women’s Center
Financial Aid  Asian American/Pacific Islander Resource Center
Learning Support Services  African American Student Life Resource and Cultural Center
Center for Agroecology & Sustainable Food Systems (a.k.a. Farm & Garden)
Chicana/o Latina/o Student Life Resource Center (El Centro)
Educational Opportunity Programs (EOP)
Long Marine Lab & Seymour Marine Discovery Center
Office of Physical Education Recreation and Sports (OPERS)
Services for Transfers & Reentry Students (STARS)
Student Health Promotions & Outreach (SHOP)
Student Media – KZSC, SCTV, City on a Hill Press
Student Organizations Advising and Resources (SOAR)

Many academic departments also sponsor their own clubs, internship opportunities and field studies.

If your student has any medical, behavioral, disability or other concern, please encourage your student to take advantage of campus resources. We are here to help and support your students, so help us help them by encouraging them to seek out the resources and set up healthy strategies for you to be engaged in the process with them.
Voter Registration

Now is the time for your student to figure out where to be registered to vote.
Your student can register to vote “at home” with an absentee ballot.
Your student can register to vote in Santa Cruz after arriving but be aware that Fall voter registration deadlines happen quickly after move-in.
Voter registration information will be available around check-in.
Request a voter registration card, get answers to FAQ about voting or request an absentee ballot at

www.ss.ca.gov/elections/elections_vr.htm

Book Buying and Selling

When shopping online be sure you’re getting the right edition of the textbook you need. Be aware also of shipping and handling charges as well as the time to ship.

Bay Tree Bookstore
The bookstore is a popular place for professors to make books accessible. The Bay Tree Bookstore also provides an opportunity for students to sell back used or unwanted coursebooks.

Amazon, Ebay & Half.com
Many course books can be found on amazon or ebay for prices that may be less than the bookstore.

Chegg
Chegg specializes in online textbook rentals (both in physical and digital formats), homework help, scholarships, course reviews and internship matching.

Slugbooks
Aggregates all of the information and purchasing and selling options in one place. The core purpose is to help the student save money on textbooks.

Literary Guillotine
A local Santa Cruz bookstore that professors like to work with.
Before your student heads off to college, they should learn how to...

- do laundry
- buy stamps
- budget time and money
- cook with a microwave
- make appointments (doctor, dentist, etc)
- communicate needs, preferences and expectations
- try new things, be open to new ideas & experiences

- read a bus schedule
- type and use spell check
- eat balanced meals
- access your health insurance plan
- listen to others
- bank (balance a checkbook, find a local branch)
- to ask for help (health, academics, etc.)

Before your student heads off to college, you should...

- Talk with your student about frequency of communication either via email, telephone or visits.
- In particular, ask when to check-in and see how they are settling. Students will arrive and say their goodbyes and sometimes get so wrapped up in the transition they forget to call home.
- Talk about how you want to ask your student about their grades...grades won’t be sent home to parents. Students have sole access to their portal where this information is located. You may want to set up a system after each quarter to talk about how they are doing academically. Also, we have 2 academic advisors right here at the college, so help us help your students by encouraging them to seek out advice and support EARLIER as opposed to later.

We frequently get calls from families trying to check-in on their student. In an emergency we can send the student a message, but due to FERPA, we cannot share whether your student is doing well or not. This is a service we provide for emergencies. Please do not use this as opposed to establishing communication with your student.

Transition Resources

There are many books and online resources available to help navigate the transition from high school to college and the transition when graduating from college. Here are a few that we recommend.

Online Resources:
- www.collegeparentcentral.com
- www.transitionyear.org
- admissions.ucsc.edu/apply/parents-and-guardians
- www.ucsc.edu/quickstart/family

Additionally, you or your students may find these books helpful:
- “How to Win at College” by Cal Newport
- “The Naked Roommate: and 107 Other Issues You Might Face in College” by Harlen Cohen
- “Adulting: How to Become A Grown-up in 468 Easy(ish) Steps” by Kelly Williams Brown
- “Getting from College to Career” by Lindsay Pollak
- “Extra Credit: 7 things every college student needs to know about credit, debt & cash” by Bill Pratt
- “How to Keep your Kid from Moving Back Home After College” by Bill Pratt
- “The money book for the Young, Fabulous & Broke” by Suze Orman
What to Expect: The First Six Weeks

Students may go overboard with their new freedoms (i.e., stay up too late, spend too much money on social time, experiment with alcohol/drugs or drink too much in one situation, realize that the professor might not take attendance in class and may not notice if they don’t go every once in a while). TIP – listen for clues that your student may be making poor decisions – affirm productive choices and encourage them to identify their priorities.

Students who may not have yet gone home for a weekend are feeling the urge to go away from college for the weekend – they are exhausted from the first few weeks of adjusting – roommates and neighbors may be a bit “annoying” – the food is starting to get old. TIP – listen to the complaints, but don’t try to fix things – they just need to vent – they aren’t necessarily asking you to fix it – suggest that rather than coming home for the weekend they spend some extra time sleeping or that they arrange time to get off campus by going to a movie or dinner in town. The standard recommendation is that students should try to stay at school until Thanksgiving Break. Things tend to get easier. If they come home right away then they feel like they should come home all the time and they never get through that first cycle of “homesickness.”

Move-In Day
Week One
Week Two
Week Three
Week Four
Weeks Five and Six

Routines are established. Social acceptance is very important – they react very strongly to disappointments and problems – this may be the first time that they had to identify problems and to find solutions on their own – they will complain but they usually manage to adjust. TIP – talk to them at least once during the first week, enjoy their excitement and acknowledge their disappointments – don’t try to “fix” the problem for them, but rather help them identify possible solutions by asking questions (i.e., who can you talk to about, what are your options, have you thought about...).

A mix of comfort and uneasiness confuses students – they have an established routine and are no longer feeling “new” – they feel amazed that they have become close to their “new friends” but realize there is still a lot they don’t know about being in college – mistakes may feel like proof that they don’t belong. TIP – tell your student that you believe in them – send a card – have younger siblings or grandparents send a note that expresses their pride, excitement, and confidence.

Students begin to react to disillusionment. College isn’t necessarily everything that they imagined and they realize that some of their initial choices may not have been the best. They either confront their challenges and make improvements, or they continue in their original patterns. Students will continue to cycle through frustrations and action throughout the first quarter deciding to drop bad habits or bad influences or may question whether they are really cut out for college. TIP – talk with your student about the good decisions you have seen them make during the first few weeks and remind them that there is still plenty of time to make improvements or different choices.

These don’t apply to all students but are generally experienced.

A tough day for families and students – high levels of emotion (excitement, fear, tension). TIP – tell your student that you love and trust them and you have great confidence that they will be fine.

These don’t apply to all students but are generally experienced.
## Disillusionment
- the “major courses” that the student has been waiting for may not be as exciting or interesting as expected. It can be frustrating that they still need “theory classes” and that “application courses” are still to come.

## Regrets
- students start to recognize the consequences of their earlier actions (low grade in a first year class, dropped classes, too much “partying”, etc.). They see how those past decisions may now impact a future need or interest.

## Intimate Relationships
- during childhood, students turned to parents for support and guidance. In high school, it was friends. In college, students feel the need to find intimate relationships that will be their lifeline from the present into the unknown (careers, graduate school, etc.). Although they know they have time to find a life partner, students feel the pressure to make commitments or feel devastated when one ends.

## Time Management
- learning to balance classes, studying, socializing and personal time.

## Setting Limits
- learning to balance in general; staying up too late, eating too little, drinking too much, etc.

## Study Skills
- more than memorization or read & review; learning to analyze and think critically, adapting to different instruction styles, navigating a syllabus.

## Academic Complacency
- some understanding was allowed in the first year for grade fluctuations, such flexibility may not be offered during the sophomore year as many academic programs (majors) and even grad programs look seriously at the grades attained in the sophomore year.

## Personal and Financial Risk
- some will take risks at this point they didn’t feel comfortable doing as a first year. This can be time when financial issues compound and personal relationships go awry.

## Changing Interests and Goals
- general courses may have introduced new passions and interests which they may pursue (with the understanding that there is still time to change their mind again).

## Balancing Priorities
- balancing lower level courses that are required for graduation with major courses that have more meaning in the eyes of the student can be difficult. They may have a senior thesis or major research project due. Every new assignment seems to get in the way of a previous commitment.

## Race Against Time
- when Fall Quarter begins, they may already feel as if they are behind schedule. They realize they need to decide if they are going to grad school after graduation or find a job. Either way, they need to begin filling out applications and finding faculty or staff that are willing to write letters of recommendation.

## Facing the Unknown
- they begin fearing the future. They may be moving to an unfamiliar area, looking for new living arrangements, meeting new people and starting new routines. They have school loans they will need to make payments on. Friends will be leaving and it is now time to accept responsibility.

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**Four Year Calendar – Common Issues That Many Students Face**

### Freshman Year (FRESH JUNIOR)
- **Time Management** – learning to balance classes, studying, socializing and personal time.
- **Setting Limits** – learning to balance in general; staying up too late, eating too little, drinking too much, etc.
- **Study Skills** – more than memorization or read & review; learning to analyze and think critically, adapting to different instruction styles, navigating a syllabus.
- **Disillusionment** – the “major courses” that the student has been waiting for may not be as exciting or interesting as expected. It can be frustrating that they still need “theory classes” and that “application courses” are still to come.
- **Regrets** – students start to recognize the consequences of their earlier actions (low grade in a first year class, dropped classes, too much “partying”, etc.). They see how those past decisions may now impact a future need or interest.
- **Intimate Relationships** – during childhood, students turned to parents for support and guidance. In high school, it was friends. In college, students feel the need to find intimate relationships that will be their lifeline from the present into the unknown (careers, graduate school, etc.). Although they know they have time to find a life partner, students feel the pressure to make commitments or feel devastated when one ends.

### Sophomore Year (SOPHOMORE SENIOR)
- **Academic Complacency** – some understanding was allowed in the first year for grade fluctuations, such flexibility may not be offered during the sophomore year as many academic programs (majors) and even grad programs look seriously at the grades attained in the sophomore year.
- **Personal and Financial Risk** – some will take risks at this point they didn’t feel comfortable doing as a first year. This can be time when financial issues compound and personal relationships go awry.
- **Changing Interests and Goals** – general courses may have introduced new passions and interests which they may pursue (with the understanding that there is still time to change their mind again).
- **Balancing Priorities** – balancing lower level courses that are required for graduation with major courses that have more meaning in the eyes of the student can be difficult. They may have a senior thesis or major research project due. Every new assignment seems to get in the way of a previous commitment.
- **Race Against Time** – when Fall Quarter begins, they may already feel as if they are behind schedule. They realize they need to decide if they are going to grad school after graduation or find a job. Either way, they need to begin filling out applications and finding faculty or staff that are willing to write letters of recommendation.
- **Facing the Unknown** – they begin fearing the future. They may be moving to an unfamiliar area, looking for new living arrangements, meeting new people and starting new routines. They have school loans they will need to make payments on. Friends will be leaving and it is now time to accept responsibility.

### Common reasons that students do not graduate within four years include:
- changing majors often or after their sophomore year.
- not using campus resources such as Academic Advisors or Counselling and Psychological Services when academic progress has stalled or life circumstances are affecting academic success.

Choosing a major that matches a student’s academic interests and skills is best. Making a four year plan and checking progress regularly also helps.

http://registrar.ucsc.edu/catalog/undergrad-acad/index.html
http://advising.ucsc.edu/roadmap/index.html
Move in Tips for Parents (by parents):

Take the most direct route to campus – try not to make it a last “family weekend” – your efforts to give a memorable farewell trip will be under appreciated as emotions will be strong – your student is worried, excited and interested in just getting there. If you need something to focus your attention away from their departure consider putting your energy into fussing over the car rather than the trip – clean out the car, vacuum the trunk, change the oil, put air into the tires. Save the scenic route for the trip home or the second year.

Offer to take your student out for a meal or make a run to the store for forgotten items BUT... let them decide if they want to go. Some will appreciate this extra time with the family because they are not ready to say goodbye while others really don’t want to get back into the car. Keep in mind though that the time away may lead to missed opportunities to meet other students, activities or to start exploring campus – all important things for them to do during their first few days at college.

Remember that your student will not approach the move-in or unpacking as you would... this task, however, belongs to them and as hard as it may be, you should only help if asked. They will usually accept assistance with carrying things to the room and the offer to make their bed or to set up the computer, but the rest should be left to them. Also, this is not a good time to remind them that you told them that everything you brought was not going to fit into the room. They will begin to see that as the unpacking occurs and they may even come up with the suggestion that you bring a few items back home.

Try to avoid sentimental farewells in front of roommates or their neighbors – emotional good-byes or arguments in front of their peers can be embarrassing for your student. Consider asking them to walk with you to the car to see you off (rather than you seeing them off). If you know you won’t be able to drive through the tears, go for a few blocks until you are out of sight and park the car for awhile. Regardless, on your way home, take some time to celebrate your own success and that you have reached a family milestone!

If your student starts to show irritation – it’s usually good for the rest of the family to take a break. This emotion is normal and common. Consider taking a tour around campus, quick visit in town or grab something to drink. This time away gives the student a change to make decisions of where their belongings are going to go, reduce anxiety and meet a few neighbors or their roommate.

Trust that your student is in a good place with lots of support around them– your student is not alone – there are over 700 students living in very close proximity around them plus many staff members that are very interested in being their resource. While it may be hard not to have them calling home frequently (for some students), trust that they are meeting other students, busy with classes and getting involved with campus organizations. Some students may call home daily while others may not call home at all the first week. Don’t get upset if your student doesn’t return your call right away more likely than not, they are doing fine and are enjoying their time at college.

Once you have gotten your student moved in, say your goodbyes. It is important to let them participate fully in the welcome week activities and not to make them feel they have to choose between you and these events. These opening events are when they begin to make friends and figure out where they fit in.
Confidentiality and FERPA

Under the Family Educational Rights and Privacy Act (FERPA), students who are over 18 have a legal right to privacy in regards to their educational records. UCSC applies FERPA to all students, even those under 18. Student records information falls into two general categories:

- Public information, to which third parties have access, and
- Confidential information, to which third parties may have access ONLY if the student provides explicit written authorization.

*anyone other than the record custodian and the student about whom the information pertains

The campus has defined the following items as public information which may be released from student records to any person UNLESS the student has requested NRI. No other information may be released without the written consent of the student.

- student’s name
- local telephone
- local address (current mailing or campus/college)
- e-mail address
- college
- major
- class level (e.g., frosh, senior)
- dates of attendance
- number of credits enrolled in the current term
- degrees and honors received
- name, weight, and height of participants on intercollegiate athletic teams

All other information contained in a student record is considered confidential.

Examples of Information Not Defined as Public Information

- grades
- GPA
- number of credits completed
- social security number
- student number
- anticipated graduation
- date of birth
- student schedule

In ambiguous situations, the campus is guided by two principles:

1) The privacy of an individual is of great weight—in other words: “When in doubt, maintain confidentiality.”
2) The information in a student’s record should be disclosed to the student on request.

NOW is the time to start conversations with your student about communication and sharing information. Because of FERPA, it will be up to your student to share with you if they are “in trouble,” so you may want to set up a way in which you can ask about this or how they can be upfront about their choices with you.

http://registrar.ucsc.edu/records/privacy/index.html
University of California, Santa Cruz
Resources and Contact Information

Academic Resources Center (ARC)
Phone: (831) 459-5707
Website: http://www2.ucsc.edu/arc

Bay Tree Bookstore
Visit http://slugstore.ucsc.edu for more info.
Textbook information: (831) 459-4216,
General information: (831) 459-4544,

Campus Housing Office
(831) 459-2394

College Assistant
Kira Moser
(Kira may refer you to the appropriate Academic Advisor)
MerrillAdvising@UCSC.Edu
(831) 459-2144

College Programs Coordinator
(831) 459-5534

Cowell Health Center
Appointments, call (831) 459-2500
www2.ucsc.edu/healthcenter/

Counseling & Psychological Services
Phone: (831)459-2628
(Available for after hours crisis)
www2.ucsc.edu/counsel/

Disability Resource Center
For more info, call (831) 459-2089, or visit
http://oasas.ucsc.edu/drc.
Telecommunication for people who are deaf or disabled (TDD) is available at (831) 459-4806

Education Abroad Program
Phone: (831) 459 – 2858
Email: oie@ucsc.edu

Educational Opportunity Program
For more info, call (831) 459-2296 or visit http://www2.ucsc.edu/eop

Financial Aid
205 Hahn Student Services
Email (with specific questions): fin_aid@ucsc.edu
Phone: (831) 459-2963

Registrar’s Office
Phone: (831) 459-4412
Fax: (831) 459-5051
Email: registrar@ucsc.edu

Residential Life Office
crownmerrillhousing@ucsc.edu

Office of Physical Education, Recreation, and Sports (OPERS)
Phone: (831) 459-4070
Website: http://opers.ucsc.edu/

Police
Non-emergency calls. 24 hours
(831) 459-2231

Student Organization Advising and Resources (SOAR)
Phone: (831)459-2934
Email: soar@ucsc.edu
Website: http://www.soar.ucsc.edu

Technology and Mail Services for Merrill
Allen Bushnell
bushnell@ucsc.edu

Transportation
Email: taps@ucsc.edu
Phone: (831) 459-2190
Some Key Dates

Housing assignments mailed
Billing statements produced

Move-in - **Sept. 26 & 27**
Housing/Reg fees due for Fall Quarter - **Sept. 25**
Welcome Week - **Sept. 26 - Oct. 1**
Classes Begin - **Oct. 2**

Merrill Student Government Elections
First College Night Dinner of the Year

Filing period to change Winter meal plan - **Nov. 1 - 10**
Academic Advising week
Thanksgiving Break - **Nov. 27 - 30**

Finals - **Dec. 15 - 18**
Winter Break & Campus Housing closed - **Dec. 19 - Jan. 2**
Housing/Reg fees due for Winter Quarter - **Dec. 18**

Move-in after Winter Break - **Jan. 3 starts @ 10am**
Classes Begin - **Jan. 5**
RA & PA hiring process begins

Filing period to change Spring meal plan - **Feb. 1 - 10**
Academic Advising week
Hiring of next year's Resident Assistants - **Feb. 2015**

Housing/Reg fees due for Spring Quarter - **Mar. 19**
Finals - **Mar. 17 - 20**
Spring Break - **Mar. 21 - 29**

Application period for next year housing - **Apr. 13 - 20**
Orientation Leader Hiring

Room Selection
Merrill Student Government Elections

Finals - **Jun. 8 - 11**
Move out - **Jun. 12 by 12noon**
Commencement - **Jun. 13 or 14**