Family Session Notes
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If you have questions or would like to know about other sessions, please feel free to look over our First-Year Experience website and reach out to us: [www.campbell.edu/students/student-success/first-year-experience/](http://www.campbell.edu/students/student-success/first-year-experience/)
Business Affairs
Presenter: Jim Roberts, VP for Business and Treasurer

Contact Information:
Business Office staff are available to assist Monday – Friday 8:00 – 5:00
Email: businessoffice@campbell.edu
Call: 910-893-1245
Website: https://www.campbell.edu/business-office/

During Orientation:
Personnel from the Business Office and the Financial Aid Office are here to serve you during Orientation. We are located on the second floor of the library, so grab a coffee at Starbucks and come on up for a visit!

Times: Friday 12:00 p.m. until 6:00 p.m. and Saturday 8:00 a.m. until 12:00 p.m.

Session Notes:
Don’t forget: Make financial arrangements early to avoid unnecessary delays! Ask questions!

The Business Affairs session touched briefly on a few of the items below. For your convenience, the Business Office has created the following checklist to assist our students and families.

New Undergraduate Student Checklist

- Obtain student email & Web Access log-in information (Admissions Office)
  - Check emails weekly
  - Important information will be sent to your CU email routinely
- FAFSA – (Financial Aid Office)
  - Complete and submit each academic year
  - For more information visit www.campbell.edu/financial-aid
  - Complete FA requirements as instructed in emailed communications
  - Credit-based loans, such as the Parent PLUS loan, alternative loans, etc. require credit approval to be considered as a form of payment by the Business Office. If you plan to use a credit-based loan, apply early to avoid Bill Clearance delays.
- Complete the Student Financial Check-In (SFCI) process – (Business Office)
  - Required each semester to be considered for Bill Clearance.
  - Online form is accessible on the Business Office webpage
  - SFCI opens July 1 (fall semester) and November 1 (spring semester)
- Complete Student Financial Responsibility Agreement (SFRA) – (Business Office)
  - Required each semester to be considered for Bill Clearance.
  - Secured form located in WebAccess under the Student Finance gateway
- Bill Clearance – (Business Office)
  - Students are required to receive Bill Clearance before they will be allowed to move into campus housing and/or attend classes.
  - Bill Clearance must be received by Wednesday, August 16 (fall) and Thursday, January 3 (spring) to be eligible to move into campus housing.
● First payment for the balance less pending financial aid must be received in the Business Office by the published deadlines.
● Establish Tuition Management Systems (TMS) payment plan (www.campbell.afford.com)
   ■ 5 pay plan option - one fifth of balance due each month, final month must clear the remaining balance
      ● Fall Semester: July 10, Aug, 10, Sept. 10, Oct. 10, Nov. 10
      ● Spring Semester: Dec. 10, Jan. 10, Feb. 10, March 10, April 10
   ■ 4 pay plan option - one fourth of balance due each month, final month must clear the remaining balance
      ● Fall Semester: Aug. 10, Sept. 10, Oct. 10, Nov. 10
      ● Spring Semester: Dec. 10, Jan. 10, Feb. 10, March 10
   ■ Refer to the Business Office website for additional options
● Credit-based loans must be approved by the lender to be considered as a form of payment.
● An email will be sent to the student’s CU email address when Bill Clearance has been given.

● Outside Scholarships – Outside donors, such as churches, community organizations, high schools, etc.
  ● Should remit scholarship checks to the Campbell University Business Office, Attention: Cashier, PO Box 97, Buies Creek, NC  27506
  ● Checks should be made payable to Campbell University
  ● A scholarship letter should be enclosed with the payment and include the student’s name, CU student ID number, and the semester(s) to which the payment should be applied.
● FERPA consent form – (each academic year)
  ● Must be signed by the student yearly to grant permission to release information to parents/guardians or other designated individuals.
  ● Sign at Freshman Orientation, or visit the Financial Aid or Business Office to complete the form. Notary version available online.

● Book Bucks –
  ● Students with excess financial aid may elect to transfer funds from their student account into a Book Bucks account.
  ● Book Bucks are accepted at the CU Barnes & Noble campus bookstore for books and approved supplies.
  ● Visit the BO website to access the online form to “Transfer Book Bucks”.
  ● Transfer requests are usually processed within 24 hours. During peak times, the processing window may be up to 72 hours. Students will receive an email confirmation when the request has been completed.

● Student Insurance – (Business Office)
  ● Students are required to either provide proof of personal illness insurance coverage or enroll in the school policy each year.
  ● If the student has illness insurance and does not need CU coverage, a hard waiver/opt-out is required each year. The link will be sent to the student email address with additional instructions.
  ● The online portal to waive/enroll is open July 1 – August 31 (fall semester) and December 1 – January 31 (spring semester).
  ● During the first billing cycle, an illness insurance charge will be on the student account. Insurance charges will be removed each Friday for students who have submitted approved waivers within the previous 7-day period.
  ● Students will be automatically enrolled in and charged for the coverage if an approved waiver is not completed before the online portal.
  ● Visit www.uhcsr.com to view policy details.
• **Magnus Health Portal** – *(Health Center)* - Complete medical assessment & submit immunization records (check student email for link)
• **TouchNet** - *(Business Office)* – The student e-commerce portal is found in WebAccess. Log into WebAccess and select the TouchNet Payment Center link to make payments, view e-Bills, manage e-Refunds and monitor account activity.
  - **Add an Authorized User** – Students may grant a parent/guardian online access to the TouchNet e-commerce portal.
  - **Sign up for e-Refunds in TouchNet** – to receive credit balances as a direct deposit rather than a paper check (if you are anticipating a financial aid refund)
• **Vehicle registration** – *(Campus Safety)* (each academic year) - Register online for a parking pass at no charge. [www.campbell.edu/campus-safety](http://www.campbell.edu/campus-safety)
• **Moved?** Contact the Registrar’s Office to change your address
• **Register for Parent Communication** – [www.campbell.edu/business-office](http://www.campbell.edu/business-office)
Title IX, Conduct, & Campus Safety
Presenters: Kellie Nothstine and Tim Lloyd

Contact Information:
Email: nothstine@campbell.edu (Kellie), lloydt@campbell.edu (Tim)

Session Goals:
Title IX and Conduct:
Inform parents about our expectations that we hold for students in regards to behavior on and off campus. Explain to them briefly the role my office will play when there are Title IX or conduct violations and what that process looks like for students.

Title IX supports the campus community by upholding Campbell’s commitment to have a safe and discrimination-free campus.

For more information, please see: https://www.campbell.edu/policies/title-ix/

Campus Safety:
My goal is to inform parents about the different security measures that are implemented on-campus. Also, to inform them of the services provided by Campus Safety beyond patrolling the campus.

Among the safety measures provided by Campus Safety are 24-hour security service 365 days a year, emergency phones, and electronic alarm systems.

Campus Safety is also responsible for parking on campus, and assists students by issuing parking decals.

For more information, please see: https://www.campbell.edu/campus-safety/
Disability Student Services

Presenter: Laura Rich, Director of Access & Outreach

Contact Information:
Email: richl@campbell.edu
Call: 910-814-4364
Website: https://www.campbell.edu/students/student-success/disability-services/

Session Notes:

Key differences between high school and college:

- Colleges are not allowed to ask if you have a disability = students must disclose their need for services
- Campbell University does not test for disabilities = students are required to provide testing or other documentation of their disabilities
- Parents are not automatically a part of the process = students may invite parents or sign a release for staff to discuss their case with parents, but students are expected to become their own advocate
- Professors and other staff are not allowed to disclose a student’s disability to others = no labels; students have more privacy rights
- All students who receive credit for a college course must meet the same essential requirements for the course = no reduced workloads or modifications of assignments in a way that would change the essential course requirements
- Attendance may not be waived in certain courses, such as labs or discussion-based courses that require attendance regardless of disability
- Students can choose when and how to use their accommodations = you can use your accommodations only in certain courses or even only on certain tests—but no retakes if you change your mind

Registering for Services:

- **Step 1:** Notify the University by registering with Student Success.
- **Step 2:** Provide documentation of a disability, if needed.
- **Step 3:** Documentation is reviewed, conversation is had with the student, and an accommodation plan is developed.
- **Step 4:** A Letter of Accommodation is issued to the student and the student takes it to his/her professors. *This step must be done each semester.*

Documenting a Disability:

- Documentation required depends on the diagnosis, but must include the following:
  - Diagnostic statement by an appropriate provider
Description of the current impact on the student

- IEP/504 plans can be helpful, but normally do not provide enough information to stand alone as documentation
- If you have existing documentation (letter from doctor or provider, testing that was done in K-12, etc.) we will be happy to evaluate that for you to see if it is sufficient.
- Learning disabilities must be documented with a psychoeducational evaluation (thick packet of test results). Your high school should have this on file.
- All students must also provide a narrative description of their disability-related concerns and past educational experiences. Describe what has been helpful for you in the past. What are your strengths? What concerns do you have? What strategies, accommodations or modifications have you found helpful? Why? Because YOU are the expert on your experience!

Confidentiality:

- You are an adult and because of that, you are entitled to more privacy than you may have had in the K-12 system.
- Students must sign a release each semester for Student Success to be able to discuss their accommodations with professors. Student Success does not disclose diagnosis, only accommodations. Medical and other documentation is not provided to others without the student’s written consent.
- Again, professors are not allowed to disclose a student’s disability to other students.

Accommodations in and out of the Classroom:

All accommodation plans are created on a case-by-case basis. There is no set list of accommodations that are automatically given with a certain diagnosis. Each plan is individual.

Some common testing accommodations include:
- Extended time (not unlimited)
- Separate setting
- Multiple test sessions (breaks)
- Use of word processors/consideration of spelling
- Large print or other formats
- Non-use of scantrons (mark in book)
- Read aloud

Some common classroom accommodations include:
- Preferential seating
- Student note-takers
- Audio or other formats for textbooks/materials
- Alternate seating/desk
- Permission to record lectures
- Permission to have food/drink in class
- Permission to leave class (restroom, etc.)
- Consideration of absences

Some common housing accommodations include:
- Private room
- Meal plan alterations/exemptions
- Private bathroom
- ADA compliant room
- Access to a kitchen
- Vibrating/lighted alarms
- First floor only
- Separate HVAC controls

Becoming Your Best Advocate:

- Know your rights!
- Communicate regularly with your professors
- Use available resources (tutoring, Writing Center, library, etc.)
- Take care of yourself – be sure to get enough rest, eat regularly and follow your doctor’s advice
- Keep copies of all materials related to your disability and accommodations
- Communicate regularly with family and other support systems
- Communicate regularly with Student Success
Eating Made Easy
Presenter: Krista McSwain, Pam Yurkovic, Doug Schmoyer, Brittany Cook, and Student Interns

Contact Information:
Food Allergy Questions? Please contact Doug Schmoyer, Executive Chef at 910-893-1429.
Website: Campbell.Campusdish.com
Going Greek
Presenter: Chris O’Connor

Contact Information:
Email: oconnorc@campbell.edu
Call: 910-893-1554
Website: Will be updated with most recent information soon
https://www.campbell.edu/life/student-activities/greek-life/

Session Notes:
The Greek Community's Values:
Leadership, Scholarship, Service, & Friendship

Our Chapters:
- Sigma Alpha Omega Christian Sorority
- Delta Phi Epsilon
- Zeta Phi Beta Sorority, Incorporated
- Alpha Delta Pi
- Lambda Pi Chi
- Kappa Sigma
- Phi Delta Theta
- Kappa Alpha Order
- Phi Beta Sigma Fraternity, Incorporated
Transitioning Your Camel

Presenter: Christy Jordan, Amy Johnson, Valerie Giannavola of Counseling Services

Contact Information:
Email: counseling@campbell.edu
Call: 910-814-5709
Website: https://www.campbell.edu/counseling-services/

Helpful Links:
https://www.settogo.org/
https://www.webmd.com/special-reports/prep-teens-college/video/video-teen-prepare-college

Credits/Acknowledgements:
https://www.settogo.org/
https://www.webmd.com/special-reports/prep-teens-college/video/video-teen-prepare-college

Session Notes:
The most important takeaway from the presentation is knowing about common student stress reactions and protective factors (i.e.: skills, strengthens, resources, supports or coping strategies) against becoming overwhelmed can assist families in a successful transition.

Examples of conversations to prepare your Camel/Student:
- Explore their expectations
  - Are they setting realistic ones?
  - Do they recognize that making new friends can take time?
- Discuss some of the common challenges that come along with living with someone
- Strategies to approach roommates with concerns

If applicable, please copy any other notes that you would like families or parents to know/remember from this session below. You may use as much space as you need!

Stress Check, Signs of a Problem
- Changes in sleep patterns (taking longer to fall asleep, waking up tired, not feeling well rested)
- Changes in eating patterns
- Increased frequency of headaches
- More short-tempered than usual
- Recurring colds and minor illnesses
- Frequent muscle ache and/or tightness
- More disorganized than usual
- Increased difficulty in task completion
- A greater sense of persistent time pressure
- Increased generalized frustration and anger

When to Step In
- Warning signs
  - Not going to class anymore
  - Spending too much time in their room sleeping
  - Stress impacting daily functioning

Know that the resources here at Campbell are here to help. Know about them and link your student!

Here to Help, CU Resources
- Student Success
- Faculty
- Tutoring Center
- Disability Services
- First Year Experience
- Athletics
- Career Services
- Faculty
- Spiritual Life
- Counseling Services
- Alcohol & Other Drug Outreach through Counseling Services
- Health Center
- Campus Recreation

Signs of Concern, Alcohol & Other Drugs
- Increased absences from school or social routines
- Secretive behavior
- Change in appetite or sleep
- Mood swings and/or increased irritability
- Unexplained need for money

Resources for Students and Parents During the First Year of College and Beyond

Set To Go [https://www.settogo.org/](https://www.settogo.org/)

Tips and tools for college student transitions for students and families including: basic life skills, social and emotional skills, and mental health and substance use. Guides on self-care and stress management strategies.

Transition of Care Guide

If your student received treatment for a mental health condition while in high school or before, there are several things they can do to continue to stay healthy while transitioning to and attending college. The guide walks them through what they need to know and do to take care of yourself.
Talking with your Student about Alcohol

Eight Points for Parents Speaking with Students about Alcohol

1. **Set clear and realistic expectations regarding academic performance.** If students know their parents expect a certain standard of academic work, they are likely to be more devoted to their studies.

2. **Stress to your student that alcohol can be toxic and excessive consumption can be fatal.** Discourage high-risk activities such as drinking games, day drinking, and taking shots. Encourage them to understand things like how to calculate BAC, how their drink container influences the amount of alcohol they drink, and how little it takes to binge drink.

3. **Tell your student to intervene if someone else needs help.** Campbell has policies to protect students who both need medical help as a result of drinking alcohol or who get help for someone else.

4. **Remind your student that they deserve to live in a safe environment; encourage them to advocate for themselves if someone’s drinking negatively affects them.** Students who do not drink can be affected by the behavior of those who do. Students can confront these problems directly or indirectly by reaching out to campus resources such as Campus Safety, Residence Life Staff, Office of Student Conduct, etc. Tell them to consider using the online Campus Safety Silent Witness form.

5. **Know the realities of alcohol on campus.** Contrary to what you might see in movies, the majority of college students choose to drink moderately or not at all. However, students often believe that other students use alcohol more often and in higher quantities than is the reality; this can lead to increases in their own alcohol consumption. Confronting misconceptions about alcohol use is important.

6. **Avoid tales of drinking exploits from your own college years.** Telling your student stories of your own excessive drinking normalizes the behavior (regardless of whether the situation had a positive or negative outcome).

7. **Encourage your student to get involved in student organizations as well as in the local community.** In addition to structuring free time, getting involved provides students with opportunities to make friends, develop social networks, and develop job-related skills and to gain valuable experience. Helping others also gives students a broader outlook and a healthier perspective on the opportunities they enjoy.

8. **Model responsible alcohol use in your home if you choose to drink.** Whether or not you choose to drink, talk with your student about what it means to use alcohol responsibly.

Adapted from College Parents of America, http://collegeparents.org/2009/06/15/eight-points-parents-speaking-students-about-alcohol/
Spiritual Life: Connecting Students to God and to Each Other
Presenter: Faithe Beam, Louisa Ward, Brian Foreman

Contact Information:
Email: beam@campbell.edu; ward@campbell.edu; bforeman@campbell.edu
Call: 910-893-1547
Website: www.campbell.edu/spirituallife

Session Notes:

Most Important Takeaway:

What does it mean for Campbell to be a place of Christian Higher Education?

At Campbell we embrace the belief that there no conflict between the life of faith and the life of inquiry—this means it is natural to have conversations about faith alongside academic course work. It is not a requirement but an opportunity. Campbell is a place where God’s presence can be openly and gratefully acknowledged and where students can be encouraged to embrace a life-changing faith. This also means we provide space for those who believe and think differently the freedom to do so in a setting that celebrates the value of faith formation.

The Office of Spiritual Life takes the lead in this work. We approach this from a place of welcome, and seek to help students feel a sense of belonging at Campbell.

Note Outline:

What students bring home along with their laundry:

1. Religious questions and possibly doubts
   a. Help create space to talk about evolving and growing faith
   b. Listen to understand
   c. Help them know your relationship is secure
2. Political views that look like people, not issues
   a. Help create space to acknowledge challenges in this world
   b. Acknowledge their friends and acquaintances who may be different
3. Wounds that need empathy, not Band-Aids
   a. They need to confess failures; not just successes
   b. They need support and forgiveness

Conversation starters:

1. How is your faith different now compared to six months or a year ago?
2. Tell me about your switch in majors? What are you most interested in and what do you see yourself becoming?
3. How do we best help the poor and underserved?
4. Tell me more about the person you hope to be.

They need to know you are praying for them, and with them.
They need to know you that you love them and believe in them.
They may not do things the way you would.
YOU are still most important voice in their spiritual growth; although they will add more influencers in their life during this season.
Student Engagement & Leadership: Developing Your Holistic Student
Presenter: Chris O’Connor, Andy Shell

Contact Information:
Email: oconnorc@campbell.edu, shell@campbell.edu

Session Summary:
For your student to be successful while at Campbell, it is imperative that they get involved in activities outside of the academic realm. By attending this session, you will be able to empower your student to succeed by informing them of the opportunities available to them while at Campbell.
Veterans Affairs Office: What & How Much Do My VA Benefits Cover at Campbell?

Presenter: Joy Cox

Contact Information:
Call: Joy Cox at 910-893-1294; Laura Riddle at 910-893-1311
Website: https://www.campbell.edu/admissions/undergraduate/veterans

Session Notes:
Don't forget: Campbell University is affordable—it may just take time to do FAFSA and look for scholarships.

To see the following images larger, please zoom in or reach out at the contact info above.