



# Family Orientation Session

Monday, August 19, 2024

Kilbourn Hall



UNIVERSITY *of* ROCHESTER



# Welcome!

- **John Hain**, Senior Associate Dean of Academic and Student Affairs
- **Ethan Beaudett, DO**, Medical Chief, UHS Primary Care
- **Brigid Cahill, Ph.D.**, Director, University Counseling Center
- **Robert Bones**, Assistant Dean of Student Affairs
- **Dana Perrin**, Assistant Director, Department of Public Safety
- **Adrienne Owens**, Dining Services, Guest Experience Manager





# Student Success

Parents, guardians, and families contribute to student success by:

- Understanding the student experience and knowing about resources available at the institution.
- Supporting the institution's goals and expectations for student learning and development outcomes.
- Knowing when to step in to help and when to empower their student to take responsibility.





# Confidentiality

The Eastman School of Music welcomes communication from parents and guardians. Our aim is to be as responsive as possible within legal guidelines. Our policies of communication about students are both informed and constrained by federal legislation.

- Health and Counseling
- Academic Matters
- Student Conduct





# Confidentiality

## Academic Matters:

- Students have access to their grades online; paper copies of grade reports are not sent either to students or parents.
- Parents may request grades for dependent students by sending a signed request to the Registrar.
- The Eastman School of Music sends copies of letters concerning academic probation to the parents of students who are dependents.

## Student Conduct Matters:

- The Eastman School of Music does not routinely inform families about student formal or informal disciplinary action. Parents of students who are under the age of 21 and have been involved in violations of the Alcohol and Other Drugs Policy may be contacted.
- Students are encouraged to contact parents about all disciplinary matters.
- Students may grant access to view their conduct records by signing a release, a standard option for all students involved in disciplinary action.





# University Health Service (UHS)

## UHS Primary Care Overview:

- Full-range of confidential, primary health care services.
- Registered nurses (RN), nurse practitioners (NP), physician assistants (PA), and physicians (MD).
- Illnesses, injuries, reproductive health care, advice, referrals, immunizations, and physical therapy.
- Office open weekdays in Student Living Center 106.
- Physical Therapy office located in the basement of Student Living Center.
- Most UHS Primary Care services are covered by the Mandatory Health Fee.
- Prevention programming is offered through the UHS Health Promotion Office and includes initiatives such as wellness fairs, pet therapy visits, hearing screenings, and yoga for musicians.
- NEW – Free Lyft passes for off campus therapy

For More Information: [www.rochester.edu/UHS/](http://www.rochester.edu/UHS/)





# University Health Service (UHS)

## Confidentiality in Health and Counseling Matters:

- The relationship between the University Health Service providers and their patients is confidential.
- Notification of others, including parents, friends, and University faculty and administrators is considered the student's responsibility, unless the condition is life-threatening, and the student is unable to assume responsibility for informing others.
- Parental notification and consent will be obtained for students under age 18 seeking medical care at UHS, as required by law.
- All contact with the University Counseling Center therapists is confidential.
- The fact that a student is using UCC will not be disclosed to any University official or faculty member, or to family, friends, or roommates, without permission of the student, except in very specific circumstances.
- Those circumstances are limited to instances when a student's life or that of another person is in danger.



# University Health Promotion (UHP)

## UHS Health Promotion Office:

- Focuses on creating a healthy campus and supporting healthy students. Musician well-being includes the Performance Ergonomics Laboratory, Ergonomics Lending Library, and Ergonomics Training Intensive, Studio Visits, and a Performance Progression App. General wellness programming also includes yoga for musicians, wellness fairs, pet therapy, and hearing health screenings.







# University Counseling Center (UCC)

All students have access to an Initial Assessment, during which a therapist will help the student develop an individualized treatment plan to best meet their needs.

Options may include:

- Short term therapy at UCC (averages 6-8 sessions)
- Help with referral off campus for longer term or specialized care
- Medication referral (three psychiatry providers)
- Group therapy – 20 groups on average each semester
- Connection to other campus supports





# University Counseling Center (UCC)

- Emergency mental health support – same day appointments during business hours and crisis support after hours via phone, text or in-person
- Tele-health and in person appointments
- Limited appointments available at ESM Student Living Center 107; students may also use the River Campus Office with greater availability.
- One phone number to access all services: 585-275-3113

For More Information: [www.rochester.edu/UCC/](http://www.rochester.edu/UCC/)





# Academic Affairs

## Academic Affairs Overview:

- Curriculum and Academic Advising
  - AP Credit, IB Credit, and Transfer Credit
- Support for Students:
  - Academic Success Coaching
  - Eastman Writing Center
  - Theory Tutoring





# Academic Affairs

## Confidentiality

- Federal law (FERPA) prohibits a school's disclosure of grades without the student's consent.
- Eastman's policy is to release grade information to parents/guardians when permitted by law, unless the student objects and/or disclosure would not be in the student's best interest.
- Students have access to grades online; paper copies of grade reports are not sent to students or parents/guardians.
- Parents/guardians may request grade reports for students who can be claimed as dependents under federal tax law by sending a written, signed request (not email) to the Registrar's Office each semester.





# Disability Accommodations

Students with disabilities may request reasonable accommodations from the Office of Disability Resources

- Jennifer Proseco serves as Director, and Mary Beth Kitzel is Eastman's Disability Access Coordinator.
- Students who are seeking academic accommodations should contact the Office of Disability Resources immediately.
- Students must provide recent supporting medical documentation.

For more information: [www.rochester.edu/disability/](http://www.rochester.edu/disability/)





# Short-term Injury Accommodations

If an injury or illness affects a student's ability to perform:

- Student makes an appointment with UHS.
- Student will be given a Statement of Health form that says the student needs temporary accommodations due to a health problem; this document will contain “return to play” guidance. The Statement of Health must be shared with Academic Affairs
- The Office of Academic Affairs will work with the student and UHS to implement reasonable short-term accommodations.

For more information:

[www.esm.rochester.edu/academic-affairs/esmstudents/short-term-injury-or-illness/](http://www.esm.rochester.edu/academic-affairs/esmstudents/short-term-injury-or-illness/)



# Complaints

If a student has any concerns, we encourage them to first try to work it out on their own. Faculty and staff across the school are here to help, and lots of information about policies and procedures can be found on the ESM/UR website, but we want students to try themselves before involving their parents.

## Resources for students:

- Title IX is a federal law that prohibits discrimination on the basis of sex in any federally funded education program or activity ([www.rochester.edu/sexualmisconduct](http://www.rochester.edu/sexualmisconduct))
- Policy Against Discrimination and Harassment ([www.rochester.edu/diversity/eoc/#harassment](http://www.rochester.edu/diversity/eoc/#harassment))
- ESM Student Grievance Policy ([www.esm.rochester.edu/grievance/](http://www.esm.rochester.edu/grievance/))

For more information: [www.esm.rochester.edu/academic-affairs/esmstudents/short-term-injury-or-illness/](http://www.esm.rochester.edu/academic-affairs/esmstudents/short-term-injury-or-illness/)

# Student Affairs

## Student Affairs (encompasses Residential Life and Student Activities)

- Assistant Dean of Student Affairs
- Assistant Director for Student Activities & Engagement
  - 5 Campus Activity Board members
  - 14 Clubs and Organizations
- Area Coordinator for Residential Life
  - 11 Resident Advisors
- Office Coordinator
- Student Affairs Secretary
- Front Desk Manager
  - Package Room Attendants
  - Front Desk Attendants







# Residential Life

## Mission Statement:

Living on campus provides many opportunities to enhance the college experience. The Office for Residential Life supports this experience by providing an inclusive, safe, supportive, educational, and engaging environment. As a staff, we work to nurture the personal and professional growth of all of our residents through programs and services that support the development of the whole student.

OFFICE FOR  
**RESIDENTIAL LIFE**  
AT EASTMAN

A graphic logo for the Office for Residential Life, featuring several overlapping circles and spirals in shades of orange, yellow, and blue.

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# Residential Life

## Role of the Resident Advisor (RA):

- Offer guidance and advice.
- Develop and strengthen the residential community.
- Host engaging, social, and educational programs for residents to encourage community.
- Enforce policies and respond to emergencies.
  - Mediation
  - Campus Resources





# Residential Life

## Important Dates for 2024-2025:

- The Student Living Center will be closed for winter break from Thursday, December 19, 2024 @ 12:00pm through Saturday, January 18, 2025 @ 9:00am.
- The Student Living Center will close for the summer on Monday, May 19, 2025 @ 12:00pm





# Student Activities

## Mission Statement:

The Office for Student Activities provides meaningful co-curricular opportunities, programs, activities, and support services for students that enhance student learning, encourage and foster student involvement and spirit, provide leadership opportunities, create a strong sense of community, and engage students, while supporting and complementing the institution's educational goals.

OFFICE FOR  
**STUDENT ACTIVITIES**  
AT EASTMAN



# Student Activities

## Student Activities Overview:

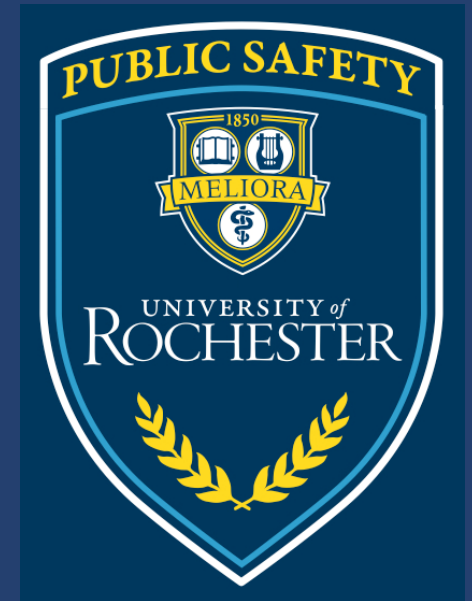
- Welcome Week (orientation)
- Undergraduate Students' Association
- Traditional University of Rochester events such as Yellowjacket Weekend, Winterfest, Springfest
- Community building and educational programs
- Live. Grow. Thrive. – Wellness Initiatives
- Student Leadership Development
- Student Organizations



# Public Safety

## Mission Statement:

- Protect people
- Educate our community about personal safety measures
- Prevent disruptions
- Protect property
- Provide a readily accessible presence
- Foster beneficial community relations



# Public Safety

## What Public Safety Can Do:

- Respond to emergencies
- Enforce laws and UR regulations
- Document incidents
- Provide safety escorts
- Provide other non-emergency services
- Crime prevention programs
- Investigations
- Victim's assistance
- Lost & Found
- Special Events

# Public Safety

## When to Report a Crime

- If you are a victim or witness to a crime: call or text 585.275.3333





# Public Safety

## Provide information:

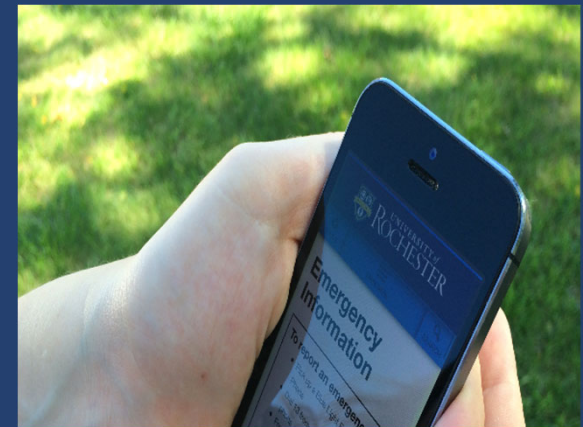
- Your name and location
- Nature of incident
- Description of person(s):
  - Appearance
  - Clothing
  - Height/weight
  - Unusual characteristics



# Public Safety

## Emergency Notification System: Alert UR

- Provides vital information during a critical emergency at or near the University.
  - UR e-mail address automatically enrolled.
- Other methods include:
  - Text message (delivered quickest)
  - Voice message
  - Alternate e-mail
  - TTY



For more information: [www.rochester.edu/alertUR](http://www.rochester.edu/alertUR)

# Public Safety

## For More Information:

- Think Safe Brochure
- Like us on Facebook and follow us on Twitter or Instagram: @URochesterDPS
- Email: [publicsafety@rochester.edu](mailto:publicsafety@rochester.edu)
- [www.Rochester.edu/public-safety](http://www.Rochester.edu/public-safety)





# Dining Services

## Dining Services Overview:

- Student driven program with lots of opportunities for input.
- A strong operational team who are part of the total student support team on campus.
- Departmental Health and Wellness Manager and Registered Dietician, Brandy Ireland, to help with special dietary needs.
- Unlimited Meal Plans and Declining Plans
- For questions, concerns or feedback you may contact us at [eastmandining@ur.rochester.edu](mailto:eastmandining@ur.rochester.edu)

For more information: [www.dining.rochester.edu](http://www.dining.rochester.edu)





# Dining Services

## Where Meal Plans/Declining Dollars Can Be Used:

- Eastman Dining Center
- Any River Campus dining location, store, and/or café
- Three locations at URMC

## Meal Plan Time Period:

August 19, 2024 - December 18, 2024

January 16, 2025 - May 18, 2025

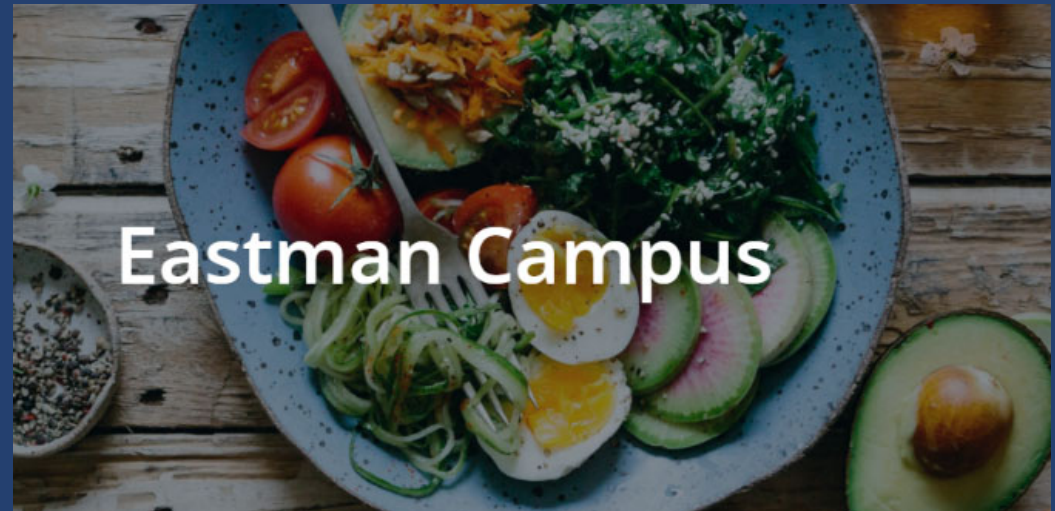
## Staff:

Director of Operations: Michael Gallagher

Director of Eastman Dining: Autumn White

Health & Wellness Manager: Brandy Ireland

[eastmandining@ur.rochester.edu](mailto:eastmandining@ur.rochester.edu)



# Dining Services

## Rocky Bucks:

- Formerly known as “Uros”
- Optional declining balance plan
- Can be used on campus:

Bookstore (5% discount), copying, printing, non-food items in the dining center, vending machines, and tickets for events

- Can be used off campus:

Ludwig’s and College Town (including Joy Mart, Primohoagies, and the Tai Chi Bubble Tea @ College Town)

- Making deposits: [learn.rochester.edu](https://learn.rochester.edu)



# CARE Network

We encourage parents to submit a CARE referral when there is significant reason to be concerned about their student. Whether this student is your son or daughter, a roommate, or family friend, the CARE system can be of assistance. While parental perspectives will vary, the following list provides some suggested contributions that families can offer:

- Is the student missing multiple classes?
- Is there something going on in your family (e.g., death, divorce, other significant event) that may negatively affect the student's performance?
- Have you noticed a significant change in the student's behavior?
- Has the student been ill for a long period of time?
- Is the student presenting signs of being in distress (e.g., feeling incredibly overwhelmed, talking about "wanting to give up," presenting other signs of significant stress)?
- Is the student isolating him- or herself?

To submit a CARE referral: [www.rochester.edu/CARE](http://www.rochester.edu/CARE)





# Supporting Your Student

## Please keep in mind:

- Encourage your son or daughter to seek out support from school authorities.
- Contact us with concerns while understand our limitations to providing information.
- Have your son or daughter seek out assistance early. By addressing issues early, the student has a wider variety of support options.
- Consider submitting a CARE referral.

To submit a CARE referral: [www.rochester.edu/CARE](http://www.rochester.edu/CARE)







# Resources

Academic Affairs: [www.esm.rochester.edu/academic-affairs/](http://www.esm.rochester.edu/academic-affairs/)

Academic Calendars: [www.esm.rochester.edu/registrar/calendar/](http://www.esm.rochester.edu/registrar/calendar/)

Department of Public Safety: [www.publicsafety.rochester.edu/](http://www.publicsafety.rochester.edu/)

Dining Services: [www.rochester.edu/dining/](http://www.rochester.edu/dining/)

Eastman School of Music: [www.esm.rochester.edu](http://www.esm.rochester.edu)

Residential Life: [www.esm.rochester.edu/reslife/](http://www.esm.rochester.edu/reslife/)

Student Activities: [www.esm.rochester.edu/studentactivities/](http://www.esm.rochester.edu/studentactivities/)

University Counseling Center: [www.rochester.edu/ucc/](http://www.rochester.edu/ucc/)

University Health Service: [www.rochester.edu/uhs/](http://www.rochester.edu/uhs/)

University of Rochester: [www.rochester.edu](http://www.rochester.edu)





# Questions?

Thank you for being here today!

Additional resources, including a copy of this presentation, is available at:

[www.esm.rochester.edu/studentlife/for-parents/](http://www.esm.rochester.edu/studentlife/for-parents/)



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