Will I receive a copy of my student's grades?

Viewing grades: Federal law makes the distribution of a matriculated student's records to anyone other than the recipient illegal. Vanderbilt fully complies with this federal law known as the Family Educational Rights and Privacy Act (also referred to as the Buckley Amendment or FERPA), which protects students' records.

Students may view their grades online by logging into the YES system. Vanderbilt does not grant electronic access for parents to view students' grades via the YES system at this time. Parents should encourage students to share their grades and students can do so by printing a copy of the semester grade reports. Many families find it helpful to discuss and set expectations with their student in advance about when and how students will share their grades.

Midterm deficiency reports: Parents may be mailed midterm deficiency reports if their student has signed a release called the Consent to Release Academic Information. Deficiency reports are mailed when a student has one or more grades of “F” or when a first-year student has more than one deficiency of any type (grades of C- or excessive absences).

Is there help for my student if they are having trouble with classes?

Yes! Encourage your student to meet with their professor at the first sign of trouble. Students should take initiative early and not wait until the last minute to seek assistance; if students wait until the end of semester, many services may already be booked up. Below are some campus resources to enhance a student’s academic performance.

**Tutoring Services**
1801 Edgehill Avenue, Suite 112  
(615) 343-2225 or tutoring@vanderbilt.edu, vanderbilt.edu/tutoring

Tutoring Services offers free, individual, appointment-based tutoring to all Vanderbilt undergraduates for introductory classes in the following departments: Biological Sciences, Chemistry, Economics, Mathematics, Neuroscience, Physics, and select Foreign Languages. A number of departments also offer drop-in learning support services such as Help Desks and Tutored Study Halls.

**The Writing Studio**
1801 Edgehill Avenue, Suite 112 (Satellite Location: Commons Center 217)  
(615) 343-2225, vanderbilt.edu/writing

The Writing Studio is a free and confidential writing resource for all Vanderbilt students. Writing consultants work with students on any piece of writing, from course assignments to extracurricular projects.

**Center for Student Wellbeing (CSW)**
1211 Stevenson Center Lane  
(615) 322-0480, www.vanderbilt.edu/healthdores
Is there a payment plan option for my student’s tuition?
Yes. Vanderbilt, through Higher One, offers an interest-free monthly payment option. The payment plan is available for a small enrollment fee and includes personal account service, automated account information 24 hours a day and access to your account through their website.

The deadline to enroll in the interest-free monthly payment option is August 31 for the fall semester (payments begin May 15) and January 31 for the spring semester (payments begin October 15). For more information, please visit www.vanderbilt.edu/stuaccts/payments/options-fall.php

What is Opportunity Vanderbilt?
Paying for college is one of the largest single investments a family will make, and we strongly believe that a Vanderbilt education is well worth the investment. Opportunity Vanderbilt replaces all need-based undergraduate student loans with scholarship and grant assistance.

Vanderbilt will meet 100% of a family’s demonstrated financial need (as calculated by the FAFSA form and CSS Profile). These financial aid awards do not include loans. Instead of offering need-based loans to undergraduate students, Vanderbilt offers additional grant assistance.

If my student is on financial aid, do they need to reapply each year?
Yes. For students receiving need-based financial assistance, they must reapply each year as the student and family financial circumstances can change. Our experience is that the financial aid awards for most families remain consistent from year to year. Students receiving only merit-based assistance typically do not need to reapply.

If our family’s financial circumstances change, can we expect our aid package to change?
Yes, since we reevaluate need-based aid eligibility each and every year, the award can change based upon changes in the family’s financial circumstances.

What is the “credit” on my account?
Any aid fund granted over the cost of tuition will be applied to the student account. Students can then use these funds to purchase textbooks and pay for other incidentals. Speak to the financial aid office and they can help to determine the approximate “credit” that will appear in your student account based on the aid package you received.

Can I use my financial aid to study abroad?
Students receiving aid, who plan to study abroad with an approved Vanderbilt program, may use their financial aid for programs offered during the academic year (fall or spring semester). Students wishing to attend a study abroad program during the summer months and needing financial assistance will have to consider other federal, parent loans or alternative loans.

The CSW offers various types of support to help students succeed academically. Students may seek one-on-one appointments, or participate in workshops. Walk-in hours are also offered to briefly address concerns and determine a plan for follow-up.

The services are designed to assist students in developing and enhancing academic skills in response to their new environment and the opportunities and challenges that it can present.

Topics of interest to your student may include:
• Comprehension and retention
• Test preparation and test taking skills
• Note taking
• Writing papers and reports
• Memory strategies
• Time management and organizational/study skills
• Stress and anxiety due to academic issues

Vanderbilt Libraries
The 21st century academic library is more than just a building filled with books. In addition to the millions of books and journals available electronically, library staff teach students to be information literate and help them develop research skills in an increasingly complex information environment. Library spaces across campus offer quiet individual study spaces, group study, and instructional rooms, as well as learning commons and cafes. library.vanderbilt.edu

Dean’s Office contacts by school
• Blair School of Music: (615) 322-7660
• College of Arts and Science: (615) 343-0071
• Peabody College: (615) 322-8400
• School of Engineering: (615) 343-3773

FINANCIAL INFORMATION

How can I access my student’s bill?
Your student will need to grant you access to view and/or make payments to their student account. They can do so by following these steps:
1. Go to your YES landing page and log in.
2. Select the link that reads “Billing Portal” located in the options below your picture.
3. On the CashNet Account page, click “Add New” in the “Other Payers” section
4. Enter the information that is requested and click “OK”

An instructional email will be sent to the other payer. A tutorial is located online at vanderbilt.edu/stuaccts/ebill.html
Your financial aid will credit to your Student Account as will your Vanderbilt Study Abroad program charges. The Office of Student Accounts will refund any aid, beyond the cost of the program, to you. You are responsible for using these funds to pay any additional costs associated with your study abroad program.

What is Experience Vanderbilt?
Experience Vanderbilt (EV) supports the University’s mission of creating an inclusive community by providing undergraduate students qualifying for need-based financial aid with resources to engage in extracurricular programs. The program’s goal is to break down monetary barriers between undergraduate students and extracurricular programs that help define the Vanderbilt experience. These programs may include participation in student organizations, club sports, art and cultural experiences, service trips, outdoor recreation trips, Greek Life or other initiatives with financial considerations.

The application for Experience Vanderbilt funding for the 2019-2020 academic year can be found on Anchorlink. Funding for Experience Vanderbilt comes in part from donations from parents, alumni, faculty and staff. Please consider donating to allow us to help more students Experience Vanderbilt.

Upperclass students will apply Friday, August 23rd - Friday, September 13th.
First Year students and transfers will apply Monday, September 30th - Friday, October 18th.

For more information: vanderbilt.edu/experience-vanderbilt
To donate: vu.edu/supportev
Application for funding: anchorlink.vanderbilt.edu/organization/experiencevanderbilt

What is the Commodore Card and how can a student use it?
The Commodore Card is a student’s official Vanderbilt identification card. It can be used for debit spending, VU Meal Plans and access to campus buildings such as residence halls, libraries, academic buildings, the Student Recreation Center and on-campus sporting events.

What is the difference between Commodore Cash vs. Meal Money?
Commodore Cash is the primary spending account used by students. It can be used to make debit spending purchases at any campus retail location that accepts the Commodore Card as a method of payment and also for printing, vending, laundry and transportation.

Meal Money is used as an enhancement to your student’s VU Meal Plan. Meal Money is an additional debit spending account available for isolating funds for food purchases. Meal Money can be used at on-campus dining locations, vending and off campus at participating local Taste of Nashville restaurants. Meal Money is associated with Meal Plans. If you drop your Meal Plan, your Meal Money is forfeited. You can visit the Vanderbilt Dining website at campudining.vanderbilt.edu for a detailed explanation of Meal Money and the Taste of Nashville program.

When can money be added to the Commodore Card?
Selections can be made during the following time periods:
• Fall 2019: June 1–July 15, 2019
• Spring 2020: June 1–November 15, 2019

Commodore Card does carry over at the end of every semester and year until the student graduates.

Meal Money (that comes with a Meal Plan) carries over from Fall to Spring but does not carry over at the end of the academic year.

These funds will be billed along with tuition, housing, meal plans and other university charges.
1. Click on the link Commodore Cash Selection – Fall 2019/2020 at vanderbilt.edu/cardservices
2. Your student will need to log in using their VUnetID and password (no parent log in).
3. Make the appropriate monetary selection.
4. Submit and log off.

What if my student did not add money during the selection period?
If your student elected not to add funds during the fall selection period (February 6–July 15), they may add funds for immediate use and have additions billed to the student account from the Commodore Card website.
If your student did not make the selection to have funds pre-billed, there is a $35 deferred payment fee for each addition until September 15.
To prevent this fee for the spring semester, your student can log on to buycommodorecash.vanderbilt.edu until November 15.

How to add Commodore Cash to your student’s Commodore Card for immediate use
1. Click on the link “Add Commodore Cash for Immediate Use” at vanderbilt.edu/cardservices
2. Have your student log in using their VUnetID and password.
3. Select the Commodore Cash tab.
4. Make appropriate monetary selection.
5. Submit and log off.

Note: The Commodore Card accepts personal checks at any time free of charge and without fee. Checks should be made payable to ‘Vanderbilt University’ with the student’s Commodore ID (number) noted and mailed to the Commodore Card office.

What if my student’s Commodore card gets lost or stolen?
Report a lost Commodore Card as soon as possible either by phone or via the website. Debit spending accounts and access privileges are suspended when a card is reported lost. If your student finds the lost card, it can be reactivated on our website. If it is not found, there is a $20 replacement card fee that is payable by cash, check or Commodore Cash.
How and where does my student purchase textbooks?
Barnes & Noble at Vanderbilt is located at 2501 West End Avenue. Barnes & Noble at Vanderbilt offers the required textbooks for Vanderbilt courses in a wide variety of formats to help students save money including new, used, digital, rental and custom books.

Textbook information: while used books can save students 25 percent over the cost of a new printed textbook, students can save up to 50 percent with the rental option. Any purchases made in the store or online are fully returnable, in accordance with the stated return policy. We also price match textbook prices with Amazon and bn.com (be sure to check our price match policy for details).

Add/drop protection: if your student drops a course during the school’s add/drop period, textbooks can be returned to the bookstore for a full refund—see the refund policy for details.

GIVING AT VANDERBILT

We encourage all parents to support our future leaders and scholars. An unrestricted gift of any size to your child’s undergraduate school plays a significant role in ensuring school deans have the resources available to provide the best education for your Vanderbilt student.

Parent participation is a key element in Vanderbilt’s success. Every gift to the Vanderbilt Parents and Grandparents Campaign helps support the wonderful Vanderbilt community to which we all belong.

For your convenience, Vanderbilt provides a number of ways for parents, grandparents, alumni and friends to make gifts. If you would like to make your gift online, please visit vu.edu/giving. Thank you for your support. If you would like to learn more about parent giving, please visit giving.vanderbilt.edu/pag.

LIVING ON CAMPUS

Housing and Residential Education
4100 Branscomb Quadrangle
(615) 322-2591, vanderbilt.edu/ohare

The Office of Housing and Residential Education provides safe, secure, comfortable, accessible and healthy housing for all undergraduate students in a four year campus residential requirement. Our programming and community development initiatives focus on meeting students’ social needs for belonging, friendship, recognition, respect and dignity. We work to build communities that foster learning, personal development, academic achievement and successful transitions for both new students and graduates.

How does my student apply for housing each year?
Housing Assignments: Registration for the housing assignment process, and requests to live off-campus, takes place each spring. All undergraduate students currently enrolled at Vanderbilt must register online; access to the website requires a VUnetID and password. The Office of Housing & Residential Education publishes the Housing Guide each year, which is made available to all students.

Procedural Fairness: No student is favored over any other. All processes treat students equally so that every student has an equal opportunity to pursue the housing of their choice. Procedural fairness is ensured through a seniority driven, random selection process, referred to by students as the lottery. There are distinct random selections for every type of accommodation offered. (The only exceptions are the Living Learning Communities for which students submit specific applications. Those applications are considered by committees).

Seniority and Points: For the purpose of choosing rooms in the random selections, students entering their fourth year of study are assigned four points, those entering their third year of study are assigned three points, and students entering their second year of study are assigned two points. Individuals or groups of students choose their living spaces based upon group point averages. Group averages are determined by averaging the points assigned to each member of the group together. The order of selection for groups with the same point average or total is determined by a random selection.

Student Accountability: Students are solely responsible for understanding the policies and procedures of the housing assignment process and meeting all deadlines.

Who lives with the students in the residence halls?
Our residence halls are organized into six “Residential Areas”, each managed by an Area Coordinator (AC). The Residential Education staff also includes upper-class undergraduates and graduate students who serve as head residents (HRs) and resident advisers (RAs) in our undergraduate residence halls. These students are supervised by the ACs, all of whom live on-campus.

Area Coordinators
The Area Coordinators are responsible for all residence halls in their assigned areas. The ACs live in their areas, are equipped with cell phones, and are on call twenty-four hours a day, seven days a week.

In addition to supervising the Head Residents, Resident Advisers and Front
Desk Assistant in their residence halls, the Area Coordinator is also available to:

- Respond to emergencies in the residence halls, Greek houses and students off-campus
- Advocate for sick and injured students at the Vanderbilt Medical Center Emergency Department
- Support residence hall governance
- Counsel individual students
- Promote and assist in the planning of residence hall programming
- Initiate appropriate follow up regarding student disciplinary matters

Area Coordinators are full-time professional staff members who hold master’s degrees in higher education and/or related fields of study.

A full list of staff including Area Coordinators can be found online vanderbilt.edu/ohare/12405-2.

What if my student has a food allergy/intolerance or religious restriction? Vanderbilt Campus Dining is committed to helping our students with their dietary needs. Whether you have food allergies, health conditions, and religious restrictions (including Kosher) or simply need guidance or assistance with your food selections, Vanderbilt Dining can provide the resources to assist them. There are numerous resources to assist students in selecting foods that fit their diet. Our dedicated certified chefs and registered dietitian make every effort to accommodate students.

Students seeking dietary assistance in the 2019-2020 academic year should contact our Campus Dining Registered Dietitian, Meredith Williams at dietitian@vanderbilt.edu and SAS (Student Access Services) with supporting medical documentation at disabilityservices@vanderbilt.edu. It is important that the information given be as complete as possible. Students should explain their special needs in detail and explain what is required to meet those needs. For more information, call SAS at (615) 343-9727.

How can my student do their laundry? Is there laundry service available on campus?

Self-service: Laundry facilities are located in each of the residential areas. Washers and dryers in these areas accept payment with the Commodore Card.

VanLaundry: Dry cleaning and bundled laundry service is also available on-campus with VanLaundry. Drop-off locations are outside the residence halls. Students may track their laundry with the free app and are notified when their clothes are clean and ready for pick-up. Learn more at universitylaundry.com/vanderbilt.

Where should I send mail to my student?
All mail and packages—whether sent via the U.S. Postal Service, FedEx, UPS, or any other carrier—must be sent to the student’s PMB address at 2301 Vanderbilt Place, which is the Vanderbilt University Station B Post Office address.

Address format:
Student name
PMB 35XXXX (X= four-digit PMB number)
2301 Vanderbilt Place
Nashville, TN 37235-XXXX (X= four-digit PMB number)

Picking up mail and packages—First-class mail is sorted and placed in student mailboxes by 10 a.m. daily. Students are sent a package pickup notification email for each package received in their name.

What summer storage options are available both on and off campus?

Campus storage: Limited storage space is available on-campus in university storage rooms on a first-come, first-served basis. No more than two personal items may be stored. Only luggage, footlockers, metal garbage cans and refrigerators that have been properly defrosted may be stored.

All containers should be properly labeled with:
1. Student name
2. Date stored
3. Residence hall and room for fall occupancy
4. Permanent address/phone

UPS Store storage services: while there are many local storage facilities around Nashville, the UPS Store is Vanderbilt’s preferred vendor for shipping and storage. For your student’s safety, only UPS has the privilege to enter the residence halls for pickup or delivery to students. Other moving vendors may not enter the building to collect items, rather, students will have to bring their items outside and meet the vendor.

For more information, call (615) 327-0407 or visit theupsstorelocal.com/2975.

What types of meal plans does Campus Dining offer?
Vanderbilt offers a comprehensive plan in 22 locations that includes meals in a retail environment, to-go meals in our convenience stores and flexibility through the use of Meal Money, Flex Meals and our unique local restaurant partners in Taste of Nashville.

Meal Plan participation is required for all students residing on-campus. First-year students are automatically enrolled in the First-Year Meal Plan. This plan is required for first-year students residing on-campus. There is a minimum required meal plan for sophomores and juniors, but students always have the option to select a larger meal plan. Seniors are not required to have a meal plan. To learn more about the various meal plans, visit campusdining.vanderbilt.edu.

What if my student has a food allergy/intolerance or religious restriction? Vanderbilt Campus Dining is committed to helping our students with their dietary needs. Whether you have food allergies, health conditions, and religious restrictions (including Kosher) or simply need guidance or assistance with your food selections, Vanderbilt Dining can provide the resources to assist them. There are numerous resources to assist students in selecting foods that fit their diet. Our dedicated certified chefs and registered dietitian make every effort to accommodate students.

Students seeking dietary assistance in the 2019-2020 academic year should contact our Campus Dining Registered Dietitian, Meredith Williams at dietitian@vanderbilt.edu and SAS (Student Access Services) with supporting medical documentation at disabilityservices@vanderbilt.edu. It is important that the information given be as complete as possible. Students should explain their special needs in detail and explain what is required to meet those needs. For more information, call SAS at (615) 343-9727.
Can I have local deliveries made to my student?
Flowers or other special deliveries must be sent to the front desk in the area of campus where your student’s residence hall is located. See the list below for the residence halls by area and the associated front desk addresses.
Please make sure to provide the florist or vendor with your student’s name and cell phone number so they can receive their items directly from the courier.
Area 1: Warren and Moore (Warren, Moore Colleges)  
Kissam Center Front Desk, 2101 West End Ave., Nashville, TN 37203
Area 2: Alumni Lawn (Bronson Ingram, Cole, McGill, McTyeire, Tolman and Vanderbilt halls)  
Bronson Ingram Front Desk, 2211 West End Ave., Nashville, TN 37203
Area 3: Carmichael Towers East (Towers 1 and 2)  
Towers East Front Desk, 2321 West End Ave., Nashville, TN 37203
Area 4: Carmichael Towers West (Towers 3 and 4)  
Towers West Front Desk, 2401 West End Ave., Nashville, TN 37203
Area 5: Branscomb Quad (Lupton, Scales, Stapleton, and Vaughn halls)  
Lupton Front Desk, 2401 Vanderbilt Place, Nashville, TN 37203
Area 6: Highland Quad (Chaffin, Lewis, Mayfield and Morgan halls)  
Lewis Front Desk, 1410 25th Ave. S., Nashville, TN 37212
Area 7: The Martha Rivers Ingram Commons at Vanderbilt (Crawford, East, Hank Ingram, Gillette, Memorial, Murray, North, Stambaugh, Sutherland and West houses)  
Hank Ingram Front Desk, 1401 18th Ave. S., Nashville, TN 37203

STUDENT HEALTH AND WELLNESS

What if my student is sick?

Student Health  
1210 Stevenson Center Lane, Zerfoss Building  
(GISS) 322-2427, vumc.org/student-health

The Zerfoss Student Health Center serves the primary care needs of the Vanderbilt student community. There are no office co-pays for routine visits and all registered students are eligible for care, regardless of insurance coverage.

Hours during regular school session:  
Monday through Friday, 8 a.m.–4:30 p.m.  
After hours: Emergency consultation services are available by phone 24 hours a day, 7 days a week at (615) 322-2427. If your student experiences a severe illness or injury they should go immediately to the emergency room.

Convenient local walk-in clinics with available evening and weekend hours include:
- CVS Minute Clinic, 426 21st Avenue South— their website includes their hours (7 days/week) and allows you to reserve your spot in line and/or schedule an appointment.  
- Vanderbilt Belle Meade Walk-in Clinic, 4534 Harding Pike: Hours 7:30-7:30 pm, Monday through Friday and 8 am- 5 pm Saturday and Sunday  
- Walgreens Walk-In Clinic, 4243 Harding Pike—their website includes their hours and allows you to reserve an on-line appointment.
- The Vanderbilt Emergency Department is available 24 hours/7 days a week for more serious health conditions that need more immediate attention

Services available:
- Acute care
- Allergy shots
- Eating disorders treatment
- LGBTI health care
- Primary care services
- Routine immunizations
- Sexual and reproductive health
- Specialty services
- Travel medicine

Prescriptions:
The Student Health Center stocks a number of commonly used medications that our providers prescribe. The SHC purchases these items in bulk resulting in reduced cost and therefore are able to pass these savings on to our students. The dispensary is not a pharmacy and therefore we cannot fill prescriptions written by providers outside the Student Health Center.

Cost:
The Vanderbilt Student Health Center receives its funding by a tax on tuition dollars. Because of this, there is no charge for office visits; however, charges may be incurred for in-house diagnostic testing (e.g. strep test, UA), procedures (e.g. colposcopies), vaccines, medications and supplies. These are provided to students “at cost” (the price that the Student Health Center pays to purchase the item).

Students may pay for any charges incurred at the Student Health Center by using their Commodore Card, Visa, MasterCard, and American Express. The Student Health Center does not accept Discover or cash.

**PLEASE BE AWARE:** The Vanderbilt Student Health Center NEVER bills insurance companies, and the providers are not in network for any health insurance plan. Please do not assume that your insurance company will reimburse you for services charged by Student Health. Please check with your insurance company prior to your appointment.
During a visit to Student Health it may be determined that students need to have off-site tests (e.g. x-ray) or care (e.g. ED or specialist). These charges will be billed to the student’s health insurance by Vanderbilt Medical Center. Any remaining balance is the responsibility of the student. The Student Health Center is not involved in this billing process.

**Why does Vanderbilt have mandatory health insurance?**
Vanderbilt University is committed to promoting good health and meeting the medical needs of its students. The unexpected occurrence and expense of a medical condition can interrupt a student’s academic career. It is for this reason that we offer the Student Injury and Sickness Plan provided by Gallagher Student Insurance (gallagherstudent.com/vanderbilt). Vanderbilt University requires all eligible students to be covered by a health insurance plan that is comparable to or exceeds the Student Injury and Sickness Insurance Plan. International students are not eligible to waive out of the Vanderbilt University plan.

Please note that some college students may experience mental health issues that require long-term psychological and/or psychiatric services. The University Counseling Center may refer students seeking such treatment to community providers who will charge for their services. The Vanderbilt Gallagher Student Insurance Plan provides support for long-term psychological and psychiatric services.

**What if I want to keep my student on an existing health insurance plan?**
**How and when do I waive the Vanderbilt Gallagher Student plan?**
If you choose to waive the Gallagher Student plan, you must provide proof of other comparable insurance. The waiver can be found online on the Student Health website under the “Student Health Insurance” tab.

**NOTE: All Domestic Student MUST BE WAIVED EACH ACADEMIC YEAR by August 1 every year that the student is enrolled at Vanderbilt.**

If you have questions regarding insurance, please contact our Insurance Liaison at the Student Health Center at (615) 343-4688.

**University Counseling Center (UCC)**
2015 Terrace Place
(615) 322-2571, vanderbilt.edu/ucc

A key component of Vanderbilt’s Student Care Network, the UCC provides mental health assessment, support, and treatment for all students enrolled at Vanderbilt, including undergraduate, graduate, and professional students. Highly skilled and multidisciplinary teams of professionals offer crisis intervention, substance use counseling, short-term individual counseling, group therapy, biofeedback, ADHD and learning disorder assessments, and psychiatric assessment and pharmacologic treatment. Treatment plans are tailored to each individual’s unique background and needs.

**UCC professionals support the University’s mission of fostering inclusive excellence through cultural awareness and competence. In addition to regular hours and evening/weekend crisis response, the UCC offers various “Let’s Talk” locations satellite services.**

**Hours during regular school session:**
Monday through Friday: 8 a.m.–5 p.m.
We provide an on-call crisis response line nights and weekends.
Drop in crisis hours: Monday through Friday: 10 a.m.–4 p.m.

**What services does the UCC offer?**
- Immediate Crisis
- Short-term individual therapy
- Group therapy
- Biofeedback
- Alcohol and drug evaluations and treatment
- Psychiatric assessment and pharmacologic treatment
- Assessments for ADHD and learning disorders
- Consultation to students and faculty by phone as well as face-to-face contact
- Mind Body Lab
- Workshops about academic support, relationships, coping skills, building resilience, peak performance, and college mental health
- Referrals to community resources for students who are seeking long-term and continuing therapy and/or require a higher level of care.

**Confidentiality**
Confidentiality for students is protected under FERPA and state laws. Health records are maintained through a secure electronic health records (EHR) system, and are completely separate from all other university records. The privacy of this information is protected by law. VU staff refers to the information in the student’s health record only as needed to provide integrated care, and communicate with each other about the student’s care through the secure EHR system. The student portal facilitates confidential communication between providers and students.

Parents are encouraged to discuss communication with their student prior to coming to campus. Students may choose to sign a release of information form to allow communication when indicated. If your student has a pre-existing condition that requires treatment, we encourage you to reach out to the Office of Student Care Coordination (OSCC) during the summer to identify resources and plan ahead.

**Cost**
There is no cost for most UCC services, as services are provided through a portion of student tuition. There is a charge associated with ADHD and Learning Disorder assessments.
Office of Student Care Coordination (OSCC)
Suite 100, Sarratt Student Center
(615) 343-WELL (9355), vanderbilt.edu/carecoordination

The Office of Student Care Coordination is committed to supporting undergraduate, graduate, and professional students in successfully navigating life events related to academic stress and/or medical, mental health, and/or other personal concerns that may interfere with a student’s ability to achieve their academic and personal goals. A team of Student Care Coordinators work collaboratively with students to identify and coordinate resources within Vanderbilt’s Student Care Network and in the Nashville community that may provide the best support for individual concerns. Our goal is for students to have the right support, in the right place, at the right time.

We do this by:
• Responding to concerns from the Vanderbilt community about students in distress;
• Providing a central access point to help students identify needs and appropriate on and off-campus resources that may help address these concerns;
• Meeting one-on-one with students to develop a student success plan;
• Facilitating connections to resources and providing accountability through supportive follow up meetings;
• Providing referrals to off-campus resources, including mental healthcare providers;
• Working in collaboration with campus partners, including the Center for Student Wellbeing, the University Counseling Center, the Student Health Center, the Office of Housing and Residential Education, and faculty and staff to address student needs and maintain the safety and health of our students and community;
• Supporting students returning from a Medical Leave of Absence;
• Assisting in the development of self-advocacy skills that prepares students for involvement in the larger community and life beyond Vanderbilt

Though staff typically have a background in mental health services, it is important to understand that work with a Student Care Coordinator is not counseling or therapy. Rather, Student Care Coordinators have the opportunity to develop close helping relationships with students while coaching them toward appropriate support resources, self-care and self-advocacy.

How to Access the Office of Student Care Coordination:
The OSCC is located on the first floor of Sarratt Student Center. Students are encouraged to visit vanderbilt.edu/carecoordination to complete an initial assessment and schedule an appointment to meet with a Student Care Coordinator. Students may also call (615) 343-WELL (9355) or drop in to see a Student Care Coordinator, Monday-Friday 8 a.m. to 5 p.m.

Center for Student Wellbeing (CSW)
1211 Stevenson Center Lane
(615) 322-0480, vanderbilt.edu/healthydores

The Center for Student Wellbeing (CSW) is dedicated to helping students cultivate lifelong wellbeing practices. The CSW staff offers individual coaching appointments to help students develop and maintain skills that will contribute to personal and academic success. Students may utilize the meditation room for yoga, meditation, mindfulness classes or for self-guided practice. Workshops are also available on a variety of topics including resiliency, time management, alcohol and other drug education, financial wellbeing, and healthy living.

Accessing the CSW:
The CSW is centrally located on campus, across from the Student Health Center. The meditation room, VRS lounge and workshop room are available to students by card access 24/7. Students may drop-in or call to schedule an appointment, Monday–Friday, 8 a.m.–5 p.m.

Services provided at the CSW:
• Wellbeing, academic and peer coaching
• Recovery support services
• Meditation and yoga
• Student-led initiatives
• Skill-building workshops
• Trainings to identify and respond to student needs
• Substance use screenings
• Awareness and prevention programming
• Referrals

What is Vanderbilt Recovery Support?
Vanderbilt Recovery Support (VRS) is a program for students concerned about their alcohol or other drug misuse, including those in active recovery from addiction. Several open weekly meetings are offered in the VRS lounge in the Center for Student Wellbeing. Individual coaching, mentorship meetings, monthly seminars, and recovery housing, which provides a sober living environment with accountability measures, are also available to those working on recovery. Additionally, a weekly friends & family support group is provided for anyone impacted by a loved one’s use.

What type of support does the CSW provide during coaching appointments?
CSW staff and peer guides are available to meet with students for individual coaching appointments. Utilizing these coaching services will enhance wellbeing and resilience through the identification of strengths and determination of goals. Students may choose to engage in coaching appointments for concerns about emotional wellbeing and stress management, physical wellbeing and nutrition, sexual health and navigating relationships or alcohol and other drug concerns. Peer guides work with
students on transition issues and stress management.

Is there help for my student if they are having trouble with classes?
Yes. Encourage your student to meet with his or her professor at the first sign of trouble. Students should take initiative early and not wait until the last minute to seek assistance; if students wait until the end of semester, many services may already be booked.

Does the CSW collaborate with other offices?
Yes. The CSW works closely with many campus partners including the University Counseling Center, Student Care Coordination, the Student Health Center, the Office of Housing and Residential Education and the academic deans to provide resources and support for all students. Campus-wide programming and events are offered by the CSW, in collaboration with other offices, in order to encourage wellbeing practices on campus and beyond.

What is AlcoholEdu?
Incoming students are required to participate in AlcoholEdu, an alcohol and other drug educational training before arriving at Vanderbilt. AlcoholEdu is an online, science-based, non-judgmental education program designed to assist students in making safer and healthier choices around alcohol use. Parents are also encouraged to take the AlcoholEdu for Parents course. Students will receive a letter with instructions on how to access and complete AlcoholEdu in late July.

SAFETY AND EMERGENCY PREPAREDNESS

Vanderbilt University Public Safety (VUPS)
111 28th Avenue S.
police.vanderbilt.edu

Vandy Vans (on campus only): The Vandy Vans transportation system, administered by VUPS, provides van transportation to designated locations on campus during the fall and spring semesters. The services consist of vans that operate from 6 p.m. to 3:30 a.m. The vans follow three routes on campus. A schedule can be found online: vandyvans.com

Emergency—911 or (615) 421-1911
Nonemergency—(615) 322-2745
Victim services—(615) 322-7846
Lost and found—(615) 343-5371

Services

Walking Escort Service: VUPS provides walking escorts for students, faculty and staff walking to and from any location on campus. The telephone number to call for a walking escort is ext: 18888 (or 421-8888 off-campus).

Emergencies: Phones are conveniently located throughout the campus. Each phone has an emergency button that, when pressed, automatically dials the VUPS Communications Center. An open line on any emergency phone will activate a priority response from an officer. An officer will be sent to check on the user of the phone, even if nothing is communicated to the dispatcher.

Operation ID: Operation ID encourages students to document and label their personal possessions such as bikes, computers and other electronics. VUPS provides stickers to help identify the items. The information should be kept by the student for quick reference. Students may register their bicycles and laptop computers online at police.vanderbilt.edu.

AlertVU: AlertVU rapidly sends messages to all Vanderbilt email accounts and delivery points the user has chosen—cell phone (voice or text), land line and additional email accounts—in the event of an emergency that poses an imminent threat or danger to the Vanderbilt community. Examples of such a threat include a tornado forecasted to strike Vanderbilt or an active shooter on campus. Users may enter additional phone numbers by which they wish to receive voice or text alerts. Students may also enter a contact number for a parent if they would like to receive AlertVU notifications. Students should update contact information through the YES system.

*In case AlertVU is activated, please do not call the police station as resources need to be dedicated to managing the event or incident. Alert VU will provide updates as information becomes available.

VandySafe Mobile App: VandySafe is a mobile safety application for iOS and Android smartphones. Users of VandySafe can contact VUPD for emergency or non-emergency services.

Users of VandySafe can:
• Contact VUPD via phone call or real-time chat
• Submit an iReport
  - Include either a photo or video
• Trigger a mobile BlueLight, which shares your location instantly with VUPD
• Request a Virtual Walkhome
  - VUPD Dispatch can monitor your walk home, to your car or office
• Share your location with a friend
• Explore support resources, such as Facilities and Project Safe
• View emergency guides
• Visit police.vanderbilt.edu/services/vandysafe.php for more information on VandySafe.
VISITING CAMPUS

Accommodations
There are many nearby hotels that offer a Vanderbilt discount during select times of year. You can expect higher rates on football game weekends. To learn more about hotels visit vu.edu/hotels.

Additionally, the Scarritt Bennett retreat center is within walking distance to campus and offers discounted room rates. Once a college campus, the center’s residence halls offer basic rooms with a single, twin bed and a shared bath between rooms. Rooms include basic amenities, including linens and complimentary Wi-Fi. To learn more visit scarrittbenett.org/acomodations.

Is there visitor parking available when I visit my student?
Parking for visitors to the campus is limited. Therefore, campus visitors are encouraged to park in designated public parking areas. For a visitor parking map please visit the Parking Services website: vanderbilt.edu/traffic_parking

Visiting campus residents
Permits are available for weekend guest parking from Parking Services on Fridays after 2 p.m. The office is located at 2800 Vanderbilt Place.

Are there transportation services to and from the Nashville airport?
Transportation from Nashville International Airport to Vanderbilt and vicinity
• Vanderbilt Student Government (VSG) airport shuttle
  VSG has partnered with Lyft to provide a discount on transportation to the airport during holidays and breaks. Dates and information are typically posted on the VSG website at studentorg.vanderbilt.edu/vsg prior to scheduled breaks and holidays under the “Programs and Initiatives” tab.
• InShuttle serves Vanderbilt campus and hotels; one way is $14.
• Taxi service to Vanderbilt University; one way is approximately $25.
• Uber or Lyft; one way is approximately $17-22.

Are there any ride share or bike share programs at Vanderbilt?
VanderBIKES
studentorg.vanderbilt.edu/vanderbikes
Bicycles are a great way to arrive to campus as they are energy efficient and environmentally friendly. VanderBIKES is a student-run bicycle rental business committed to making biking an easy and accessible form of transportation on Vanderbilt’s campus. VanderBIKES offers semester and year-long rental packages with maintenance included.

NASHVILLE COMMUNITY SECTION

Nashville Sports Teams

Tennesee Titans
NFL Football
Nissan Stadium
titansonline.com

Nashville Sounds
Minor League Baseball
First Tennessee Park
milb.com/nashville

Nashville Predators
NHL Hockey
Bridgestone Arena
nhl.com/predators

Nashville Soccer Club
MLS Soccer
First Tennessee Park
nashvillesfc.com

Enterprise CarShare Vandy
enterprise-carshare.com/vandy
Enterprise CarShare (formerly known as WeCar) is a membership-based car sharing program for people who are looking for an alternative method of transportation that lowers the cost and reduces the hassles of traditional transportation. Cars are available by the hour or by the day. Gas, insurance and 200 free miles are included with every reservation.

Zipcars
zipcar.com/vanderbilt
Vanderbilt Zipcars are rental cars available at various locations on campus to members of the Zipcar program. Members can reserve cars minutes or months in advance, and gas, parking and insurance are included in hourly and daily rates.

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At Attractions

**Arrington Vineyards**
arringtonvineyards.com
Located only 30 minutes south of Nashville, Tennessee’s premier winery Arrington Vineyards, offers 12 outstanding wines for tasting and breathtaking views.

**Ascend Amphitheater**
ascendamphitheater.com
Ascend Amphitheater is a 6,800 capacity venue operated by Live Nation and located in Riverfront Park in Nashville, Tenn.

**Belle Meade Plantation**
bellemeadeplantation.com
The plantation started in 1807 with a log cabin and 250 acres. It grew into a beautiful Greek Revival Mansion covering over 5400 acres. Today, visitors can explore the remaining 30 acres and find the original cabin, a slave cabin and a massive carriage house. After your guided tour is complete, you can enjoy a complimentary wine tasting in their winery.

**Bicentennial Capitol Mall State Park**
tnstateparks.com/parks/bicentennial-mall
Bicentennial Capitol Mall State Park serves as a lasting monument to Tennessee’s Bicentennial Celebration. To honor that history park tours are offered to explore the natural, cultural and historical resources of the area and the state.

**Bluebird Cafe**
bluebirdcafe.com
The Bluebird Cafe is Nashville’s best loved live music venue, featuring up-and-coming as well as hit songwriters. It is a listening room where the music is the most important thing. The food is good, too.

**Cheekwood Botanical Garden and Museum**
cheekwood.org
The 55-acre estate was built by the Maxwell House Coffee fortune and is one of the finest examples of an American Country Place Era estate in the United States. The Botanical Garden is a spectacular showcase of color and horticultural diversity. The Museum of Art has collections of painting, sculpture and decorative arts that are on display year round.

**Country Music Hall of Fame**
countrymusichalloffame.org
The Country Music Hall of Fame® and Museum is the definitive home of America’s music, safeguarding more than 2.5 million priceless artifacts, including countless recordings and photographs, numerous stage costumes, musical instruments and more.

**Frist Center of the Visual Arts**
fristartmuseum.org
The family-friendly Frist Center for the Visual Arts is a world-class art center dedicated to presenting an ever-changing schedule of exhibitions from local, regional, national and international sources.

**Grand Ole Opry**
opry.com
Known around the world as “the show that made country music famous,” you can count on things happening at the Opry that you just can’t see anywhere else. It began as a simple radio broadcast in 1925 and today is an entertainment phenomenon showcasing a mix of country music greats--new stars, superstars, and legends.

**Hatch Show Print Haley Gallery**
hatchshowprint.com/haley-gallery
Owned and operated by the Country Music Hall of Fame® and Museum, Hatch Show Print has been in business since 1879 and is one of the nation’s oldest working letterpress poster shops. The Haley Gallery showcases their historic restrikes of original posters from the Hatch collection, as well as Master Printer Jim Sherraden’s monoprints.

**The Hermitage**
thehermitage.com
Andrew Jackson’s Hermitage: Home of the People’s President Since opening in 1889, President Andrew Jackson’s Hermitage has welcomed over 15 million guests. This National Historic Site consists of 1120 gorgeous acres where you can step back in history and explore the grounds, Hermitage Mansion, the first Hermitage, gardens, museum, enslaved memorials and much, much more.

**The Parthenon**
nashville.gov/Parks-and-Recreation/Parthenon.aspx
The world’s only full-scale reproduction of the famous Greek temple, Nashville’s Parthenon stands in Centennial Park and features both the city’s art museum and Athena Parthenos. At almost 42 feet in height, Athena Parthenos is the tallest indoor sculpture in the Western world.

**Ryman Auditorium**
ryman.com
Dubbed ‘The Mother Church of Country Music’ by Nashvillians, the Ryman is the home of the original Grand Ole Opry. The Ryman’s acoustics are among the finest in the world. Today, the Ryman remains true to its diverse entertainment legacy, hosting concerts of all genres by a new generation of entertainers for a new generation of audiences.
Nashville Symphony
nashvillesymphony.org
One of Tennessee’s largest and longest-running nonprofit performing arts organizations, the Nashville Symphony has been an integral part of the Music City sound since 1946. Led by music director Giancarlo Guerrero, the 83-member ensemble performs more than 150 concerts annually, with a focus on contemporary American orchestral music through collaborations with composers including Jennifer Higdon, Aaron Jay Kernis and John Harbison.

Annual Events in Nashville

Annual CMA Awards (November)
cmaworld.com
The Antiques and Garden Show of Nashville (February)
The Antiques and Garden Show of Nashville is the largest show in the country with more than 150 vendors showing spectacular garden spaces, fine antiques, and horticultural items at one outstanding three-day show. The Antiques and Garden Show of Nashville has helped raise $6 million benefiting Cheekwood and Economic Club of Nashville (ECON) charities in the last 25 years.

CMA Music Festival (June)
cmafest.com
Every summer, thousands of country music fans from all over the world visit Nashville for four days to experience CMA Music Festival - four days of music from hundreds of artists including live concerts, meet & greets, autograph signings, celebrity sporting events and more.

Music City Bowl (December)
musiccitybowl.com
An SEC football team meets an ACC/Big Ten team in a post-season matchup at Nashville’s Nissan Stadium. The game is preceded by MusicFest and Battle of the Bands the night before, along with mixers, parties, lunches, and more.

Gaylord Opryland’s A Country Christmas (November – January)
mariott.com/hotel-info/bnago-gaylord-opryland-resort-and-convention-center/christmas/y477rb/home-page.mi
Marvel at more than 3 million holiday lights and acres of magnificent decorations. Families can visit Santa, enjoy concerts, ice sculptures, dinner shows, crafts, shopping and more.

Iroquois Steeplechase (May)
iroquoissteeplechase.org
Held the 2nd Saturday in May, 25,000 fans gather to celebrate the tradition, pageantry, and the energy of steeplechase racing. A day at the races offers a family outing and an opportunity to entertain business associates while showing off the latest spring fashions. At the heart of the Iroquois Steeplechase is a cause that brings together the celebration of the past with a renewed hope for the future: the children of Monroe Carell Jr. Children’s Hospital at Vanderbilt.

New Year’s Eve in Music City (December)
visitmusiccity.com/newyearseve
Nashville Film Festival (May)
nashvillefilmfestival.org
Nashville Film Festival is a cultural institution that inspires, educates and entertains through an annual film festival, year-round events and community outreach.

Rock ‘N’ Roll Marathon & 1/2 Marathon (April)
runrocknroll.com/Events/Nashville
For over 20 years, the Rock ‘n’ Roll Marathon Series has made running fun by infusing each course with live bands, cheer teams and more. This event is a bucket list race that features one of the series’ largest block parties thanks to terrific community support from start to finish. With the marathon, half marathon, 5K and 1 mile distances, there is something for everyone.

Tennessee Craft (May & September)
tennesseecraft.org
As a statewide nonprofit since 1965, Tennessee Craft has been continuing and creating Tennessee’s fine craft tradition. The two annual craft festivals champion the local fine craft movement by connecting emerging and experienced makers and the public with resources and opportunities for artists to showcase their work and connect to the community, sharing their craft knowledge and inspiring future generations of craft artists and collectors.
FIRST YEAR
ADJUST TO COLLEGE

- Meet the Career Center coaches during drop-in hours at The Ingram Commons to learn more about their services
  - Create a resume and have a coach review it
  - Learn about all that DoreWays has to offer
- Academics and Course Selection: Focus on exploring interests, values, and skills and completing AXEL (general education) requirements
- Explore co-curricular opportunities and get involved in organizations and clubs
  - Create a profile on AnchorLink to learn more about the various groups on campus
- Visit the Global Education Office and plan ahead for the best time to study abroad
- Make use of the great academic enhancement services on campus (tutoring, writing studio, study skills)
- Practice time management! The flexible schedule of college life can be hard to adapt to!

SOPHOMORE YEAR
EXPLORE ACADEMICS AND CAREER OPTIONS BROADLY

- Begin to complete AXEL requirements; select 3 potential majors and speak with the director of undergraduate studies in each of the 3 departments to learn more about requirements of study
- Explore opportunities for undergraduate research like the Vanderbilt Undergraduate Summer Research Program
- Meet with a career coach and attend career events to find an internship or summer opportunity
- Determine which student organizations are the best fit
- Consider studying abroad this year or next
- Plan ahead for the summer—job, internship, research, or summer school
- Declare a major by the end of your sophomore year
JUNIOR YEAR

EXPERIENCE ACADEMIC DEPTH AND START TO DEFINE CAREER OPTIONS

- Keep working with the Career Center to develop your plans
- Explore graduate school options and schedule any admittance exams needed (LSAT, MCAT, GMAT, etc.)
- Take on leadership roles in student organizations
- Log into the YES system and confirm your progress to degree completion
- Participate in service opportunities
- Consider studying abroad this year
- If your major field of study has an honors program, consider participating and writing an honors thesis

SENIOR YEAR

CULMINATING EXPERIENCES AND TRANSITION TO LIFE AFTER COLLEGE

- Update your resume
- Hone your strategies for job searching by working with the Career Center
- Apply to graduate school or fellowship opportunity
- Plan ahead for Commencement
- Confirm academic standing with your advisor
- Remember the Career Center offers access to a limited number of services and resources for up to two years following graduation
- Participate in career fairs and on campus interviews
Family Weekend is the perfect opportunity for parents, grandparents, and siblings of our students to join in on the fun. It will be a weekend packed with tours, faculty lectures, information sessions and much more.

Come early to participate in all the activities on Friday. We are looking forward to seeing you back on campus!

**COST**
$45 per person (waived for Vanderbilt students and children 12 and under) Additional charges will apply for the Vanderbilt vs. LSU football game.

**SCHEDULE**
- **Friday**
  - Check-in and new registration from 9 a.m. - 6 p.m.
  - Activities begin at 11 a.m.
- **Saturday**
  - Check-in and new registration from 8:30 a.m. - noon
  - **Sunday**
    - Activities end at noon

**WEEKEND HIGHLIGHTS**
- **Friday**
  - Faculty Lecture Series
  - Campus tours and open houses
  - Fall for the Arts Festival at The Ingram Commons (for all families)
- **Saturday**
  - University Update
  - Family pre-game tailgate
  - Vanderbilt vs. LSU football game

**REGISTRATION**
The full schedule can be found on the Parents and Family Programs website at vanderbilt.edu/families/familyweekend. A brochure and comprehensive schedule will be mailed in July.

Online registration will be available Thursday, August 1, at 10 a.m.

JOIN THE VANDERBILT FAMILY VOLUNTEER NETWORK

The Vanderbilt family volunteers are the heart of our parent community and provide meaningful support for our Vanderbilt students. Volunteers have the opportunity to welcome new families to the university at Summer Send-Off Parties, offer a warm greeting during Move-In Day, and share career advice during Family Weekend. Volunteers bring parents together in cities close to your home to host Care Package Parties. We would love to have you join in on the fun! Please contact us at parents@vanderbilt.edu to get involved.

**Host a regional Care Package Party**
Help host and/or organize an event for parents to assemble care packages to send their students around exam time.

**Host a Summer Send-Off Party in collaboration with Vanderbilt’s Office of Alumni Relations**
Help host and/or organize Summer Send-Off Parties for new students and their parents or guardians. Invitees also include local alumni, current students and parents.

**Volunteer at On-Campus Events**
Welcome new Vanderbilt parents, answer questions, pass out brochures, and assist families of first year students during Move-In.

**Assist Admissions at Recruitment Events**
Help Vanderbilt admissions counselors in your area at college fairs and programs, pass out brochures and materials, and assist prospective students and their families with questions.

**Participate in Career Networking Events for Vanderbilt Students**
If you are interested in sharing your professional experience and career advice, volunteer to participate in Career Conversations during Family Weekend 2019. There are also various opportunities for your company to participate in recruiting events throughout the year. Please visit the Career Center website for additional information.

To learn more about the opportunities listed above, please visit our website at vanderbilt.edu/families/volunteer