FAMILY GUIDE UNIVERSITY OF MIAMI 2022-2023



QUICK REFERENCE

ADVISING Academic Advising within School/College	
'CANE CARD 'Canes Central	
'CANE KICKOFF Orientation and Commuter Student Involvement	
CANELINK (PROXY/DELEGATE ACCESS) 'Canes Central	
CLUB SPORTS Wellness and Recreation	
COMMUNITY SERVICE Butler Center for Service and Leadership	13
COMPUTERS AND SOFTWARE Student Technology Help Desk	
CONDUCT/DISCIPLINE Dean of Students	14
COUNSELING/MENTAL WELL-BEING Counseling Center	9
COURSE REGISTRATION Academic Advising	5
DISABILITY SERVICES Camner Center for Academic Resources	6
EMERGENCY NOTIFICATION Emergency Management	19
FAMILY WEEKEND Orientation and Commuter Student Involvement	13
FINANCES 'Canes Central	21
FIRST-GENERATION Academic Enhancement	6
FRATERNITIES AND SORORITIES Greek Life (Dean of Students)	14
HEALTH INSURANCE Student Health Service	11
HURRICANE PREPARATION Emergency Management	19
IMMUNIZATIONS Student Health Service	11
INTERNSHIPS AND CAREER PREPARATION Toppel Career Center	7
INTERNATIONAL STUDENT SUPPORT International Student and Scholar Services	
INTRAMURALS Wellness and Recreation	11
LEADERSHIP PROGRAMS Butler Center for Service and Leadership	13
LEARNING COMMONS University of Miami Libraries	6
MAINTENANCE/FACILITY CONCERNS Facilities and Operations	10
MATH LAB University of Miami Libraries	
MEAL PLANS Dining Services	10
ON-CAMPUS LIVING Housing and Residential Life	10
PARENT/FAMILY PROGRAMS Orientation and Commuter Student Involvement	13
PARKING PERMITS Parking and Transportation	10
POLICE AND CAMPUS SAFETY University of Miami Police Department	
PRESCRIPTIONS Student Health Service	11
ROAD TO UM - UMX Executive Vice President and Provost	7
SAFE RIDE/SAFETY ESCORT University of Miami Police Department	
STUDENT EMPLOYMENT Student Financial Assistance and Employment	21
STUDENT ORGANIZATIONS Student Activities and Student Organizations	
TRANSCRIPTS 'Canes Central	
TRANSFER STUDENTS Orientation and Commuter Student Involvement	13
TUITION PAYMENTS/REFUNDS 'Canes Central	
TUTORING Camner Center for Academic Resources	
UPRINT Student Technology Help Desk	
WRITING CENTER University of Miami Libraries	

WELCOME

Messages from University of Miami leaders to the families of our students:



On behalf of the faculty, staff, and current students, I am pleased to welcome you to the University of Miami family. At this pivotal moment in human history—as the world emerges from a pandemic—we are working to build not just a new normal, but a better normal.

We will soon embark, together, upon an exciting and transformational journey at the U. This Family Guide will help to acquaint you with services and resources available in academics, campus life, and wellness. Our students' well-being is always our top priority. You can be confident in our ability to support our students' intellectual development and personal growth and ensure

that their experience as a 'Cane is rewarding, supportive, and safe.

As one of the leading teaching and research institutions in the world, the University of Miami offers an environment that is stimulating and challenging. We encourage students to aim for scholarly achievements, strive for mutual respect and appreciation for others, and serve their community meaningfully. This takes on a more urgent dimension as communities grapple with a pandemic, its economic impact, and renewed calls for social justice.

Our student body is vibrant and diverse, representing every state in the nation and many countries and nationalities around the globe. Our surroundings are distinguished by the natural beauty and cultural vitality of South Florida. The campus experience for this year's entering class will be impacted by the historic times in which we are living, offering the opportunity to learn the soft skills of adaptability, listening, innovation, and collaboration in new and memorable ways.

As we approach our centennial in 2025, we are building on the proud traditions of academic excellence, relevant service, exemplary engagement, and hemispheric and global reach that are the continued aspirations of the University of Miami. You have entrusted your loved one to us, and we want you to know that we are committed to helping each of our students succeed.

Along with my wife, Dr. Felicia Knaul, I look forward to getting to know you and your family.

With my best wishes,

Dr. Julio Frenk President Welcome! Whether you are joining the Miami Hurricane family for the first time or returning for another year, we look forward to the successes this new year will bring.

Immersion in campus activities in and outside of the classroom has been proven time and time again to help students achieve success throughout their college experience. Academic advisors, peer mentors, support staff, and more are here for guidance and support to assess and achieve their goals. By getting deeply involved, students can blend their academic pursuits and personal interests to prepare for a fulfilling life beyond college.

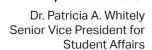
This Family Resource Guide has been assembled to help you support your student. We invite you to join our mission to transform lives by encouraging your student to take advantage of all that we have to offer.

Like you, our lives have been forever changed by COVID-19. Our 'Canes Care for 'Canes philosophy is a commitment to the health and well-being of your student. We appreciate your continued partnership as they learn and grow.

Please do not hesitate to contact us if you have any questions or concerns. You can reach Dean Stampino for academic concerns at 305-284-2006 or Dr. Whitely for student affairs concerns at 305-284-4922.

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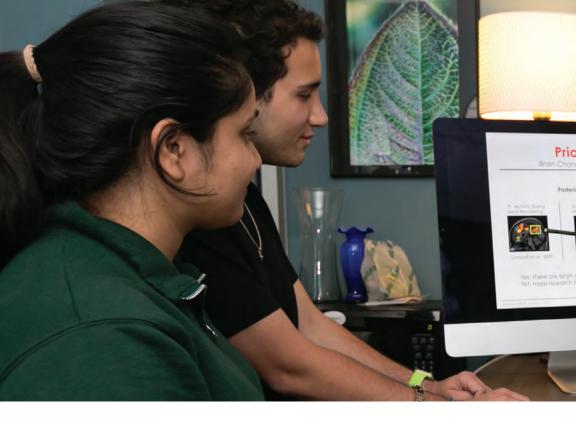
Dr. Maria Galli Stampino Dean of Undergraduate Affairs



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ACADEMIC SUPPORT

Executive Vice President for Academic Affairs and Provost

provost.miami.edu | 305-284-3356 | provost@miami.edu

Oversees and coordinates academic programs—including teaching and research—and advances the educational mission and core values of the University of Miami.

School and College Deans' Offices

miami.edu/academics

Each school and college has a dean's office for undergraduate students that is responsible for its respective faculty and administration. Family members may call a specific dean's office for information about academic programs or requirements, how students can change from one school or college to another, or about the transferability of summer courses from another institution.



Academic Advising

advising.miami.edu

All students are assigned an academic advisor within the particular school or college. These advisors help students map out their chosen program of study, support their course registration, narrow their choice of a minor, and apprise them of requirements yet to be fulfilled. A number of undergraduate programs have peer counselors, usually upper-class students, who act as mentors to incoming first-year and transfer students. While the University encourages families to be knowledgeable of the process, it is ultimately the student who takes the ownership and responsibility of meeting with the academic advising department within their school or college.

To find assistance for your student's specific advising needs, visit the "School/ College Advising" tab available at **advising.miami.edu** to select the specific school or college you are looking to contact.

Academic Bulletin

bulletin.miami.edu

Contains the official documents of record concerning academic programs and regulations. Each academic year has a unique bulletin, and there are different bulletins based on your particular course of study.

Camner Center for Academic Resources

camnercenter.miami.edu | 305-284-2800

Offers academic assistance including peer tutoring, academic workshops, and access to Learning Specialists.

Office of Disability Services

camnercenter.miami.edu/disability-services | 305-284-2374 disabilityservices@miami.edu

The primary University office responsible for the coordination of auxiliary aids and services for students with disabilities.

Independent Learning Initiative

camnercenter.miami.edu/learning-specialist/independent-learning-initiative Provides structure, support, instruction, and monitoring for students needing additional guidance during the college experience.

Learning Commons at the University of Miami Libraries

library.miami.edu/learningcommons | 305-284-3233

learningcommons@miami.edu

Offers students academic and creative resources and support in a variety of areas including learning strategies, research, writing, and analyzing data. The Learning Commons is a collaboration of University of Miami Libraries, Writing Center, Math Lab, Modern Languages Lab, Camner Center for Academic Resources, Student Technology Help Desk, Office of Academic Enhancement, Technology Assistance Program, and Toppel Career Center.

University of Miami Libraries

library.miami.edu | 305 284-3233

Consult the library website to get access to millions of articles, books, and other resources through the online catalog and databases. Learn about the many libraries and spaces offered and the hours of operation. Librarians and Peer Research Consultants are available to support students in all courses and majors. The UM Libraries are located on the Coral Gables, Marine, and Medical campuses.

Office of Academic Enhancement

miami.edu/oae | 305-284-3187 | oae@miami.edu

Fosters a community of educational advocacy that emphasizes academic excellence, campus engagement, and professional development with a core focus on serving underrepresented, low income, and first-generation populations.

Office of Civic and Community Engagement

civic.miami.edu | 305-284-6636 | civicengagement@miami.edu

Fosters University-community collaboration by engaging academic resources in the enrichment of civic and community life in Miami-Dade County. Their overarching goal is to further engage scholarship by developing teaching and research strategies that link academic scholarship to public service, promoting education for citizenship and civic responsibility.

Study Abroad

studyabroad.miami.edu | 305-284-3434 | studyabroad@miami.edu

With over 100 study abroad programs offered in more than 30 countries, students have an array of choices that align with their academic and personal interests.

Short-term and long-term programs are available, led by University faculty or at partner universities overseas. Students can apply their courses abroad to their majors, minors, cognates, or elective credits.

Toppel Career Center

hireacane.miami.edu | 305-284-5451 | toppel@miami.edu

Helps students and alumni explore, prepare, and connect as they navigate careers. Services and resources include help with major/minor selection, individualized advising, practice interviews, internship and job listings, and more. The center also provides many opportunities for students to connect with employers and alumni, including virtual mentorship platforms, talent engagement events (employer-hosted), and career fairs.

Road to UM - UMX : First Year Experience

umx@miami.edu | provost.miami.edu/our-organization/organizational-units/umx A required, graded virtual course specifically designed to assist new students in making a successful transition to the University of Miami. Students access Road to UM in Blackboard at courses.miami.edu and work their way through the 10 modules starting from when they deposit for admission through their first term. All critical and foundational campus information is presented in these modules and remains continually available during a student's time at the University.

Residential Faculty and Advising

Residential Faculty and Faculty Fellows are present in the residential colleges and serve as resources for students. The goal of the Residential Faculty program is to increase faculty-student engagement and contribute to the development of an intentional intellectual community in the residential colleges. The faculty hold office hours in the buildings, host dinners in their apartments, and provide programming that focuses on current events, social issues, and faculty members' research interests.

Academic support within the residential colleges is provided by a professional staff member and First-Year Fellows (FYFs), upper-class student leaders living in the first-year communities.





STUDENT SUPPORT

Division of Student Affairs

studentaffairs.miami.edu | 305-284-4922 | vpsa@miami.edu

Engages, supports, and develops University of Miami students as active citizens in a diverse and global society. Student Affairs efforts extend learning beyond the classroom to provide students with experiential opportunities to challenge ideas, collaborate with others, and apply their skills to make a difference in their lives and the community.

Guided by the 'Canes Care for 'Canes philosophy, Student Affairs fosters a supportive and inclusive environment where all 'Canes respect and support each other. With its student-centered approach, Student Affairs makes a significant and lasting impact on the student experience at the University of Miami and beyond. Student Affairs programming emphasizes leadership education, student involvement, residential and commuter student life, service learning, well-being, and recreation.

'Cane Success Center

success.miami.edu | 305-284-4500 | success@miami.edu

Dedicated to providing undergraduate students with the help and support that they need to reach their goal of graduation. When facing challenges, staff will provide one-on-one guidance, connecting students to campus resources and services to make sure the issue is resolved.

Counseling Center

counseling.studentaffairs.miami.edu | 305-284-5511 | counseling@miami.edu

Provides short-term, time-limited individual, couples, and group therapy as well as psycho-educational outreach programming and consultation. Urgent care and limited psychological assessment are also available. Psychiatric services are available to those under the care of a Counseling Center therapist. Students must be in the State of Florida to receive services.

An after-hours counselor is always available to students for consultation and guidance around any mental health issue or concern at 305-284-5511. In addition, the UM Police Department and Housing and Residential Life have access to an on-call counselor for consultation on mental health emergencies.

The Counseling Center is prevented by state confidentiality laws from disclosing any information about students who have been counseled.

Dining Services

miami.edu/dining-services | 305-284-3584 | diningservices@miami.edu

Offers a variety of dining options and meal plans that fit every lifestyle. There are two all-you-care-to eat dining halls and over twenty conveniently located retail locations that include national, regional, and local brand favorites. All undergraduate students living in any of the residential colleges during the fall and/or spring semester are required to purchase a residential meal plan. Lakeside Village suite residents are required to minimally purchase a \$250 Dining Dollar plan. Commuter, University Village, and Lakeside Village apartment students may choose from any of our meal plan options. Commuter and Dining Dollar Plans are not automatically billed, students should request their plan of choice in both fall or spring semesters.

Facilities and Operations

miami.edu/facilities | Emergencies: 305-284-8282 | facilities@miami.edu
Responsible for the stewardship of the grounds, buildings, and infrastructure located on the Coral Gables and Rosenstiel campuses; including energy management, fire safety, access control, custodial services, groundskeeping, event support, and a host of other services.

Students may submit facility and maintenance service requests to miami.edu/sro.

Housing and Residential Life

miami.edu/housing | 305-284-4505 | housing@miami.edu

Offers on-campus housing in four residential colleges, Lakeside Village, and the University Village. Within each residential area are professional and student staff that support students' social, wellness, and academic needs.

International Student and Scholar Services

miami.edu/isss | 305-284-2928 | isss@miami.edu

Provides support services and programs for international students, scholars, and academic departments. ISSS facilitates enrollment, retention, and graduation for international students and ensures successful experiences for international scholars (faculty and researchers) by providing information, services, acclimation, and culturally relevant activities.

Ombudsperson and University Troubleshooters

miami.edu/ombudsperson | 305-284-4922 | ombudsperson@miami.edu Guide and support students as they navigate complex situations. Common concerns may involve paying for college, earned grades, faculty grievance, illness or injury during the academic year, or other policy and procedural concerns.

Parking and Transportation

miami.edu/mobility | 305-284-3096 | parking.gables@miami.edu

Parking permits are required to park on campus. First-year residential students are not eligible to purchase a parking pass. Students who plan to park on campus should familiarize themselves with the Parking Policy and Procedures which can be found on the website above. Options are available to students who do not have a personal vehicle. Full-time students receive 50% off the monthly Metrorail pass.

Campus Store

shopuofmiami.com

Offers students and fans the latest Miami gear right on campus! Students can conveniently purchase all course materials online. For technology needs, the U Tech Source offers Apple discounted academic pricing and on-site tech support.

Student Center Complex

miami.edu/SCC | 305-284-4351 | sccreservations@miami.edu

Encompasses seven different locations servicing students in a multitude of ways. The SCC has meeting spaces, the Kornspan Study Lounge, ATMs, Hurricane Food Court, The Market, Campus Store, USPS, and the Rathskeller.

Student Health Service

studenthealth.studentaffairs.miami.edu | 305-284-9100 | Lennar Walgreens Pharmacy: 305-351-0606 | studenthealth@miami.edu

Located in The Lennar Foundation Medical Center on the Coral Gables Campus, Student Health Service provides primary care, specialty care, lab, and X-ray services to eligible University of Miami students. Many services, including primary care visits, are included with the health and counseling center fee.

Student Technology Help Desk

sthd.it.miami.edu | 305-284-8887 | sthd@miami.edu

Provides a multitude of free services to students including internet setup, UPrint configuration and support, virus and spyware removal, software installations, and general troubleshooting on laptops, desktops, phones, and tablets.

UM Information Technology manages computer labs that are located in the residential colleges and in the libraries at Richter, Calder (Medical), and School of Law. Additionally, UPrint, the student wireless printing solution, is available all throughout campus at over 30 locations.

Wellness and Recreation

wellness.studentaffairs.miami.edu | 305-284-8500 | wellnesscenter@miami.edu

Supports a variety of recreational activities including intramural sports, club sports, outdoor adventures, fitness classes, and wellness programs housed at the Patti and Allan Herbert Wellness Center and Lakeside Village.



STUDENT INVOLVEMENT

Chaplains Association

miami.edu/spirituallife

Official body responsible for religious and spiritual life on campus. Representing Judaism, Christianity, and Islam, various campus ministries provide activities to address the spiritual needs of the student body. These include religious services, social events, sharing meals, internships, scripture study, community service, counseling, discussions, leadership training, retreats and travel, and prayer.

Greek Life

miami.edu/greeklife | 305-284-5353

Offers many opportunities for leadership, community service, philanthropy, scholarship, friendship, and lifelong membership. Deferred recruitment welcomes all first year students to join in their second semester or after.

Hurricanes Athletics

miamihurricanes.com | 305-284-3822

All students who have paid their Athletic Fee are allowed admission to all home athletic events. Men's sports include: football, basketball, baseball, tennis, diving, cross country, and track and field. Women's sports include: basketball, cross country, golf, rowing, soccer, swimming and diving, tennis, track and field, and volleyball.

Student Life

studentaffairs.miami.edu | 305-284-2805 | studentlife@miami.edu

Empowers students to become actively involved in on- and off-campus activities that lead to personal and professional growth during their career. The five Student Life departments are listed on the following page.



Butler Center for Service and Leadership

miami.edu/leadandserve | 305-284-4483 | leadandserve@miami.edu Promotes and advocates for the inclusion of community service, civic engagement, and leadership development throughout the University experience.

Volunteer Opportunies Database allows students to search for opportunities taking place within South Florida. With information for over 160+ local community partner agencies, it is the easiest way to find a volunteer experience based on interests and needs. Visit **volunteer.miami.edu** to get started.

'Canes Vote Network is a coalition made up of students, faculty, staff, administrators, and community members who are passionate about civic participation in the University of Miami community. Students may visit miami.edu/vote to learn more and register to vote as a Florida resident.

LGBTQ Student Center

miami.edu/lgbtq | 305-284-3935 | lgbtq@miami.edu

Fosters inclusion and support of students, inclusive of all genders, orientations, and expressions through education and outreach, programming, intergroup engagement, empowerment, and advocacy.

Multicultural Student Affairs

miami.edu/msa | 305-284-2855 | multicultural.studentaffairs@miami.edu
Provides leadership and advocacy for underrepresented and ethnically diverse
students. The office provides direction in developing programs and services that
enhance the retention and successful matriculation of students, while supporting
their personal and academic development. In addition, MSA supports the University
in its ongoing efforts to maintain a multicultural campus community, which
supports, values, and celebrates its diversity.

Orientation and Commuter Student Involvement

miami.edu/ocsi | 305-284-5646 | umfp@miami.edu

Offers programs for first-year, commuter, and transfer students to help with their academic, personal, social, and cultural transition. Also provides programming for families, including Family 'Cane Kickoff and Family Weekend.

Student Activities and Student Organizations

miami.edu/saso | 305-284-6399 | saso@miami.edu

Connects all students with over 300 social and academic involvement opportunities and advising for student leaders, programming boards, and registered student organizations.

Engage allows students to browse all current student organizations, view meeting times and contact information, join groups, and interact with current organization members. All students have automatic access to an account, simply by logging in using their CanelD. Visit **clubs.miami.edu** to get started.

KEY POLICIES AND PROCEDURES

Dean of Students Office

doso.studentaffairs.miami.edu | 305-284-5353 | doso@miami.edu

DOSO's primary units include: Case Management, the Chaplains Association, the Honor Council, Greek Life, the Sandler Center for Alcohol and Other Drug Education, Sexual Misconduct, Student Conduct, and Veteran Student Services.

Student Conduct - Student Rights and Responsibilities miami.edu/srr

Outlines the rights and responsibilities of all students and lists important policies and procedures that apply to all students' conduct.

Title IX - Sexual Assault Prevention, Education, and Response titleix.miami.edu

The University provides education and training to identify and prevent sexual misconduct and to coordinate the University's response, investigation, and resolution of sexual misconduct complaints.



Case Management

doso.studentaffairs.miami.edu

Case management is a vital part of the Dean of Students Office. Team members address the needs of students experiencing medical, mental health, social, financial, and/or academic issues and connects them to appropriate campus resources. Students receive short-term counseling, support, crisis intervention, and referrals.

Honor Code and Honor Council

doso.studentaffairs.miami.edu/honor-council

The Honor Council is composed of students and faculty members who represent various disciplines across campus. The Council hears cases regarding issues of academic dishonesty. The undergraduate members of the Honor Council also provide educational programs and activities to address unethical behavior and academic integrity. Members are committed to fostering an environment of honesty, responsibility, and integrity.

Non-Discrimintation Policy

It is the policy of the University of Miami that no person within the jurisdiction of the University shall, on the basis of race, religion, color, sex, age, disability, sexual orientation, gender identity or expression, veteran status, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination or harassment (including all forms of sexual harassment and sexual violence) under any program or activity of the University, regardless of whether such program or activity occurs on-campus or off-campus. To that end, the University is committed to encouraging everyone to report bias incidents that occur in our campus community so that inappropriate and unwelcome behavior may be properly addressed and the community at large can be educated.



SAFETY AND SECURITY

University of Miami Police Department and Security umpd.miami.edu

The University of Miami is dedicated to providing a safe and secure environment for all members of the University community who study, research, live, and work at any of its campuses. Each campus has its own department responsible for all safety and security. The University of Miami Police Department (UMPD), a professional law enforcement agency that utilizes State of Florida-certified police officers and is supplemented by a contracted security guard service, services the Coral Gables Campus. The Medical and Marine campuses utilize professional security teams directly managed by the University. The City of Miami Police Department and Miami-Dade County Police Department, respectively, provide police services to these campuses.

Coral Gables Campus - UM Police Department
Non-emergency Dispatch: 305-284-6666

Medical Campus - Security Department
Dispatch: 305-243-6000
Non-emergency Dispatch: 305-243-7233

Marine Campus - Security Department
Main: 305-421-4766
Alternative: 305-710-7991

FOR EMERGENCIES ON ANY CAMPUS, CALL 911

U Guardian

miami.edu/uguardian

Rave Guardian is a free smartphone safety app which University of Miami students, faculty, and staff can download on their IOS or Android devices. This app allows the user to pre-register emergency information, utilize virtual trip safety escort, and a one touch call button to UMPD. Download the Rave Guardian app from your smartphone's app store (iTunes or Google Play Store), then register on the app using your University of Miami email address.

Blue-Light Telephones

These phones are marked with reflective lettering and a blue light to aid in daytime and nighttime identification. The phones can be used to contact UM Police or security in both emergency and non-emergency situations.



Crime Prevention/Safety Programming

Several crime prevention and safety programs are designed and conducted by the UM Police and security departments to educate students, faculty, and staff on a variety of safety topics, including personal safety, identity theft, fake IDs, underage drinking, vacation safety, and personal property security.

Crime Alerts

Published in the rare instance that a serious incident occurs on campus and there is a possible continuing threat to the general community's safety.

Security in the Residential Areas

All of the residential areas on the Coral Gables Campus are equipped with a 24-hour security system that grants electronic access to the living areas with a validated 'Cane Card. Housing and Residential Life Safety and Security works closely with the UM Police Department on this access.

Safety Escort Services

Provided to all students, faculty, staff, and visitors on the Coral Gables and Medical campuses, 24 hours a day. To request a safety escort on the Coral Gables Campus, contact UMPD Dispatch at 305-284-6666 or use any blue-light telephone. To request a safety escort on the Medical campus, call Security at 305-243-7233 or use any blue-light telephone.

Safe Ride

An on-demand transit program managed by Parking and Transportation, that provides safe travel on and around the Coral Gables Campus for students from Monday to Friday evenings, 10 p.m. to 3 a.m. Students may call 305-769-6065 to get a ride between the Coral Gables campus and residential areas that border the Coral Gables Campus during those listed times.

Motorist Assistance Program

Designed to assist those who experience minor vehicle problems while on the Coral Gables campus, the program can provide jump-starts for dead batteries, access to your locked vehicle, and temporary fixes for flat tires. For assistance, contact UM Police at 305-284-6666. The service is available 24/7.



EMERGENCY AND HURRICANE PREPAREDNESS

Office of Emergency Management

prepare.miami.edu | 305-284-8005 | oem@miami.edu

The central hub for any up-to-date emergency/response procedures, located on the Coral Gables campus with full-time emergency management teams on the Medical and Marine campuses. In the event of an emergency, the University of Miami Comprehensive Emergency Management Plan will be activated to ensure the safety of all campuses.

Emergency Guide

miami.edu/emergency-guide

Contains recommended specific action guidelines for students to take during various campus emergencies. The guide is strategically placed throughout each campus including in the residence halls; in addition, the information is accessible online.

Emergency Notification Network

A comprehensive communications solution that allows the University to quickly disseminate urgent emergency alerts through multiple channels mediums.

Subscribe to ENN

Students will receive ENN messages at the mobile number they enter in CaneLink. Family members are encouraged to subscribe to receive ENN alerts via facebook.com/UMiamiENN and twitter.com/UMiamiENN. To receive ENN text alerts, text "UMiamiENN" to 226787 from your mobile phone. During a time of crisis, the University's Emergency Information Hotline is also activated at 1-800-227-0354.

Hurricane Evacuation Information

Every family member and student should watch the University's hurricane preparedness video by visiting miami.edu/hurricane-prepare. As storms approach, the University will send out emails to all students and conduct meetings with resident students providing them with more specific instructions. If an evacuation is ordered, all events and classes will be canceled and no one will be allowed to stay on campus.

Emergency Contact and Evacuation Information

Students must always keep their emergency and contact information up-to-date in CaneLink under the "Personal Information" tab. Families are also encouraged to discuss an evacuation plan with their student in the event of a hurricane and inform the University by entering it into their CaneLink.



ENROLLMENT AND FINANCES

'Canes Central

canescentral.miami.edu | 305-284-IBIS (4247)

The University of Miami's one-stop shop where students receive world-class service related to the areas of registration and records, billing and payment, financial aid, and 'Cane Card. This student-centric department provides the University community with holistic, service-oriented support across a broad range of topics in a forum that provides timely responses and comprehensive solutions. Visit the 'Canes Central website to use the "Get Help With ..." Knowledge Base or find other ways to connect with the 'Canes Central team.

Office of Undergraduate Financial Assistance and Employment

Provides financial assistance that recognizes both financial need and academic achievement. Eligibility for need-based financial assistance is determined through an in-depth analysis of a family's financial strength as reported on the FAFSA, CSS PROFILE, and tax documents.

Student Employment

miami.edu/jobx | 305-284-6000 | ose@miami.edu

To assist students in developing employability skills, a variety of part-time positions are available on and off-campus, there are two major work programs for undergraduate students:

Federal Work Study:

students must be eligible based on federal financial aid criteria

Student Assistant Program:

open to all registered, degree-seeking University of Miami students

All students planning to work must bring the appropriate documentation for employment eligibility verification established by U.S. Citizenship and Immigration Services.

Money Management Program

miami.edu/moneymgmt

Provides students with the programming and resources to achieve the best financial self. With programming on investing, credit development, buying your first car, "Life Plans," creating personal spending plans, living on your own, real world finance, and more, the free "Money Talks" series has something for everyone.

UNIVERSITY OF MIAMI DIVISION of STUDENT AFFAIRS



Department of Orientation and Commuter Student Involvement Shalala Student Center, Suite 203 1330 Miller Drive Coral Gables, FL 33146-4602 Ph: 305-284-5646 umfp@miami.edu miami.edu/ocsi