

2019-2020

# BADGER FAMILY HANDBOOK



Parent and Family Program  
UNIVERSITY OF WISCONSIN-MADISON



# TABLE OF CONTENTS

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## CAMPUS RESOURCES

**Academics** .....2-5  
Advising (Academic and Career), Learning Support Resources, Enrollment Verification, Class Enrollment, Textbooks and Class Materials, Student Education Record Privacy (FERPA), Libraries, Technology Support, Studying or Working Abroad, Disability-Related Resources, International Student Services, First-Year Programming

**Out-of-Classroom Involvement** .....5  
Student Organizations, Volunteering, Fraternities/Sororities, Job Opportunities, Multicultural Student Center, Gender and Sexuality Campus Center

**Health, Wellness, and Safety** ..... 6  
Dean of Students Office, University Recreation & Wellbeing, Nighttime Safety, University Health Services, University Police/Emergency Notifications, Victim/Survivor Resources, Student Conduct and Community Standards

**Housing** .....7  
On-Campus Housing, Off-Campus Housing, Rental Resources

**Transportation and Parking** .....7-8  
Getting Around Campus (Bikes, Bus, Mopeds, Student Parking), Traveling Home (Bus, Taxi, Air Travel)

**Visiting Campus**..... 8  
Visitor Questions, Visitor Parking, Wisconsin Union, Wisconsin Athletics, On-Campus Hotels

## FINANCIAL RESOURCES

**Payments, Deposits, and Bills** .....9-11  
Financial Offices, Scholarships, Financial Wellness, Minnesota-Wisconsin Tuition Reciprocity, Wisconsin Residence for Tuition Purposes, Class Drop/Withdrawal and Tuition Adjustments, Tuition Payments, Undergraduate Costs, Housing Payments, Veteran and Military Services, Wiscard

## THE FIRST-YEAR EXPERIENCE

**UW-Madison New Student Timeline** ..... 13-17  
Advice for Parents and Families, Conversation Starters

**Summary of Advice for Families**..... 18

## CAREER SERVICES

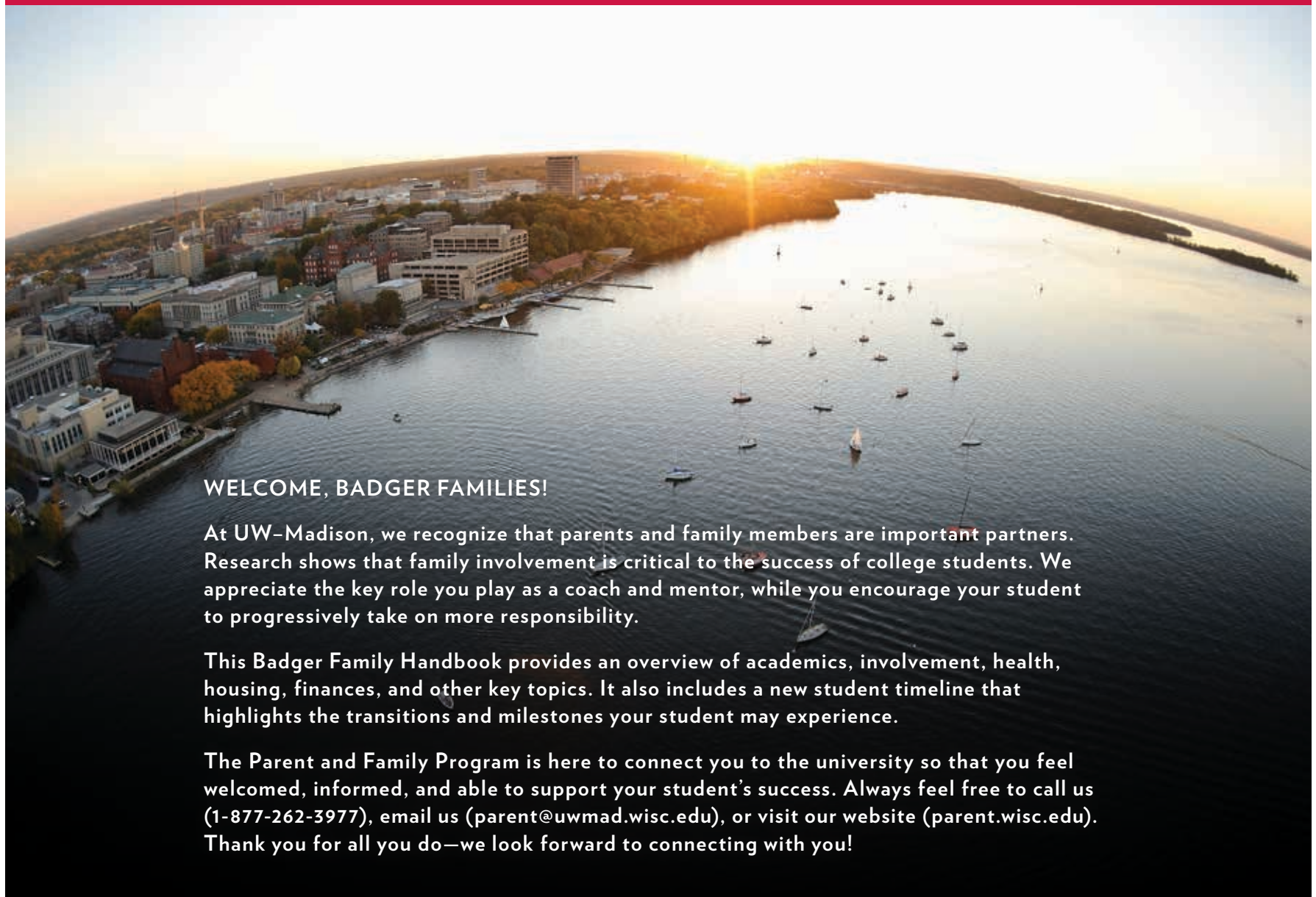
**Frequently Asked Questions**..... 19

## DATES AND CONTACTS

**Important Dates**.....20

**Important Contacts**..... 21

# CAMPUS RESOURCES



## WELCOME, BADGER FAMILIES!

At UW–Madison, we recognize that parents and family members are important partners. Research shows that family involvement is critical to the success of college students. We appreciate the key role you play as a coach and mentor, while you encourage your student to progressively take on more responsibility.

This Badger Family Handbook provides an overview of academics, involvement, health, housing, finances, and other key topics. It also includes a new student timeline that highlights the transitions and milestones your student may experience.

The Parent and Family Program is here to connect you to the university so that you feel welcomed, informed, and able to support your student's success. Always feel free to call us (1-877-262-3977), email us ([parent@uwmad.wisc.edu](mailto:parent@uwmad.wisc.edu)), or visit our website ([parent.wisc.edu](http://parent.wisc.edu)). Thank you for all you do—we look forward to connecting with you!



## ACADEMICS

UW–Madison has eight undergraduate schools and colleges: College of Agricultural and Life Sciences, Wisconsin School of Business, School of Education, College of Engineering, School of Human Ecology, College of Letters & Science, School of Nursing, and School of Pharmacy. The *Guide* ([guide.wisc.edu](http://guide.wisc.edu)) is the official record of the degrees, majors, and certificates offered at UW–Madison. It lists the requirements needed for these programs, as well as the master list of courses presented by each school and college. To be successful, students should be familiar with the requirements for their specific schools and colleges.

## Advising

### Academic Advising

An extensive network of advisors is here to help students connect to campus resources and reach their academic and career goals. All undergraduates are assigned to an advisor in their area of academic interest or to an advisor in the Cross-College Advising Service who specializes in working with undergraduates who are in the process of deciding on a major. Students should meet with their advisors at least once a semester and discuss topics beyond course enrollment, such as connecting majors to careers, getting involved, and creating a graduation timeline. [advising.wisc.edu](http://advising.wisc.edu)

### Career Advising

Every student is encouraged to work with a career advisor and can start career advising as early as the first semester. Each individual school or college offers career services, and the Career Exploration Center (CEC) works with students exploring different majors and careers. Links to each of the campus career services offices are available online. [careers.wisc.edu](http://careers.wisc.edu)

## Learning Support Resources

Learning support resources come in many forms around campus. Services range from the general (e.g., Greater University Tutoring Service, Writing Center) to the specific (tutoring programs for departments [e.g., Mathlab, History Lab] and courses [e.g., English 100, Biochemistry 501]). Resources span academic fields as well as the physical campus, with some tutoring centers offering satellite locations for convenience. Below are three campus wide services; a comprehensive list of resources is available at [advising.wisc.edu/tutoring](http://advising.wisc.edu/tutoring).

### Academics in University Residence Halls

University Housing offers free tutoring in the residence halls and in many dining facilities for chemistry, mathematics, and writing. It also provides convenient on-site academic advising in several residence halls through the Cross-College Advising Service (CCAS). [www.housing.wisc.edu/residence-halls/academics](http://www.housing.wisc.edu/residence-halls/academics)

### Greater University Tutoring Service (GUTS)

GUTS provides free peer-to-peer tutoring to students on a variety of subjects, including academics, study skills, conversational English, and foreign language. [guts.wisc.edu](http://guts.wisc.edu)

### Writing Center

UW Writing Center tutors can help students with writing in all disciplines and at all levels. The center also offers free writing workshops that cover exams, research papers, job portfolios, and more. [writing.wisc.edu](http://writing.wisc.edu)

## How to Obtain Enrollment Verification

Students can print a letter certifying enrollment status (full-time, half-time, etc.) for insurance, scholarships, and more by logging in to Student Center, selecting the “My Academics” link, and selecting the “Print Enrollment Verification” link.

Students who need enrollment verification to meet Wisconsin voter ID requirements should print the “voter enrollment verification” letter, which is also available within the “My Academics” tab in Student Center (or by visiting [go.wisc.edu/verify](http://go.wisc.edu/verify)). For more on student voter information, visit [vote.wisc.edu](http://vote.wisc.edu).

## Class Enrollment

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First-year students enroll for their classes during orientation (SOAR). Continuing students start enrolling for spring-term classes in November, summer-term classes in March/April, and fall-term classes in April. Students are encouraged to meet with their advisors or advising groups (contact information is listed in Student Center) for help choosing courses that fit their academic goals. Advisors' schedules get tight during these enrollment times, so students should plan ahead. Before enrollment, students are required to complete a Pre-Enrollment Checklist, which will appear in the To Do section of Student Center. A "hold" preventing enrollment will be in place until this checklist is complete, so it's important for students to finish this activity as early as possible. It's also good practice for students to check Student Center to confirm that there are no holds on their academic records. Holds can be related to many things, including library fines, tuition payments, or simply the need to meet with an advisor. Some holds will not allow class enrollments until they are cleared.  
**registrar.wisc.edu**

## Textbooks and Class Materials

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Instructors may require specific textbooks, photocopied course packets of selected readings, or other materials such as lab equipment and art supplies.

There isn't one single place where all instructors list all materials. Students should look for email messages from instructors before the start of class, as some instructors use email to send the list of required materials. When instructors have finished selecting required textbooks and other materials, students can find that information in a few places:

- The Course Search & Enroll app (**enroll.wisc.edu**) and My Course Guide (find the "Course Guide" widget in MyUW), which show textbook information in the "Sections" detail panel of many classes.
- The "Textbooks" and "My Courses" widgets in MyUW.

Campus libraries have many course materials reserved for short-term loan (**library.wisc.edu/reserves**). Course packets are available at various campus copy shops.

## Student Education Record Privacy (FERPA)



Education records at UW–Madison are protected by federal regulations that govern student privacy and access to student records, and indicate how the university may share information about its students. FERPA, or the Family Educational Rights and Privacy Act, is often used as the umbrella term for the disclosure of, or access to, education records (**studentprivacy.ed.gov**).

Students have the right to inspect and review their education records maintained by UW–Madison. Students can request that UW–Madison correct records that they believe to be inaccurate or misleading.

Generally, UW–Madison must have the student's written permission to release any information from the education record, with exceptions for school officials with legitimate educational interest and other conditions described at **registrar.wisc.edu/ferpa**.

However, as a publicly funded state institution, UW–Madison is required by state law to provide "directory information" about its students to third parties who request it. Directory information includes name, addresses, email, telephone, major, class standing, dates of attendance, etc. Students have the right to tell UW–Madison not to distribute or share their directory information to certain requestors. Students are required to review and have the opportunity to edit these settings as part of the Pre-Enrollment Checklist.

Restricting the release of information can also have unintended effects. A common one is when a student chooses to not release their addresses; if the student then makes a Dean's List, UW–Madison would not be able to announce the student's name to hometown newspapers.

UW–Madison releases student education records to parents or guardians only with the student's written consent. Students have many ways to print or send their own academic records. We encourage parents and students to talk openly with one another about classes, grades, balance on food account, and other information. For more on education records, visit **registrar.wisc.edu/ferpa** or call the Parent and Family Program at **1-877-262-3977**.

## Libraries

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The UW–Madison Libraries rank among the top research libraries in North America. Librarians provide students with on-demand research assistance in person and via chat, text, and phone. Instructional tutorials and workshops also assist students during all stages of the research process. Libraries provide free access to equipment (e.g., laptops, cameras) and a variety of spaces for all types of study needs. [library.wisc.edu](http://library.wisc.edu)

## Technology Support

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The Division of Information Technology (DoIT) provides technology services to UW–Madison. DoIT provides no-charge access to security, productivity, research, and utility software for students, including Microsoft Office 365 and Symantec Antivirus through the Campus Software Library. DoIT also offers tech classes and training sessions as well as cybersecurity support and file storage resources such as Box, G-suite (Google Drive) or Microsoft OneDrive. The DoIT Help Desk offers on-campus tech support for students seven days a week. Call **608-264-HELP (4357)** for fastest service. Learn more at [go.wisc.edu/top5](http://go.wisc.edu/top5)

## Studying or Working Abroad

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### Study Abroad

The International Academic Programs (IAP) office offers more than 200 programs spanning six continents for students of all majors. Courses through IAP programs can count toward degree requirements, allowing students to stay on track for graduation. Scholarships, grants, and financial aid are available.

IAP collaborates with academic units and colleges across campus to offer safe, accessible, and high-quality study abroad and domestic study away programs that are geared for students' specific academic disciplines, and that foster academic, personal, and professional growth. All approved UW–Madison programs share policies, procedures, and best practices, and are featured on the Study Abroad Program Search. [studyabroad.wisc.edu](http://studyabroad.wisc.edu)

### International Internships

The International Internship Program (IIP) works with students of all majors looking to gain experience and explore careers through international internships. Students can intern around the world with advising, academic credits, and scholarships from IIP. [internships.international.wisc.edu](http://internships.international.wisc.edu)



## Disability-Related Resources

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The McBurney Disability Resource Center facilitates classroom accommodations for students with disabilities. Students should complete the steps found under “Students—Apply for Accommodations” on the center’s website as early as possible. New students who have been determined eligible for accommodations are encouraged to attend the McBurney Orientation and Service Training (MOST) program with their families August 27–28, 2019. [mcburney.wisc.edu](http://mcburney.wisc.edu)

## International Student Services

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The International Student Services (ISS) office supports international students at UW–Madison. Beginning with orientation and throughout the duration of their studies, F and J student visa holders can work with ISS to learn how to maintain and achieve the benefits of their status. ISS also helps international students adjust to life in the U.S. by offering programs and services that promote personal, academic, and professional success. [iss.wisc.edu](http://iss.wisc.edu)

## First-Year Programming

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The Center for the First-Year Experience (CFYE) leads the campus in coordinating, facilitating, and assessing the first year of college for freshmen and transfer students. The center coordinates Student Orientation, Advising, and Registration (SOAR), Wisconsin Welcome, the Transfer Transition Program, and Our Wisconsin inclusion workshops. [newstudent.wisc.edu](http://newstudent.wisc.edu)

## OUT-OF-CLASSROOM INVOLVEMENT

During your student's college years, you will hear about an aspect of the university's history that continues to guide the campus today: the Wisconsin Idea. The Wisconsin Idea charges the university to stretch beyond the borders of the campus and to share its ideas and knowledge. The Wisconsin Experience interprets that philosophy for students, encouraging them to apply learning inside and outside the classroom to make the world a better place.

## Student Organizations

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More than 1,000 Registered Student Organizations—spanning many areas of academic and out-of-classroom interests—are available to UW students. The Center for Leadership & Involvement (CfLI) is the link for students to get involved on campus and to grow their leadership potential. Students can explore all available student organizations on the Wisconsin Involvement Network (WIN) website. [win.wisc.edu](http://win.wisc.edu)

## Volunteering

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The Morgridge Center for Public Service helps students become more engaged citizens by connecting them to our broader community. Opportunities include volunteering, community-based learning courses, fellowships, voter engagement, internships and more. The Morgridge Center's largest program, Badger Volunteers, involves more than 1,500 each year serving once a week on a team. [morgridge.wisc.edu](http://morgridge.wisc.edu)

## Fraternities/Sororities

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The fraternity/sorority community connects students through the ideals of leadership, scholarship, citizenship, and fellowship. More than 4,200 UW students—representing nearly 15 percent of the undergraduate community—are members of fraternities and sororities. [fsl.cfli.wisc.edu](http://fsl.cfli.wisc.edu)

## Job Opportunities

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Working part time while at UW–Madison can be an integral component of future success. Students can connect to campus and the community, meet new people, develop new skills, and gain key professional experience. Explore thousands of opportunities on campus, as well as in the surrounding Madison community, by visiting the Student Jobs platform at [studentjobs.wisc.edu](http://studentjobs.wisc.edu). Positions are posted throughout the year and updated daily.

## Multicultural Student Center

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The Multicultural Student Center (MSC) works to collaboratively strengthen and sustain an inclusive campus where all students, particularly students of color and other historically underserved students, can realize an authentic Wisconsin Experience. The MSC hosts lunches, coffee breaks, discussion groups, social justice workshops, and social events. The MSC is a great place for students to relax, meet new friends, find community, and strengthen their leadership skills. [msc.wisc.edu](http://msc.wisc.edu)

## Gender and Sexuality Campus Center

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The Gender and Sexuality Campus Center (GSCC) supports LGBTQ+ students and their allies. The center offers a gathering space, support services, peer mentoring, and leadership programming, including Crossroads for QTPOC. Located in the Red Gym, the center also facilitates educational programs and trainings on identity and justice issues across campus. [lgbt.wisc.edu](http://lgbt.wisc.edu)



## HEALTH, WELLNESS, AND SAFETY

The safety and well-being of your student is a top priority for UW–Madison. If your student needs support, please contact the Parent and Family Program. We are here to support your family and your student’s success.

### Dean of Students Office

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The Dean of Students Office supports student success by creating a culture of caring on campus and connects students directly to appropriate resources. The office assists with academic, financial, health, or family issues, and serves as a resource for students who are victims of bias incidents or sexual assault, stalking, or domestic violence. The office supports all Badgers, including Deferred Action for Childhood Arrivals (DACA) and graduate students. Staff also consult with faculty, staff, parents, and community members to help support overall student success. [dosso.students.wisc.edu](https://dosso.students.wisc.edu)

### University Recreation & Wellbeing

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University Recreation & Wellbeing provides activities and programs that encourage students to play hard, get fit, and live well. Students can take advantage of open recreation opportunities at four indoor facilities and more than 60 acres of outdoor spaces. Programs include intramural sports, sport clubs, fitness, ice, tennis, and aquatics. The Nicholas Recreation Center, a new facility on the southeast side of campus, is expected to open in 2020. [recwell.wisc.edu](https://recwell.wisc.edu)

### Nighttime Safety

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SAFEwalk is a student-staffed service that connects students with teams of trained walking companions to ensure they get around campus safely at night. Available nightly until 1 a.m., students and visitors can call or text **608-262-5000** to request a SAFEwalk. [go.wisc.edu/safewalk](https://go.wisc.edu/safewalk)

### University Health Services

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University Health Services (UHS) is the student health center on campus. All students are eligible to use UHS services. Experienced, culturally competent professionals provide medical treatment of injuries and illnesses; counseling for a range of mental health and personal concerns; wellness services; and prevention programs for important campus health issues such as alcohol risk reduction and

violence prevention. Survivor Services provide confidential victim advocacy and support to student victims/survivors of sexual assault, sexual harassment, dating violence, domestic violence, and/or stalking. These services are available at no cost. Access to UHS is not a substitute for health insurance. For those who need insurance, UHS offers the comprehensive Student Health Insurance Plan (SHIP). [uhs.wisc.edu](https://uhs.wisc.edu)

### University Police/Emergency Notifications

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The UW–Madison Police Department (UWPD) provides 24/7 law-enforcement services to the campus. Emergency calls should be directed to **911**. Non-emergency calls should be directed to **608-264-2677**. [uwpd.wisc.edu](https://uwpd.wisc.edu)

In the event of a critical campus incident, the Parent and Family Program will notify you. Students are automatically enrolled to receive emergency notifications, called WiscAlerts, via their [uhs.wisc.edu](https://uhs.wisc.edu) email and text message. Students also have the option, via the MyUW portal, to sign up a parent/family member’s email address and cell phone number to receive WiscAlerts. Students should ensure that their emergency contact information is up to date in Student Center.

### Victim/Survivor Resources

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Many campus and community resources are available for victims and survivors of sexual assault, sexual harassment, dating violence, domestic violence, and stalking. Free, confidential support is available through the UHS Violence Prevention & Survivor Services ([uhs.wisc.edu/survivor](https://uhs.wisc.edu/survivor)); UHS Mental Health Services ([uhs.wisc.edu/mental-health](https://uhs.wisc.edu/mental-health)); Rape Crisis Center ([danecountyrc.org](https://danecountyrc.org)); and Domestic Abuse Intervention Services ([abuseintervention.org](https://abuseintervention.org)). Reporting options include the campus Title IX coordinator ([compliance.wisc.edu/titleix](https://compliance.wisc.edu/titleix)); Dean of Students Office ([dosso.students.wisc.edu](https://dosso.students.wisc.edu)); and UW Police Department (**emergency: 911; non-emergency: 608-264-2677**). [uhs.wisc.edu/survivor](https://uhs.wisc.edu/survivor)

### Student Conduct and Community Standards

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The Office of Student Conduct and Community Standards (OSCCS) upholds every student’s right to learn in an inclusive community that fosters integrity through challenging and supporting students to reflect, integrate, and act on their Wisconsin Experience. The office addresses student misconduct (academic and nonacademic) through an educational, restorative approach, guiding student behavior for the common good, while respecting the rights and responsibilities of all members of the UW–Madison community.



## HOUSING

Students have many options for their living arrangements, both on and off campus. It's important that students and families explore these options and make informed housing decisions.

### On-Campus Housing

University Housing's residence halls are unique communities built specifically for your student's success, with readily available resources, support, services, and events. Staff members are available 24/7 to help consult on any issue. Resources such as tech centers, academic advising, and workshops are available in-house and help students try new things and meet new people. Returning residents can pick their own rooms and take advantage of unique programs and halls. [www.housing.wisc.edu](http://www.housing.wisc.edu)

### Off-Campus Housing

More than 35,000 UW–Madison students live in neighborhoods around campus. The Campus Area Housing (CAH) office maintains a listing service of rental vacancies and sublets for privately owned apartments, houses, and cooperatives/rooming houses near campus. Students may use the CAH website to search for housing and advertise their own sublets or rental vacancies. The CAH staff also offers rental information and educational resources. [campusareahousing.wisc.edu](http://campusareahousing.wisc.edu)

### Rental Resources

Students have access to free or low-cost counseling for tenants interested in learning more about their rental rights and responsibilities. Information on state and local rental laws, regulations, and lease-screening services is available at the Tenant Resource Center. [tenantresourcecenter.org](http://tenantresourcecenter.org)

## TRANSPORTATION AND PARKING

Students find that the fastest, easiest, and most economical ways to get around campus are by walking, biking, or riding the bus. Students are encouraged not to bring a car to campus due to limited parking space.

## Getting Around Campus

### Bikes

The university and the city of Madison are considered premier locations for biking. Campus has more than 15,000 bike parking stalls. Madison and Wisconsin laws recognize bicycles as vehicles and give bikes the right to use most roadways. Cyclists using roadways must comply with all traffic signals and laws. Wisconsin state law requires the use of a white front headlight and a red rear reflector at night. The city of Madison requires all bicycles to be registered, a practice that can later help with recovering a stolen bike. [transportation.wisc.edu/bicycling](http://transportation.wisc.edu/bicycling)

### Bus (Metro Transit)

UW students are eligible for the Associated Students of Madison bus pass, which provides unlimited access to all city routes. Eligible riders may use their student pass to cover the cost of paratransit rides. [asm.wisc.edu/resources/buspass](http://asm.wisc.edu/resources/buspass)

Fare-free campus bus routes 80, 81, 82, and 84 can be used by anyone, including students and visitors. All campus buses are kneeling buses, capable of transporting wheelchairs and other mobility equipment. Find campus route maps and schedules on the Madison Metro website ([mymetrobus.com](http://mymetrobus.com)). The Accessible Circulator Shuttle provides supplemental service to the campus bus for those with mobility limitations. The shuttle only serves campus buildings. A schedule, pickup location map, and additional information are available online ([transportation.wisc.edu](http://transportation.wisc.edu)).

### Mopeds

Moped owners must have a valid UW parking permit (available online, [transportation.wisc.edu](http://transportation.wisc.edu)) and park in designated stalls on campus. Mopeds are not permitted to park on sidewalks, terraces, or at bike racks in the city of Madison, unless the area is signed as a Moped Parking Area ([cityofmadison.com/parking-utility](http://cityofmadison.com/parking-utility)).

### Student Parking

Due to limited availability, student parking on campus is rarely granted and few students qualify for permits. Students must meet certain guidelines before they can apply for a permit. Priority is given to students who are commuting from outside of Madison. Annual and temporary UW Disabled parking permits are available to students with proper documentation. Additional information regarding permit availability, eligibility, and the process to apply can be found at [transportation.wisc.edu](http://transportation.wisc.edu).

## Traveling Home

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### Out-of-Town Bus Services

The Badger Bus, Better Bus, Greyhound Bus, Jefferson Bus Lines, Lamers Bus Lines, Mega Bus, and Van Galder Bus Company all depart from campus.

### Madison-Area Taxi Services

Badger Cab: **608-256-5566**; Green Cab: **608-255-1234**;  
Madison Taxi: **608-255-8294**; Union Cab: **608-242-2000**

### Air Travel

The Dane County Regional Airport is about seven miles from campus and students can easily get there via taxi or the city bus. Another option is to fly into Milwaukee Mitchell International Airport, Chicago O'Hare Airport, Chicago Midway Airport, or the Minneapolis–St. Paul Airport and use bus transportation.

## VISITING CAMPUS

Built on an isthmus, UW–Madison and the city of Madison seamlessly blend together, creating opportunities and an atmosphere unlike any other college campus. Our vibrant community is home to a growing arts and music scene; unique restaurants, shops, and museums; the Wisconsin State Capitol and eight-block State Street pedestrian mall; breathtaking natural areas, including five lakes; the largest producer-only farmers' market in the country; and much more. (Explore all that Madison has to offer at [visitmadison.com](http://visitmadison.com).) The Parent and Family Program hosts formal visit opportunities throughout the year. Learn more at [parent.wisc.edu](http://parent.wisc.edu).

## Visitor Questions

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Have questions before your visit to campus? The Parent and Family Program can help answer your questions about lodging, transportation, popular destinations on campus and in the community, and more. While you're here, Campus and Visitor Relations (CAVR), UW–Madison's central source for information, can assist you. Call **608-263-2400** or stop by one of CAVR's information and welcome desks, with locations at Union South, Memorial Union, and the Discovery Building.

## Visitor Parking

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If you are driving a vehicle while visiting campus, please plan to take a few extra minutes to locate parking. If you park in UW parking lots, observe lot enforcement

times posted at the entrances. Be prepared to pull a ticket, pay at a timed parking stall (pay-by-phone "meter"), or pay a parking attendant. Hourly parking is available on a first-come, first-served basis at gated parking facilities. Information on locations, rates, and real-time availability can be found at [transportation.wisc.edu](http://transportation.wisc.edu).

You can purchase daily or half-day parking permits online with at least two-week's advance notice. See [transportation.wisc.edu/visitor-parking](http://transportation.wisc.edu/visitor-parking) for details.

Visitors can visit UW Transportation Services offices ([transportation.wisc.edu](http://transportation.wisc.edu)) or call **608-263-6666** for assistance during weekday business hours. In addition, the city of Madison has more than 5,000 public parking spaces downtown and on-street metered spaces for visitors ([cityofmadison.com/parking-utility](http://cityofmadison.com/parking-utility)).

## Wisconsin Union

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The Wisconsin Union operates Memorial Union and Union South, which are often referred to as the heart and soul of campus. Union South features a film theater, bowling lanes, climbing wall, hotel rooms, restaurants, and more. It also hosts Badger Bash, the longest-running tailgate on campus for home UW football games. Memorial Union features two performing arts venues; Outdoor UW, the home of Wisconsin Hoofers (sailing, skiing, mountaineering, and more); an arts studio (Wheelhouse Studios); art galleries; six boutique guest rooms; restaurants; and the Terrace, the most popular gathering spot on campus and recently voted Madison's favorite landmark. The Wisconsin Union, however, is more than its facilities and programs. Thousands of students annually gain valuable experiences either through employment or leadership opportunities at the Union. [union.wisc.edu](http://union.wisc.edu)

## Wisconsin Athletics

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Badger game days serve as a core part of the campus experience. Don't miss out! Tickets are available for football, men's and women's basketball, men's and women's hockey, and more. Call **1-800-GO-BADGERS** or visit [uwbadgers.com](http://uwbadgers.com).

## On-Campus Hotels

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**The Fluno Center** 601 University Avenue; **1-877-773-5866**

**The Lowell Center** 610 Langdon Street; **608-256-2621**

**Wisconsin Union Hotel, Union South** 1308 W. Dayton Street; **608-263-2600**

# FINANCIAL RESOURCES

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## PAYMENTS, DEPOSITS, AND BILLS

At UW–Madison, billing for tuition and University Residence Halls (University Housing) is separate. Each system has different billing and due dates and must be paid separately. Below are descriptions of the offices that oversee financial matters, instructions on how to make payments, and other financial resources.

### Financial Offices

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#### Office of Student Financial Aid

The Office of Student Financial Aid helps students learn about funding sources, such as grants, loans, work-study, scholarships, and part-time employment. The office receives the Free Application for Federal Student Aid (FAFSA), determines financial aid eligibility, processes/disburses financial aid to student Tuition Accounts, adjusts offers when needed, and advises students regarding financial aid and money management. Phone: **608-262-3060**; Address: 333 East Campus Mall, #9701, Madison, WI 53715-1382; email: [finaid@finaid.wisc.edu](mailto:finaid@finaid.wisc.edu); web: [financialaid.wisc.edu](http://financialaid.wisc.edu)

#### Office of the Registrar

The Office of the Registrar serves campus by managing student records (personal information, grades, transcripts, diplomas); the Schedule of Classes (course catalog); enrollment; declaration of degrees/majors/certificates; Wisconsin residence for tuition purposes; education record privacy; veteran and military-dependent education benefits; and academic eligibility certification of student-athletes. Phone: **608-262-3811**; Address: 333 East Campus Mall, 10th floor, Madison, WI 53715-1384; email: [registrar@em.wisc.edu](mailto:registrar@em.wisc.edu); web: [registrar.wisc.edu](http://registrar.wisc.edu)

#### Bursar's Office

The Bursar's Office assesses tuition, provides the tuition eBill; applies payments, loans, grants, and scholarships to student tuition accounts; and processes tuition account refunds. Phone: **608-262-3611**; Address: 333 East Campus Mall, #10501, Madison WI 53715-1383; email: [tuition@bussvc.wisc.edu](mailto:tuition@bussvc.wisc.edu) (include student name and campus ID number); web: [bursar.wisc.edu](http://bursar.wisc.edu)

## Scholarships

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UW–Madison annually awards more than \$29 million in scholarships to undergraduates. Most of these scholarships recognize a student's overall academic achievements or outstanding accomplishments in a particular field. For more information, visit the Wisconsin Scholarship Hub (WiSH): [wisc.academicworks.com](http://wisc.academicworks.com) or our general scholarships information page: [financialaid.wisc.edu/types-of-aid/scholarships](http://financialaid.wisc.edu/types-of-aid/scholarships).

## Financial Wellness

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GradReady is a free financial wellness program to help students become more financially savvy. The web-based platform includes engaging videos, helpful resources, and real-world tools. Students can learn about topics including financial aid, evaluating loan options, creating a financing plan, considering debt-to-income scenarios, and establishing a budget. [wisc.gradready.com](http://wisc.gradready.com)

## Minnesota–Wisconsin Tuition Reciprocity

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Wisconsin and Minnesota have a tuition agreement that gives qualifying Minnesota residents a special UW–Madison tuition rate. Minnesota residents must apply for tuition reciprocity through the Minnesota Office of Higher Education. More information and an application form are available at [go.wisc.edu/minntuition](http://go.wisc.edu/minntuition).

## Wisconsin Residence for Tuition Purposes

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UW–Madison provides reduced tuition rates to students who qualify as residents of Wisconsin under Wisconsin state law. In most cases, a student's residence status is determined during the UW–Madison application process. Residence counselors in the Office of the Registrar can help students who have questions about residence for tuition purposes. [registrar.wisc.edu/residence](http://registrar.wisc.edu/residence)

## Class Drop/Withdrawal and Tuition Adjustments

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The date a class is dropped determines eligibility for a tuition adjustment. [registrar.wisc.edu/tag/tuitionadj](http://registrar.wisc.edu/tag/tuitionadj)

## Tuition Payments

### Tuition eBills: Parent Access

Tuition bills are provided electronically. Students and Authorized Payers are emailed when the eBill is available. Your student can make you an “Authorized Payer” if you would like access to tuition eBills. Once set up, you will receive an email with your log-in name, a temporary password, and the log-in link.

It is recommended that you log in to change the temporary password and set up a “secret question” for resetting your password if you forget it later; otherwise, your student will have to reset it for you. Your web browser’s pop-up blocker must be turned off. More: [bursar.wisc.edu](http://bursar.wisc.edu)

### Tuition Payment Methods

Accepted forms of payment include electronic check, credit card, mailed check, and in person. For payment details, 529 College Savings Plan instructions, and bill-pay service instructions: [bursar.wisc.edu](http://bursar.wisc.edu)

### Financial Aid (Loan/Grants/Scholarships) Disbursement

All financial aid is applied to a student’s tuition account only; it is not applied to pay for housing.

Most organizations mail checks for private scholarships directly to the Bursar’s Office. If a student receives a check directly, the student should deliver the check to the Bursar’s Office with any documents that came with it. The student’s name and campus ID number should appear on the check, which should note that it’s for a scholarship.

Scholarship awards from UW–Madison are submitted directly to the Bursar’s Office. Loans and grants begin to be applied to tuition accounts the week before a term starts.

### Tuition Account Refunds

If there are remaining funds after tuition is paid, a refund is issued to the student, unless the remaining funds are from a Parent PLUS loan. In that case, a check is mailed to the parent.

eRefunds process daily for students enrolled for eRefund and deposit directly into the account that the student provides when enrolling. Paper checks process weekly and are mailed to the student’s “Mailing” address listed in the MyUW account. Parent PLUS Loan refunds are mailed to the “Home” address listed in the MyUW account.



## 2019–20 Undergraduate Costs

Although the cost of attending UW–Madison varies depending on a student’s particular spending habits, the university bases its financial aid awards on the cost-of-attendance “budget.” Following are the estimated academic year (fall and spring terms) costs for an undergraduate.

	RESIDENT	NON-RESIDENT	MINNESOTA RESIDENT
Tuition and fees*	\$10,556	\$37,615	\$14,340
Books and supplies**	1,150	1,150	1,150
Room and board***	11,558	11,558	11,558
Miscellaneous****	2,296	2,296	2,296
Travel	824	1,440	1,134
TOTAL	\$26,384	\$54,059	\$30,478

\* New freshmen and transfers pay an additional New Student fee of \$275 and \$200, respectively. All first-time enrolled students pay a \$65 Official Document Fee. Undergraduates in Business and Engineering will be charged a tuition differential.

\*\* Does not include computer purchase.

\*\*\* This amount represents the cost used for financial aid calculations. Depending on the University Residence Hall assigned to a student, the 2019–20 rate for a double room is between \$8,500–\$9,600. The total estimated cost for a double room (room and board) in University Residence Halls is between \$9,900–\$11,000 for a student who selects the Tier 1 (\$1,400) level of the meal plan.

\*\*\*\* Miscellaneous includes clothing, upkeep, recreation, personal, medical/dental, and cell phone expenses.

Note: Tuition and University Housing are on two separate billing systems, have different billing and due dates, and must be paid separately. Visit [bursar.wisc.edu/student-tuition-account/payment-methods](http://bursar.wisc.edu/student-tuition-account/payment-methods) and [www.housing.wisc.edu/residence-halls/billing](http://www.housing.wisc.edu/residence-halls/billing).

## Housing Payments

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Students who live in University Residence Halls will receive two bills from University Housing per year. An email is sent to notify students and Authorized Payers when a new bill is published on University Housing's secure website.

Students joining the university in the spring of 2020 will be billed by semester only as will all students beginning in the fall of academic year 2020–21.

### Authorized Payer

Students may give parents and other individuals access to view University Housing bills online and make electronic payments by setting them up as Authorized Payers. [www.housing.wisc.edu/residence-halls/billing/authorized-payer](http://www.housing.wisc.edu/residence-halls/billing/authorized-payer)

### Housing Payment Options

**Online:** electronic check (no fee) or credit card (2.75% fee)

**Mailed payment:** personal check, money order, cashier's check, 529 check, scholarship and Bursar check if made payable to Division of University Housing

**In person at Cashier's Office:** personal check, money order, cashier's check, 529 check, scholarship check, or cash payment. Bursar's Office refund checks and scholarship checks that are made payable to the student's name must be endorsed on the back with the student's signature and the wording "pay to the order of Div. of University Housing."

For payment details: [www.housing.wisc.edu/residence-halls/billing/payment](http://www.housing.wisc.edu/residence-halls/billing/payment)

## Veteran and Military Services

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The Veteran Services & Military Assistance Center helps U.S. military members, veterans, and military dependents receive their education benefits. [veterans.wisc.edu](http://veterans.wisc.edu)

## Wiscard

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The Wiscard ([wiscard.wisc.edu](http://wiscard.wisc.edu)) is the official UW–Madison photo ID card for students. It provides access to campus libraries, Rec Sports facilities, the Wisconsin Union, and other campus services. For students who live on campus, the Wiscard also provides entry access to residence halls.



### Making Purchases

In addition to being a photo ID and key card, the Wiscard provides a simple, safe, money-saving method to make purchases on campus. When paying with the Wiscard, students receive discounts on food purchases at all University Housing, Babcock Hall Dairy Store, and Wisconsin Union dining locations. Students who live in University Housing will also receive an additional discount on purchases in the six University Housing dining facilities. Enrolled students are also exempt from the 5.5 percent sales tax on food purchases.

The Wiscard account can be used to make purchases at many other locations across campus for school-related products and services. These include textbooks, school supplies, laundry (in the residence halls), vending, copying, printing, computer supplies, convenience-store items, recreational sports activities, and on-campus entertainment. The Wiscard cannot be used to pay tuition or housing bills.

### Managing the Account

The Wiscard website allows users to easily manage their accounts and make deposits online. [wiscard.wisc.edu](http://wiscard.wisc.edu)



# THE FIRST-YEAR EXPERIENCE

**T**he transition from high school to college is an important milestone in the life of your student. While every student is different, feelings of nervousness, excitement, pressure, and success are quite common. The following timeline is designed to provide you with information about transitions that students commonly face during their first year of college. We recommend that parents and supporters take on a coaching or mentoring role and encourage students to make their own decisions and chart their own path. You can use the information you learn at Student Orientation, Advising, and Registration (SOAR) and from the Parent and Family Program to refer your student back to on-campus resources. The following pages will help you anticipate things that your student may experience and will provide a useful tool for supporting your student through this transition.



## UW-MADISON NEW STUDENT TIMELINE

### Late Summer

The weeks leading up to the start of classes can be filled with anxiety and anticipation. Students may be wondering if they will like it at UW–Madison. Will they like their roommates? Will they make friends? Will they be able to succeed in their classes? What will happen to their relationships with high school friends and family members?

#### Advice for Parents and Families

Be prepared for your student's and your own conflicting emotions as the day of departure approaches. Discomfort is part of the process. Talk about academic expectations and encourage your student to set goals. Make a financial plan and openly discuss payment/spending expectations. Talk about how often you plan to communicate with each other. Discuss the use of alcohol and other personal choices your student will be making. View additional information on the Parent and Family Program website ([parent.wisc.edu](http://parent.wisc.edu)).

#### Conversation Starters

- What are you most looking forward to about attending UW–Madison?
- What are you most nervous about?
- What plans do you have for saying goodbye to friends who are staying home or going to other schools? What plans do you have to stay in touch?

### September

As students move to campus and begin classes, they are faced with new opportunities to make their own choices and experience new freedoms. Feelings of homesickness and the desire for frequent contact with family are common. (See the box on page 15 for ways to be supportive of a homesick student.) The Transfer Transition Program can help connect transfer students to campus through events and information ([transfer.wisc.edu](http://transfer.wisc.edu)). Students are also getting to know their roommates, making new friends on campus, and finding their way around. This tends to be a time when students incur a lot of expenses for items such as textbooks, school supplies, and room decorations/furnishings.

#### Advice for Parents and Families

Remember that you are now transitioning into being a coach and mentor to your student. Listen with an open mind and be supportive. Encourage your student to attend campus welcome activities and meet new friends. Ask about classes, friends, and opportunities for involvement.

#### Conversation Starters

- What is your roommate like?
- Which classes seem most interesting to you?
- Have you found a good place to study?
- What events have you attended?
- Is the amount of money we agreed upon working out?
- Are any of your classes harder than you expected?  
How are you managing them?



#### What Is a House Fellow?

House Fellows (similar to resident assistants at other schools) are juniors and seniors who live in the halls and work with residents to build a strong community. They help students address problems and get connected on campus. Students should be encouraged to get to know their House Fellow.

## October–November

Classes are in full swing, and students are beginning to get feedback on their progress. Some may be surprised at the amount of work they have for their classes and may struggle with managing their time. Others will be disappointed about grades on their first exams or papers. Roommate conflicts may also flare up at this time after the initial “honeymoon” phase is over. (See the box to the right for how to be supportive during roommate conflict.) In addition, class enrollment for spring is quickly approaching, and students will be making plans with their academic advisors. Many students are already discussing their housing plans for next year. Of course, life will still continue at home, and students will want to stay informed about what’s going on with their families.

### Advice for Parents and Families

To be reassuring to your student, express confidence that your student can succeed in this environment. Have two-way conversations: let your student know what’s going on at home and don’t make any major changes—moving, vacations, remodeling your student’s room, etc.—without talking about it first.

Talk about study skills and time management, and refer to campus resources. Encourage your student to form relationships with instructors and consult with an academic advisor when selecting next semester’s classes.

Discuss plans for upcoming events, such as a trip home for Thanksgiving. Break periods are approaching quickly—how will this change things in your home? Ask about study time, workload, and involvement in campus organizations/activities. Also inquire about taxes and the FAFSA.

As your student begins to make housing decisions for next year, talk about all the factors to consider, including whether to remain on campus or move off campus, and how to handle meals. Pay special attention to what type of living environment will help your student be most successful academically. Make sure your student knows that the residence halls offer many programs popular with returning students. If your student chooses to live off campus, encourage taking plenty of time to make a decision. Important information about living off campus—and the most comprehensive listings for available rentals in downtown Madison—can be found at the Campus Area Housing website: [campusareahousing.wisc.edu](http://campusareahousing.wisc.edu).

### Conversation Starters

- How are you managing the workload? What is your study schedule?
- What courses are you thinking of taking next semester?
- Are you thinking about joining any groups, clubs, or activities? Which ones? Why?
- Have you met with any of your professors or teaching assistants and your advisor?
- What can you do differently on your next exam/paper to do better? What is working well?

### Roommate Conflict



It’s completely normal for conflict to develop between roommates as both students may be sharing a room for the first time, perhaps with someone who is quite different from themselves. Most students are able to work things out when they discuss issues directly, listen to each other, and remain flexible.

You can be supportive through this process by referring your student to resources provided by University Housing, rather than by getting directly involved yourself. If the roommates cannot work things out themselves, encourage your student to contact the House Fellow. House Fellows are upper-class students who undergo a thorough selection and training process and live on or very near every resident floor. They are trained in conflict resolution and are available to discuss roommate conflicts privately or with roommates to find a compromise, often with the aid of an established Roommate Agreement form. If this does not seem to improve the situation, the House Fellow will then contact the appropriate staff within University Housing to seek further solutions.



## December

As final exams approach, students may feel more stress about academics. This, combined with the onset of winter weather in Wisconsin, can leave some students feeling run down. While they may be excited for the semester to end, some students are also disappointed about missing holiday preparations at home.

### Advice for Parents and Families

Sending a care package that includes healthy snacks, cold remedies, and favorite holiday items from home can go a long way to boosting your student's spirits and your student's immunity to illness. Discuss plans for winter break, including vacation time, working, or doing work for classes. Understand that planning for the holidays is not the same without everyone present.

### Conversation Starters

- What are you doing to stay well during finals week?
- Which exams are you concerned about?
- What could I send you to help you feel better?
- What do you want to do at home during your break?



## Homesickness: Should I Be Worried?

Homesickness is normal! As with any major life change, students will have ups and downs. Many students feel homesick at one time or another during their first year. Here are some suggestions for ways you can support your student.

- Reassure your student that this is normal. Remember, this is a major life transition, which is not often easy.
- Listen with an open mind and be reassuring. Let students know that you believe they will succeed. Use the information you learned at SOAR and through the Parent and Family Program to refer your student to on-campus resources and services that can help.
- Encourage your student to make friends. For some students, it may be better to look around for other students who are alone and strike up a conversation. For others, it is better to connect with a group of students. If the first person is not someone your student connects with, the second or third might be.
- Encourage your student to attend events and join organizations. There are more than 1,000 student organizations at UW–Madison. Students should continue doing things they love—the activities that have contributed to their success in getting to this point—as well as try new things. Volunteering or getting a job are also great ways to connect with other students and learn outside the classroom.
- Encourage your student to talk to a House Fellow or Resident Life Coordinator. House Fellows are trained and experienced in supporting students who are homesick. They also have access to resources and people who can help.
- University Health Services is an excellent, free, confidential resource for students who are homesick. For assistance with urgent mental health concerns, 24-hour crisis intervention services are available to UW–Madison students, and to others concerned about a UW–Madison student, by calling **608-265-5600 (option 9)**.



## Winter Break

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With final exams finished, many students return home for winter break, and there may be concerns about how they will adjust to routines at home. For many, winter break is an opportunity to catch up on sleep and reconnect with friends they haven't seen in months. They will also begin to receive their first-semester grades and experience joy, disappointment, or relief.

### Advice for Parents and Families

Conversations about expectations and schedules before and after your student returns home can help ease the transition for all family members.

### Conversation Starters

- Let's talk about how the rules will change for you when you are home, now that you are a college student.
- What was the best part of your first semester in college?  
What would you do differently?
- What classes are you taking next semester?
- Have you thought about where you are going to live next year?

## January–February

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Students should strive to return from winter break with renewed energy for the semester ahead. This is a typical time for students to reassess their time-management strategies and turn over a new leaf, if necessary. Students may also engage in more exploration about their majors or careers, changing their minds or solidifying previous choices. Also, students begin thinking about spring break, including making plans for travel, work, or catching up on coursework.

### Advice for Parents and Families

The house is empty again—it's a roller coaster ride! You might feel some anxiety about your student's grades. This is a good time to review or revise budgets based on a semester's worth of experience. Also ask what changes might need to occur to ensure academic success. Encourage spring break safety. If you haven't done so already, talk with your student about plans for living arrangements next year. Also see October–November's advice for parents and families regarding making housing decisions.

### Conversation Starters

- What do you like about your new classes?
- Are you doing anything differently with your studying this semester?
- Have you decided what you are doing for spring break?
- Tell me about your good friends on campus.
- Have you decided where to live next year?

## March–May

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Spring recess comes and goes, and many students start making plans for the summer, all in the midst of another set of midterms. Most students feel more confident with their time-management skills and experience less stress with their exams this time around. They will also be enrolling in classes for the fall and considering options for the summer. Some students will have mixed feelings about leaving Madison for the summer, and others will decide to stay to take classes and/or pursue summer work opportunities. As the spring semester ends, you are likely to be amazed at the changes in your student and all that your student has accomplished this year.

### Advice for Parents and Families

With a year under your student's belt, this is a good time to check in about credit card use. Talk about any changes that should be made for academic success. Encourage your student to take advantage of Choosing a Major Workshops offered by Cross-College Advising Service. Ask your student whether taking a summer course might be part of a strategy to stay on track for graduation or a chance to focus on a challenging course. Think about your own plans for the summer. If your student is returning home, discuss expectations regarding rules and responsibilities for the summer, as well as expectations for earning money and saving for the upcoming year. To help with this transition, see the box titled "Coming Home for the Summer" on the next page.

### Conversation Starters

- What value could taking a summer course provide?  
Have you discussed summer courses with your advisor?
- What courses are you taking next year?  
Are you starting to narrow in on a possible major?
- What are you looking forward to about your living arrangements for next year?
- How do you think you have changed this year?
- What do you wish you had done differently in your first year of college?
- I am so proud of everything you have learned and accomplished this year!



## SUMMARY OF ADVICE FOR FAMILIES

Change is exciting and can also be stressful. Be prepared for your student's—and your own—conflicting emotions during this time of transition. Discomfort is a normal part of the process.

- Express your confidence that your student will be able to successfully navigate this new environment. By serving more as a coach than a problem-solver, you will help your student develop this ability.
- Talk with your student about how often you will communicate by phone, email, or text message. Discuss the frequency of visits home and family visits to campus, and be aware that these tend to change each semester.
- Talk with your student about expectations regarding academics, major choice, and careers. Encourage your student to set personal and academic goals. Be aware that the college learning environment is very different from high school, and students may not immediately earn the same superior grades as they did previously.
- Make a financial plan and talk about how your student intends to pay for expenses. Discuss payment/spending/employment options.
- Discuss the use of alcohol and other personal choices that your student will be making. Encourage responsibility, and have an open dialogue with your student.
- Acknowledge that college is a time for students to try new things and meet people who might be different from them in a variety of ways. Be supportive as your student engages in new activities and moves outside previous comfort zones.
- Inform your student about major changes at home (moving, remodeling your student's room, etc.).
- Help your student stay connected to activities at home. Acknowledge that your student may be sad about missing family birthdays, holidays, and community events. Find creative ways to keep your student involved and informed.
- Send care packages with notes from home, practical items, or treats to share with roommates and friends. These are especially welcome during more stressful times of the semester.

## Coming Home for the Summer



When your student comes home for the summer after the first year at college, life will be different from what it was before. Although that seems obvious, without giving it some prior thought, misunderstandings and conflicts can arise when your student seems to be following a script that is different from yours.

Living away from home for a school year is a life-changing event, and your student will be comfortable with and used to independence, especially after spending the last year in an unsupervised environment. This could be an area of conflict if you expect a phone call to let you know when your student will be home. Be sure to negotiate conflicts early to avoid tensions later on.

On the other hand, you may be anticipating newfound maturity and independence, and be disappointed to find the kitchen sink filled with dirty dishes, laundry left for you to do, and the gas tank on empty when you need the car. It can be daunting to realize that even though your student is now technically an adult, your role as a mentor and coach is still in play. In the process of launching your student as an independent adult, you will need to continue reinventing just what that role is.

You also may think you know your student's interests and identity, but you could find that your student has made some major changes without discussing those changes with you. The young woman who was set on being a veterinarian may now want to study history, and she may also refuse to participate in the family religion. The young man who was adamantly opposed to an earring may come home with a tattoo or a nose ring.

There may be some emotional and rocky times during the summer, but your lives will be enriched if mutual respect and listening are the guides you and your student establish for staying connected with each other.

# CAREER SERVICES

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Every student is encouraged to work with a career advisor to explore postgraduation options. The career exploration and planning process takes time, and students are encouraged to begin working with career services offices as early as freshman year. First- and second-year students who are not sure what careers they would like to pursue or how to get started are encouraged to visit the Career Exploration Center. Career courses are also available and can help ground students in career development. Each UW–Madison school and college has its own career services office, which is tailored to prepare students in their respective fields for employment and graduate school. UW graduates are highly sought after by employers and graduate schools across the country. Encourage your student to receive career advising today and gain a competitive edge for the future. To learn more, visit [careers.wisc.edu](https://careers.wisc.edu).

Students can find jobs, internships, and connect to campus career centers and events through their free UW–Madison Handshake account. The Handshake app is available on the MyUW dashboard — add the Handshake app by visiting [my.wisc.edu](https://my.wisc.edu).

## How can a career advisor help my student?

Career advisors can work with students at all stages of the career development process. Even when students have many different career interests, advisors can help them reflect on their skills and interests so they understand how those can be applied to the work world. Career advisors also create plans to advance a student's interests through hands-on experience. Providing these resources helps students find their way to satisfying careers.

## How can my student find a career advisor?

Students should start at [careers.wisc.edu](https://careers.wisc.edu), which connects them to their academic school or college's career services and advisors. For students who are undecided about their academic major(s) and career interests, the Career Exploration Center offers individual career assessments and advising.

## Is career advising required? Does my student have an assigned career advisor like the assigned academic advisor?

While students are not required to meet with career advisors, it is highly encouraged. Additionally, students can start a conversation with their academic advisors about career interests. Academic and career planning go hand in hand.

## When should my student see a career advisor?

Students should start thinking about career and internship options and opportunities as early as the first year of college. The Career Exploration Center can help students looking to start the career planning process or learn which career development resource on campus is best for them. Students nearing graduation will be best served by the tailored career services offices in the schools and colleges.



## My student hasn't picked a major yet. Can a career advisor still help?

In a word: yes! For many students, ideas about their careers, academic and personal interests, strengths, and values are interrelated. Learning about one of these areas can help clarify or refine a student's understanding of another. Learning about the connections between majors, skills and interests, and careers can help students understand the different paths of the college experience.

## How can my student network and find career opportunities through UW–Madison after graduation?

Badger Bridge ([badgerbridge.com](https://badgerbridge.com)), a professional network supported by the Wisconsin Alumni Association, connects students and recent graduates to established UW alumni for professional advice, support, and opportunities. Throughout the year, UW–Madison also offers career and internship fairs, as well as networking events with employers and alumni.

# IMPORTANT DATES 2019–2020

University Residence Halls move-in (as assigned)	August 31–September 1, 2019
Labor Day	September 2, 2019
Instruction begins	September 4, 2019
Fall University Housing payment due	September 13, 2019
Tuition due for fall term	September 13, 2019
Family Weekend	October 18–20, 2019
Thanksgiving recess	November 28–December 1, 2019
Last day of classes	December 11, 2019
Study day	December 12, 2019
Exams begin	December 13, 2019
Winter Commencement (no exams)	December 15, 2019
Exams end	December 19, 2019
University Residence Halls close (at noon)	December 20, 2019
University Residence Halls open	January 18, 2020
Martin Luther King Jr. Day	January 20, 2020
Instruction begins	January 21, 2020
Tuition due for spring term	January 31, 2020
Spring University Housing payment due	January 31, 2020
Spring recess	March 14–22, 2020
Last day of classes	May 1, 2020
Study day	May 2, 2020
Exams begin	May 3, 2020
Exams end	May 8, 2020
Commencement Weekend	May 8–10, 2020
University Residence Halls close	May 10, 2020

Four-week summer session	May 18–June 12, 2020
Three-week summer session	May 26–June 12, 2020
Eight-week summer session	June 15–August 7, 2020
Tuition due for summer term	June 19, 2020

Events and deadlines in this handbook are subject to change and are specific to undergraduate students.

For additional important dates and events, visit the Parent and Family Program website ([parent.wisc.edu](http://parent.wisc.edu)) or call 1-877-262-3977.

# IMPORTANT CONTACTS

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If you have questions during your student's time at UW–Madison, please contact the Parent and Family Program at 1-877-262-3977 or [parent@uwmad.wisc.edu](mailto:parent@uwmad.wisc.edu). You can also find more information on our website at [www.parent.wisc.edu](http://www.parent.wisc.edu). Below are additional important contacts that may be helpful to you or your student.

Bursar's Office (for fast service, contact by email: <a href="mailto:tuition@bussvc.wisc.edu">tuition@bussvc.wisc.edu</a> )	608-262-3611	<a href="http://www.bursar.wisc.edu">www.bursar.wisc.edu</a>
Campus Area Housing Listing Service (off-campus housing)	608-263-2452	<a href="http://www.campusareahousing.wisc.edu">www.campusareahousing.wisc.edu</a>
Campus and Visitor Relations (campus information)	608-263-2400	<a href="http://www.info.wisc.edu">www.info.wisc.edu</a>
Dean of Students Office	608-263-5700	<a href="http://www.doso.students.wisc.edu">www.doso.students.wisc.edu</a>
Destination Madison	1-800-373-6376	<a href="http://www.visitmadison.com">www.visitmadison.com</a>
Division of Information Technology (DoIT Help Desk)	608-264-4357	<a href="http://www.it.wisc.edu">www.it.wisc.edu</a>
International Academic Programs (study abroad)	608-265-6329	<a href="http://www.studyabroad.wisc.edu">www.studyabroad.wisc.edu</a>
Memorial Union	608-265-3000	<a href="http://www.union.wisc.edu">www.union.wisc.edu</a>
Office of Admissions and Recruitment	608-262-3961	<a href="http://www.admissions.wisc.edu">www.admissions.wisc.edu</a>
Office of the Registrar (enrollment, grades, transcripts, diplomas)	608-262-3811	<a href="http://www.registrar.wisc.edu">www.registrar.wisc.edu</a>
Office of Student Financial Aid (grants, loans, student employment)	608-262-3060	<a href="http://www.financialaid.wisc.edu">www.financialaid.wisc.edu</a>
Parent and Family Program	1-877-262-3977	<a href="http://www.parent.wisc.edu">www.parent.wisc.edu</a>
SAFEwalk	608-262-5000	<a href="http://www.go.wisc.edu/safe-walk">www.go.wisc.edu/safe-walk</a>
Transfer Transition Program	608-890-4690	<a href="http://www.transfer.wisc.edu">www.transfer.wisc.edu</a>
Union South	608-890-3000	<a href="http://www.union.wisc.edu">www.union.wisc.edu</a>
University Book Store	608-257-3784	<a href="http://www.uwbookstore.com">www.uwbookstore.com</a>
University Health Services	608-265-5600	<a href="http://www.uhs.wisc.edu">www.uhs.wisc.edu</a>
University Housing (on-campus housing)	608-262-2522	<a href="http://www.housing.wisc.edu">www.housing.wisc.edu</a>
UW Badger Athletics Ticket Office	1-800-GO-BADGERS	<a href="http://www.uwbadgers.com">www.uwbadgers.com</a>
UW Police (non-emergency)	608-264-2677	<a href="http://www.uwpd.wisc.edu">www.uwpd.wisc.edu</a>
UW Student Job Center	608-262-5627	<a href="http://www.studentjobs.wisc.edu">www.studentjobs.wisc.edu</a>
UW Transportation Services (campus parking and commuter solutions)	608-263-6666	<a href="http://www.transportation.wisc.edu">www.transportation.wisc.edu</a>
Wiscard Office	608-262-3258	<a href="http://www.wiscard.wisc.edu">www.wiscard.wisc.edu</a>
Wisconsin Alumni Association	1-888-947-2586	<a href="http://www.uwalumni.com">www.uwalumni.com</a>



# Parent and Family Program

UNIVERSITY OF WISCONSIN-MADISON

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