



# PARENT MATTERS

FALL 2015

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## Dear Parent or Family Member:

Congratulation and welcome to the Northeastern community! We are so excited to welcome you and your student to campus.

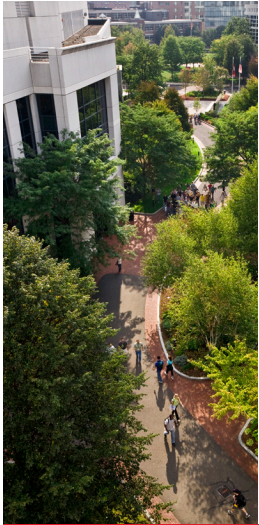
This newsletter is designed to help you with your transition during the next few weeks. We have highlighted some specific experiences your student may be having, provided information about resources that may be relevant, and hopefully offer some helpful tips and advice.

We know your support and encouragement is important to the success of your student's first year. Please reach out to my office if ever you need any assistance.

Sincerely,

*Susan Braun*

Susan Brown,  
Associate Director  
Office of New Student Orientation and Parent/Family Programs





## Helpful Tips on the College Transition

Sending a student off to college is a transition for both you and your child. Here are some tips for managing this exciting and emotional time.

### **Recognize Your Conflicting Emotions**

After so many years of planning and anticipation, your child is finally headed to college. This can stir a great sense of pride and excitement, tinged with a sense of loss. Acknowledge that you can feel both happy and sad about this transition and talk to other parents going through the same thing.

### **Understand Your Child's Ambivalence**

Like you, your child is going through a major life change. There will be ups and downs. Some days they might feel excited to leave for school and other days they may question if they're ready. Sometimes they might feel a sense of sadness about leaving behind their family and friends. Recognizing this is an emotional rollercoaster for them may help explain some behavior leading up to their departure. They may want to assert their independence one day and cuddle with you on the couch the next. Be prepared to see less of them this summer as they try to hold on to friendships and explore their upcoming freedom.

### **Discuss Expectations Before Move-In Day**

Communicating expectations before your child moves to campus is the best way to make sure there are any surprises or frustrations down the road. Be clear about creating a budget and who will pay for what. If your student will be using a credit or debit card, make sure they understand the responsibility. Discussing when and how often you'll keep in touch is important as well. This is a good time to begin building an adult relationship with your student where they may want to control the timing of your interactions. Allow them to set boundaries so they can maintain a sense of freedom while knowing you are still an anchor in their lives.





## Helpful Tips on the College Transition Continued

### **Be a Coach, Not a Problem Solver**

This can be one of the more challenging aspects of parenting a college student. You have spent 18 years navigating the world for them, so it can be difficult to take a step back and allow them to figure things out on their own. College students tend to call their parents when things aren't going well. Resist the temptation to make phone calls or speak to professors for them. Instead, encourage them to utilize the resources around them. Empower them to weigh their own options and be their own advocate. And most importantly, listen.

### **Be Prepared for Homesickness**

Most students experience some form of missing home in the first few weeks of college. This can range from wanting you to text them frequent pictures of the family cat to wanting to leave campus altogether. As tempting as it may be to tell your student to come home for a visit, in the beginning of the semester, encourage them to stay on campus. Building relationships with new classmates and getting involved is the best way to help them begin to feel more connected to their new community.

### **Get Ready for Changes**

When your student does come home, be prepared to greet a seemingly new person. Students often seem different when they make their first trip home after being at college for a while. This could mean a new haircut, a new way of eating, even how they interact with the rest of the family. The key is to not make any harsh judgments and allow your student to express their new view of the world. It could all change again by the winter break.

### **Look Out for Mental Health and Wellness**

College can be very demanding. Many students do not initially perform as well academically as they did in high school. There is also a desire to be social, stay up late, and maybe not eat the most balanced meals. Navigating these changes can be physically and emotionally taxing on a student. Help them maintain realistic expectations and remember that grades are not the only indication of success. Be mindful of signs of anxiety and depression, encouraging your student to utilize resources and seek help.







## Moving In: What to Bring?

### How are the rooms furnished?

The university provides each student with a bed, desk, chair, dresser, and window shade, regardless of whether they are living in a traditional residence hall, a suite-style accommodation, or an apartment. Some double and triple rooms have only one closet to share with your student's roommate(s).

If possible, your student and their roommate(s) should decide in advance who will bring what shared amenities to campus, or whether you would like to buy things like rugs, and so on after arriving at Northeastern.

### What you may want your student to bring to campus:

- > Air-tight food-storage containers
- > Bike Helmet (Visit [thehubway.com](http://thehubway.com) to participate)
- > Blankets
- > Bookends
- > Clock radio/alarm clock
- > Clothes hangers
- > Desk lamp (not halogen)
- > Extra-long twin sheets (Collegiate Twin Sheets)
- > Fan
- > Flashlight & batteries
- > Hair dryer
- > Iron and ironing board
- > Laundry bag, detergent
- > Linens
- > Nonflammable metal wastebasket
- > Oral Thermometer
- > Pillows
- > Power outlet strip (12 or 14-gauge wire)
- > Shower shoes and caddy
- > Small refrigerator (not more than 5.0 cubic feet)\*
- > Telephone
- > Towels
- > Under-the-bed sweater/storage boxes (no deeper than 10 inches)

*\*You may rent a micro-fridge through Housing & Residential Life prior to moving to campus.*







## A Touch of Home Cake Order

Surprise your student! New Student Orientation and Parent/Family Programs, in conjunction with Wollaston's, the campus grocery store, offers specialty cakes for all occasions. Your student will be notified that a special package awaits him or her at a campus location. It will be your student's responsibility to pick up the order once he or she has been notified.

To place an order, visit our website at [northeastern.edu/parents](http://northeastern.edu/parents). We must receive your order one week prior to the time you want it be ready for pick-up. Please allow two weeks for mail orders. You may also pre-order; we will keep a record of your request and place the order in a timely manner.

## We Care

The We Care program is a support system to aid students during times of difficulty or crisis. We Care also aids departments in developing their own systems to work through student crises, as well as faculty and staff who request guidance in identifying existing Northeastern resources for students.

### How We Care Works

Students come to the attention of **We Care** in a variety of ways:

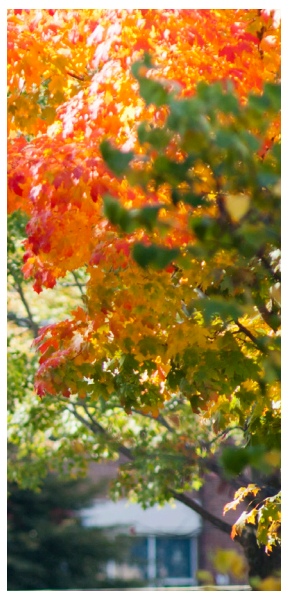
- > Faculty and staff contact We Care directly to discuss the needs of a student they see as possibly being in crisis.
- > NUPD notes students who appear headed for crisis.
- > Residential Life staff work closely with many of our students and have multiple opportunities to see students who exhibit behaviors ranging from general unhappiness to disruptive behavior which demands more immediate intervention.
- > Students transported to local hospitals are routinely followed up with and, on occasion, sometimes the transport was the trigger that enables the student to reach out for help during the follow up check-in.
- > OSCCR referrals for a variety of violations of our Code of Conduct also allow us to identify students who are having difficulty managing the freedom and responsibilities associated with college life.
- > UHCS, the Center for Spirituality, Dialogue and Service, Parent Programs and other offices raise concerns about students who demonstrate troubling behavior or signal in some way their need for additional guidance.





## The Parents Leadership Council

The Parents Leadership Council (PLC) serves as the liaison between Northeastern University and the parent community by facilitating communication and increasing parent engagement and support. Through volunteer leadership, parental perspective, and parent programming, the PLC strives to enhance the experience of every parent and undergraduate student. This is a truly exciting time to be a part of Northeastern. To join this dedicated group of parent leaders, please email [parentsleadershipcouncil@neu.edu](mailto:parentsleadershipcouncil@neu.edu).







## Important Dates

September 9	Classes Begin
October 12	Columbus Day, No Classes
October 16–18	Parent and Family Weekend
November 9–14	Homecoming
November 11	Veteran's Day, No Classes
November 25–27	Thanksgiving Break
December 9	Last Day of Classes
December 10	Reading Day
December 11–18	Final Exams
December 21–January 10	Winter Break
January 11	Spring Classes Begin

### Parent and Family Weekend

Parent and Family Weekend will take place on October 16-18, 2015. Registration materials and a full schedule will be mailed shortly. During the weekend, you can take part in a variety of exciting events, including:

- > College Receptions
- > Comedy Show
- > Men's Hockey Game
- > Family Barbecue
- > Faculty Presentations





## Frequently Asked Questions

### How do I pay for bills and add funds to my student's Husky Account?

Most financial transactions, including bill pay and adding funds to the Husky account, can be completed through **myNEU Parent Portal**.

### How should I address mail to my student?

To facilitate efficient processing, the United States Postal Service recommends capital letters without punctuation and requires the use of standard abbreviations. Address mail using your student's name, mailbox number, mailing address, city state, and five-digit ZIP code:

#### **May B Anybody**

#116  
10 Forsyth Street  
Boston, MA 02115

### What is the closest pharmacy to campus?

#### **CVS/Pharmacy**

231 Massachusetts Avenue  
Boston, MA 02115  
617.266.6775

### In the event of a campus emergency, how are will my student be notified?

In case of emergency or crisis situations that require immediate notification, university officials will deploy the **NU ALERT** system, which sends email, voicemail and text messages to students, faculty and staff.

**NU ALERT** is intended to communicate pertinent information and, when appropriate, provide directions to those in the affected area(s).

Examples of crisis situations range from snow storms to national emergencies that have a local impact.





## Frequently Asked Questions Continued

**What if my student needs medical attention when the University Health and Counseling Center is closed?**

**After Hours Care:** When the Health Center is closed, please visit a local emergency room or urgent care for immediate concerns.

**Urgent Care:** They treat conditions that require immediate, non-life threatening care.

### **Whittier Street Health Center**

1290 Tremont Street  
Roxbury, MA 02120

Monday–Friday: 8:30 a.m.–8:00 p.m.

Saturday: 8:30 a.m.–5:00 p.m.

### **Beth Israel Deaconess Urgent Care at Chestnut Hill**

200 Boylston Street  
Newton, MA 02467

Mondays–Fridays: 11 a.m.–9 p.m.

Saturdays and Sundays: 9 a.m.–7 p.m. on

### **Emergency Room:**

#### **Beth Israel Deaconess Medical Center**

**West Campus of BIDMC**

190 Pilgrim Road  
Boston, MA 02215





## Stay Connected

### New Student Orientation and Parent/Family Programs

The New Student Orientation and Parent/Family Programs has a number of ways for you to stay connected to the university, in addition to contacting us with any questions or issues your student may be having. We encourage parents and family members to take an informed, supportive role in their student's educational success.

### Parents' Corner Message Board

Visit our Parent Message Board to post questions for other parents and join in the discussion. Get started at [northeasternparents.proboards.com](http://northeasternparents.proboards.com).

### Parent Portal

Stay up to date on university news and announcements, important upcoming events, and happenings specific to your student's college. Access to student account information such as your student's academic transcript and Husky Card balance is available through your portal. You may also review and pay tuition bills through the Parent Portal. If you have not yet created a Parent Portal, we encourage you to do so. Learn how to create your account by visiting [northeastern.edu/parents](http://northeastern.edu/parents).

### Visit us on Facebook:



[facebook.com/parentfamilyprogramsatnortheasternuniversity](https://facebook.com/parentfamilyprogramsatnortheasternuniversity)



## Blogs

There are a number regularly updated blogs that are great resources for you to stay connected. You can stay up to date by following the blogs of The Office for Student Affairs and of numerous students, including many who are blogging while on co-op. Explore these blogs by visiting [northeastern.edu/admissions/campus-life/student-blogs](http://northeastern.edu/admissions/campus-life/student-blogs).

## Contact Us

The New Student Orientation and Parent/Family Programs is committed to helping you participate in your student's experience at Northeastern. Please feel free to contact us with any questions or concerns you may have. You may reach us in any of the following ways:

**New Student Orientation and Parent/Family Programs**  
Northeastern University  
101 Ell Hall  
360 Huntington Avenue  
Boston, MA 02115

617.373.3868 (voice) | 800.696.6516 (voice) | 617.373.8899 (fax)  
[parents@neu.edu](mailto:parents@neu.edu)