PERSONAL COUNSELORS
All new students are assigned a Personal Counselor in the Student Services Center. Your counselor will help you with your financial planning for the years you attend. This counselor is not only assigned to the student, but parent(s), guardian(s) or significant other(s) may also utilize this service for financial aid or billing questions. You will be notified who your counselor is through your PLU email.

PARENT/SIGNIFICANT OTHER INFORMATION
Students are assigned a PLU ID and a PIN (Personal Identification Number) to safeguard their information in Banner. Students may give these two numbers to their parent(s) or significant other to have access to their information. Without both numbers, information will not be shared with anyone but the student due to the Family Educational Rights and Privacy Act of 1974 or FERPA.

HOW IMPORTANT IS IT TO CHECK YOUR PLU EMAIL?
The main line of communication between the student and the university is through your PLU email. Important information from your personal counselor, financial aid information, billing statements, registration times and dates, financial holds, and many other services are sent out to your PLU email.

All information is emailed directly to the student, not to the parent or significant other. The exception would be the Electronic Student Billing Statement listed in the next section. If you are paying the student’s account, it is very important that you read the next section if you want the monthly Electronic Student Billing Statement sent to you.

ELECTRONIC STUDENT BILLING STATEMENTS
Electronic Student Billing Statements are sent during the first week of each month. The statements are sent to the student’s PLU email address unless otherwise designated. To choose an alternative email other than your PLU email and/or designate up to 3 additional recipients follow the directions below. If someone other than yourself is paying your costs, please add their email address to receive the Electronic Student Billing Statements.

- https://banweb.plu.edu Enter Secure Area (Banner Web)
- Login with your PLU ID and PIN
- Choose Personal Information
- Choose Update E-Mail Addresses
- To designate an email address for yourself other than your PLU email address select E-Billing Alternate Student Email Address
- To designate additional recipients select E-Billing Additional Recipient’s Email Address from the Type of E-mail to insert drop down box under the current email addresses listed and Submit.
- Enter the email address and Submit
- You may also select E-Billing-Additional Recipient’s Email Address to add up to 3 more recipients.

Questions contact: 253-535-7115
http://www.plu.edu/business-office/student-accounts/

EMERGENCY CONTACTS
Does the University have an emergency phone number and contact person listed for you? This should be someone who can be reached at any time of the day. Preferably a cell phone number.

- https://banweb.plu.edu Enter Secure Area
- Personal Information, and then Update Emergency Contacts.
LUTE DISCOUNT
PLU offers a $100 Lute Discount for each qualifying semester. Certain requirements that are listed on the Lute Discount Form must be met to receive this discount. The Lute Discount for fall is sent out in July and spring is sent out in November. Also sent out with the Lute Discount is a summary of your charges and financial aid (if applicable) for either fall or spring. It is not a billing statement, but a summary to help you prepare for upcoming costs. The Lute Discount Form and the summary of your charges and financial aid (if applicable) will be sent via email and a paper copy. If you want to take advantage of this $100 Lute Discount the summary will help you determine your owing balance.

FULLTIME ENROLLMENT
Your financial aid award is based on the credit hours/terms listed on your Offer of Financial Aid. If the hours/term listed are different, please contact the Financial Aid Office or the Student Services Center. A revised Offer of Financial Aid will be emailed to your PLU email account. This is very important because if you attend less than full-time you are not eligible for university gift aid and other types of financial aid could also be at risk.

- Undergraduate full-time = 12-17 credit hours
- Graduate full-time = 8 credit hours

TUITION AND FEES DUE DATES AND FINANCIAL HOLDS
Please note that a financial hold will be placed on a student's account after the due date for fall (August 25) J-term (December 25) and spring (January 25) if the account still has an owing balance less their financial aid (if applicable). This hold prevents basic university privileges, such as, but not limited to: the right to register, add/drop classes, pass/fail, cash checks, or receive copies of unofficial or official transcripts or a diploma. Tuition is due on the following dates unless you have a contract with Tuition Management Systems (TMS). PLU strictly adheres to payment dates for all students.

- Payments (see below) not received by the due dates will jeopardize the student’s continued enrollment for that semester. A Financial Hold will be placed on the account. Past due balances are subject to a 1.5 percent monthly interest charge or a minimum of $2.00.

- Fall tuition and fees are due on August 25 (Less any financial aid you have accepted and completed all requirements.
- J-Term fees are due on December 25.
- Spring tuition and fees are due on January 25 (Less any financial aid you have accepted and completed all requirements.
- To view holds in Banner go to:
  - https://banweb.plu.edu Enter Secure Area (Banner Web)
  - Login with your PLU ID and PIN
  - Go to Student Services, Student Records and then to Student Holds.

REFUNDS
If your financial aid exceeds your costs and you want a refund go to: http://www.plu.edu/student-services/Refunds/

REGISTRATION AND DEADLINES
If you decide to change your schedule after you initially registered, you should contact your Academic Advisor or the Academic Advising Office for assistance.

- Do you know the deadlines for adding/dropping classes or declaring the pass/fail option? http://www.plu.edu/registrar/academic-dates-deadlines/ and go to Academic Calendar
- You can check your grades online through Banner Web or request a copy of an unofficial transcript from the Student Services Center.
- Do you know the deadlines for a full withdrawal from the university? http://www.plu.edu/registrar/academic-dates-deadlines/

MEDICAL WITHDRAWALS
Questions regarding medical withdrawals should be addressed to the Office of the Vice President of Student Life. Questions contact: 253-535-7191
VERIFICATION OF ENROLLMENT
If you need documentation verifying enrollment for medical insurance, auto insurance, or military dependence, you can bring your form into the Student Services Center or you can contact the Registrar’s Office.
Questions contact: 253-535-7131

A.W.G. DEWAR TUITION REFUND PLAN
Tuition Insurance
We encourage all students to protect their tuition dollars. Students with pre-existing health concerns are encouraged to consider purchasing a tuition insurance plan. For cost information and application go to the website listed below and then select Pacific Lutheran University. Those who wish to participate online must submit the application and payment prior to the 10th day of fall classes. Dewar will not accept applications following that date.
Questions contact: 617-774-1555
www.collegerefund.com

HEALTH CENTER
The PLU Health Center is a crucial part of maintaining a healthy campus. The Health Center offers primary healthcare services to all PLU students. We provide high-quality, confidential medical care right here on campus. There is never a charge for an office visit for any reason, so there is no need to bring an insurance card or a copay.
Questions contact: 253-535-7337
http://www.plu.edu/health-center/

WELLNESS ACCESS PLAN
Plan Benefits:
- The PLU Health Center provides primary medical care services with same-day appointments often available. There is no charge for an office visit, so there is no need for an insurance card or co-pay.
- The Wellness Access Plan includes updated equipment, as well as an array of workout classes and fitness consultations. There is no charge to use the Fitness Center.
- PLU offers a range of health and wellness education, including nutritional workshops at no additional charge.
- The PLU Health Center offers physical examinations for athletics, travel, and employment all at no charge.
- Seasonal flu vaccine will be available on campus at no additional charge.
- The Wellness Access Plan begins August 1st and is valid for 12 months, provided the student is enrolled in both the fall and spring semesters. The charge is $175 per semester.
- All domestic undergraduate students are automatically enrolled in the Wellness Access Plan, and this fee cannot be waived.
- Students are urged to carry their own health insurance coverage in addition to this plan.
- PLU employees (other than student workers) are not included in the Wellness Access Plan.
http://www.plu.edu/health-center/wellness-access-plan/

VETERAN’S ASSISTANCE
The Student Services Center has a Veteran’s Certifying Official available for educational assistance.
Questions contact: 253-535-8317
Email: henkelnd@plu.edu

CAMPUS SAFETY
Our mission is to serve the campus community, promote and sustain a safe environment and effectively respond to campus incidents. Personal safety starts with the individual. Students and staff are encouraged to be responsible and practice good safety habits. To create and maintain the highest level of safety and security it takes a cooperative approach from both the individual (personal safety habits) and the university (campus resources and procedures).
Questions contact: 253-535-7441
http://www.plu.edu/campus-safety/

PARKING INFORMATION
All students, staff and faculty wishing to drive to campus and park in university lots must obtain a parking decal. Due to space limitations, only one decal may be issued to each campus community member regardless of the number of vehicles registered. The decal must be displayed on the lower corner of the driver’s side of the windshield. Only the decal for the current year may be displayed. Previous decals must be removed. Parking space is limited so parking regulations are strictly enforced. Registration begins during the summer before the start of the school year.
http://www.plu.edu/campus-safety/parking/
STUDENT EMPLOYMENT
Finding a job during college can be a daunting process, especially for new students. The Student Employment Office works with current students to assist them in their employment endeavors—whether through work-study or on-campus employment. Have a question about work study or finding a job? You’ve come to the right place! To browse current jobs, please visit the student login for the Career Connections Opportunities Board and login with your student ePass.
Questions contact: 253-535-7459
http://www.plu.edu/studentemployment/

STUDENT INVOLVEMENT AND LEADERSHIP
Academics and student activities go hand in hand at PLU, enhancing student and leadership development. Whatever your interests, PLU has a wide array of programs, organizations, and opportunities available to help you make the most of your college experience.
Questions contact: 253-535-7195
http://www.plu.edu/student-involvement/

ACADEMIC ASSISTANCE CENTER
At the AAC, you’ll find free academic support services that can help you become a more effective, independent learner. Meet with a tutor, join a foreign language conversation group, work on study strategies, attend a group review session for one of your courses, or just stop by for free flashcards. Please stop by our office on the first floor of the library!
http://www.plu.edu/aac/
Questions contact: 253-535-7518

COUNSELING CENTER
PLU recognizes that college presents a wide range of challenges. College is a time for personal growth, learning, and self-knowledge, but it isn’t always easy. Some students need a place to develop coping skills for social, academic, and personal growth. Other students face more complex problems like anxiety, depression, and similar concerns. Our experienced team of licensed psychologists and mental health counselors is well prepared to help you make the most of your educational experience. All services are provided at no charge for students who are attending classes.
Questions contact: 253-535-7206
http://www.plu.edu/counseling/

DISABILITY SUPPORT SERVICES
Students with disabilities have access to, participate in, and receive the benefit of any program or activity operated by PLU. PLU has zero tolerance for discrimination on the basis of race, color, creed, national origin, sex or disability. Reasonable accommodation will be provided at no cost to the student on a case-by-case basis as recommended in the student’s documentation of a disability and as determined by the DSS director.
Questions contact: 253-535-7206
TDD: 253-536-5074
http://www.plu.edu/dss/

STUDENT SERVICES CENTER

<table>
<thead>
<tr>
<th>LOCATION:</th>
<th>Hauge Administration Building, Room 102</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE HOURS:</td>
<td>SUMMER</td>
</tr>
<tr>
<td></td>
<td>9am – 5pm (Mon-Fri)</td>
</tr>
<tr>
<td></td>
<td>12-1 (Closed for lunch)</td>
</tr>
<tr>
<td>EXPRESS WINDOW:</td>
<td>8am – 5pm (Mon-Fri)</td>
</tr>
<tr>
<td></td>
<td>Open for Lunch 12 – 1</td>
</tr>
<tr>
<td>TELEPHONE:</td>
<td>253-535-7161 or 1-800-678-3243</td>
</tr>
<tr>
<td>FAX:</td>
<td>253-538-2545</td>
</tr>
<tr>
<td>EMAIL:</td>
<td><a href="mailto:ssvc@plu.edu">ssvc@plu.edu</a></td>
</tr>
<tr>
<td>WEBSITE:</td>
<td><a href="http://www.plu.edu/student-services/">http://www.plu.edu/student-services/</a></td>
</tr>
</tbody>
</table>