Stay in the loop with University-wide updates, events, and more family programming via the Hurricane Family Connection e-newsletter at miami.edu/family-newsletter

View the University Events Calendar to get a quick glance of a wide spectrum of events and activities taking place throughout the University at events.miami.edu

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WELCOME

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

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

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

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

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

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

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

With my best wishes,

Dr. Julio Frenk
President
For those joining the Miami Hurricane family for the first time, welcome! And to those with students returning to us, we look forward to another successful year ahead.

We know that students who immerse themselves in campus activities—whether in or out of the classroom—are more likely to be successful throughout their college experience. To help you support your student, we’ve assembled this Family Resource Guide to include the many programs, services, resources, and involvement opportunities available to them on campus.

By prioritizing students’ growth and success, we invite them to blend their academic pursuits with their personal interests to prepare for a fulfilling life beyond college. Combined with academic advisors, peer mentors, support staff, and more, know that your student has the support they need to be successful. Please join us in our mission to transform lives by encouraging your student to take advantage of all that we have to offer.

Like you, our lives have been forever changed by COVID-19. However, our shared commitment to caring for the health and well-being of your student remains steadfast. It is our ‘Canes Care for ‘Canes philosophy that strengthened our community throughout the pandemic, and this same mindset will propel us into a brighter future.

Please do not hesitate to contact us if you have any questions or concerns. You can reach Provost Duerk at 305-284-3356 or Dr. Whitely at 305-284-4922.
ACADEMIC SUPPORT

Executive Vice President for Academic Affairs and Provost
provost.miami.edu | 305-284-3356 | provost@miami.edu

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

School and College Deans’ Offices
miami.edu/academics

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

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

To find assistance for your student’s specific advising needs, visit the “School/College Advising” tab available at advising.miami.edu to select the specific school or college you are looking to contact.
Academic Bulletin  
bulletin.miami.edu  
Contains the official documents of record concerning academic programs and regulations. Each academic year has a unique bulletin, and there are different bulletins based on your particular course of study.

Camner Center for Academic Resources  
camnercenter.miami.edu | 305-284-2800  
Offers academic assistance including peer tutoring, academic workshops, and access to Learning Specialists.
  
  **Office of Disability Services**  
camnercenter.miami.edu/disability-services | 305-284-2374  
disabilityservices@miami.edu  
The primary University office responsible for the coordination of auxiliary aids and services for students with disabilities.
  
  **Independent Learning Initiative**  
camnercenter.miami.edu/learning-specialist/independent-learning-initiative  
Provides structure, support, instruction, and monitoring for students needing additional guidance during the college experience.

Learning Commons at the University of Miami Libraries  
library.miami.edu/learningcommons | 305-284-3233  
learningcommons@miami.edu  
Offers students academic and creative resources and support in a variety of areas including learning strategies, research, writing, and analyzing data. The Learning Commons is a collaboration of University of Miami Libraries, Writing Center, Math Lab, Modern Languages Lab, Camner Center for Academic Resources, Student Technology Help Desk, Office of Academic Enhancement, Technology Assistance Program, and Toppel Career Center.

University of Miami Libraries  
library.miami.edu | 305 284-3233  
Consult the library website to get access to millions of articles, books, and other resources through the online catalog and databases. Learn about the many libraries and spaces offered and the hours of operation. Librarians and Peer Research Consultants are available to support students in all courses and majors. The UM Libraries are located on the Coral Gables, Rosenstiel, and Medical campuses.

Office of Academic Enhancement  
miami.edu/oae | 305-284-3187 | oae@miami.edu  
Fosters a community of educational advocacy that emphasizes academic excellence, campus engagement, and professional development with a core focus on serving underrepresented, low income, and first-generation populations.

Office of Civic and Community Engagement  
civic.miami.edu | 305-284-6636 | civicengagement@miami.edu  
Fosters University-community collaboration by engaging academic resources in the enrichment of civic and community life in Miami-Dade County. Their overarching goal is to further engage scholarship by developing teaching and research strategies that link academic scholarship to public service, promoting education for citizenship and civic responsibility.
Study Abroad
studyabroad.miami.edu | 305-284-3434 | studyabroad@miami.edu

With over 100 study abroad programs offered in more than 30 countries, students have an array of choices that align with their academic and personal interests. Short-term and long-term programs are available, led by University faculty or at partner universities overseas. Students can apply their courses abroad to their majors, minors, cognates, or elective credits.

Toppel Career Center
hireacane.miami.edu | 305-284-5451 | toppel@miami.edu

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

Road to UM - UMX : First Year Experience
umx@miami.edu

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

Residential Faculty and Advising

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

Academic support within the residential colleges is provided by a professional staff member and First-Year Fellows (FYFs), upper-class student leaders living in the first-year communities.
The Donna E. Shalala Student Center is home to many student organizations and student life departments and provides flexible meeting and event spaces.
Division of Student Affairs  
studentaffairs.miami.edu | 305-284-4922 | vpsa@miami.edu

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

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

’Cane Success Center  
success.miami.edu | 305-284-4500 | success@miami.edu

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

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

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

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

The Counseling Center is prevented by state confidentiality laws from disclosing any information about students who have been counseled.
Dining Services
miami.edu/dining-services | 305-284-3584 | diningservices@miami.edu
Offers a variety of dining options and meal plans that fit every lifestyle. There are two all-you-care-to eat dining halls and over twenty conveniently located retail locations that include national, regional, and local brand favorites. All undergraduate students living in any of the residential colleges during the fall and/or spring semester must purchase a residential meal plan. Commuter, University Village, and Lakeside Village apartment students may choose from any of our meal plan options. Lakeside Village suite residents are required to minimally purchase a $250 Dining Dollar plan.

Facilities and Operations
miami.edu/facilities | Emergencies: 305-284-8282 | facilities@miami.edu
Responsible for the stewardship of Coral Gables and Rosenstiel buildings, infrastructure for the academic and residential areas, energy management, fire safety, access control, custodial services, groundskeeping, event support, and a host of other services.

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

Housing and Residential Life
miami.edu/housing | 305-284-4505 | housing@miami.edu
Offers on-campus housing in five residential colleges, Lakeside Village, and the University Village. Within each residential area are professional and student staff that support students’ social, wellness, and academic needs.

International Student and Scholar Services
miami.edu/isss | 305-284-2928 | isss@miami.edu
Provides support services and programs for international students, scholars, and academic departments. ISSS facilitates enrollment, retention, and graduation for international students and ensures successful experiences for international scholars (faculty and researchers) by providing information, services, acclimation, and culturally relevant activities.

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

Parking and Transportation
miami.edu/mobility | 305-284-3096 | parking.gables@miami.edu
Parking permits are required to park on campus. First-year residential students are not eligible to purchase a parking pass. Students who plan to park on campus should familiarize themselves with the Parking Policy and Procedures which can be found on the website above. Options are available to students who do not have a personal vehicle. Full-time students receive 50% off the monthly Metrorail pass.
Campus Store
shopuofmiami.com
Offers students and fans the latest Miami gear right on campus! Students can conveniently purchase all course materials online. For technology needs, the U Tech Source offers Apple discounted academic pricing and on-site tech support.

Student Center Complex
miami.edu/SCC | 305-284-4351 | sccreservations@miami.edu
Encompasses seven different locations servicing students in a multitude of ways. The SCC has meeting spaces, the Kornspan Study Lounge, ATMs, Hurricane Food Court, The Market, Campus Store, USPS, and the Rathskeller.

Student Health Service
studenthealth.studentaffairs.miami.edu | 305-284-9100 |
Lennar Walgreens Pharmacy: 305-351-0606 | studenthealth@miami.edu
Located in the Lennar Foundation Medical Center on the Coral Gables Campus, Student Health Service provides primary care, specialty care, lab, and x-ray services to eligible University of Miami students. Many services, including primary care visits, are included with the health and counseling center fee.

Student Technology Help Desk
sthd.it.miami.edu | 305-284-8887 | sthd@miami.edu
Provides a multitude of free services including internet configuration, virus and spyware removal, system restorations, software installations, and upgrades on laptops, desktops, smartphones, and tablets.

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

Wellness and Recreation
wellness.studentaffairs.miami.edu | 305-284-8500 | wellnesscenter@miami.edu
Supports a variety of recreational activities including intramural sports, club sports, outdoor adventures, fitness classes, and wellness programs housed at the Patti and Allan Herbert Wellness Center and Lakeside Village.

Sebastian the Ibis was chosen as the official University of Miami mascot in 1957, originally named “Icky,” then renamed after San Sebastian Hall.
STUDENT INVOLVEMENT

Chaplains Association
miami.edu/spirituallife

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

Greek Life
miami.edu/greeklife | 305-284-5353

Offers many opportunities for leadership, community service, scholarship, friendship, and lifelong membership. The four governing councils are made up of different fraternities and sororities, each with different recruitment schedules.

Hurricanes Athletics
miamihurricanes.com | 305-284-3822

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

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

Empowers students to become actively involved in on- and off-campus activities that lead to personal and professional growth during their career. The five Student Life departments are listed on the following page.
Butler Center for Service and Leadership  
miami.edu/leadandserve | 305-284-4483 | leadandserve@miami.edu  
Promotes and advocates for the inclusion of community service, civic engagement, and leadership development throughout the University experience.

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

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

LGBTQ Student Center  
miami.edu/lgbtq | 305-284-3935 | lgbtq@miami.edu  
Fosters inclusion and support of students, inclusive of all genders, orientations, and expressions through education and outreach, programming, intergroup engagement, empowerment, and advocacy.

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

Orientation and Commuter Student Involvement  
miami.edu/ocsi | 305-284-5646 | umfp@miami.edu  
Offers programs for first-year, commuter, and transfer students to help with their academic, personal, social, and cultural transition. Also provides programming for families, including Family ‘Cane Kickoff and Family Weekend.

Student Activities and Student Organizations  
miami.edu/saso | 305-284-6399 | saso@miami.edu  
Connects all students with over 300 social and academic involvement opportunities and advising for student leaders, programming boards, and registered student organizations.

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

Dean of Students Office
doso.studentaffairs.miami.edu | 305-284-5353 | doso@miami.edu

Supports students by guiding them to responsible decision-making through a variety of programs and resources.

DOSO oversees six primary units: Student Conduct, Greek Life, the Sandler Center for Alcohol and Other Drug Education, Honor Council, Veteran Student Services, and the Chaplains Association.

Student Conduct - Student Rights and Responsibilities
doso.studentaffairs.miami.edu/student-conduct

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

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

The University provides education and training to identify and prevent sexual misconduct and to coordinate the University’s response, investigation, and resolution of sexual misconduct complaints.
**Case Management**
doso.studentaffairs.miami.edu

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

**Honor Code and Honor Council**
doso.studentaffairs.miami.edu

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

**Non-Discrimination Policy**

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

University of Miami Police Department and Security
miami.edu/police

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

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

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

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

FOR EMERGENCIES ON ANY CAMPUS, CALL 911

U Guardian
miami.edu/uguardian

When calling UMPD via the app's one-button call feature, information, including GPS location and relevant medical information, will be sent to the dispatch center. There is also a virtual escort feature where users can notify their designated contact that they are traveling from one destination to another.

Blue-Light Telephones

These phones are marked with reflective lettering and a blue light to aid in daytime and nighttime identification. The phones can be used to contact UM Police or security in both emergency and non-emergency situations.
Thunder, UMPD's highly trained K9 officer, spends most of his time in the center of campus making rounds to various buildings and greeting students, faculty, and staff.
Safety Escort Services
Provided to all students, faculty, staff, and visitors on the Coral Gables and Miller School campuses, 24 hours a day. To request a safety escort on the Coral Gables Campus, contact UMPD Dispatch at 305-284-6666 or use any blue-light telephone. To request a safety escort on the Miller School campus, call Security at 305-243-7233 or use any blue-light telephone.

Safe Ride
An on-demand transit program managed by Parking and Transportation, that provides safe travel on and around the Coral Gables Campus for students from Monday to Friday evenings, 10 p.m. to 3 a.m. Students may call 305-298-6128 to get a ride between the Coral Gables campus and residential areas that border the Coral Gables Campus during those listed times.

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

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

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

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

Office of Emergency Management
prepare.miami.edu | 305-284-8005 | oem@miami.edu

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

Emergency Guide
miami.edu/emergency-guide

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

Emergency Notification Network

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

Subscribe to ENN
Family members are encouraged to subscribe to receive ENN alerts via facebook.com/UMiamiENN and twitter.com/UMiamiENN. To receive ENN text alerts, text “UMiamiENN” to 226787 from your mobile phone. During a time of crisis, the University’s Emergency Information Hotline is also activated at 1-800-227-0354.

Hurricane Evacuation Information

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

Emergency Contact and Evacuation Information
Students must always keep their emergency and contact information up-to-date in CaneLink under the “Personal Information” tab. Families are also encouraged to discuss an evacuation plan with their student in the event of a hurricane and inform the University by entering it into their Canelink.
President’s 100 give tours to new and prospective ‘Canes and their families at the Coral Gables Campus, educating them about campus life and University services.
ENROLLMENT AND FINANCIES

‘Canes Central
canescentral.miami.edu | 305-284-IBIS (4247) | canescentral@miami.edu

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

Office of Undergraduate Financial Assistance and Employment

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

Student Employment
miami.edu/jobx | 305-284-6000 | ose@miami.edu
To assist students in developing employability skills, a variety of part-time positions are available on and off-campus, there are two major work programs for undergraduate students:

Federal Work Study:
students must be eligible based on federal financial aid criteria

Student Assistant Program:
open to all registered, degree-seeking University of Miami students

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

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