Drexel Family Association Meeting
December 7, 2016 6:00-7:30PM

- Welcome and Introduction of MacKenzie Luke, Director of New Student and Family Programs
  Notes: Mackenzie’s roles and responsibilities:
  - Parent engagement
  - Summer engagement
  - DFA resource
  - Family Week planning
  - Assist with DFA FB page
  - Can be reached via email at Mml94@drexel.edu
  - Work Experience: Temple and Drexel

- Introductions were made around room. Attendees Lisa, Guru, MacKenzie, Sue, Lesley, Teresa, David, Stephanie

- Admitted Students Days
  - Notes supplied by Jackie Hopkins
    - Admitted Students’ Days (formerly Accepted Students’ Days)
      This year’s Admitted Students’ Days will be including a parent topic track and MacKenzie asked for our suggestions for topics that will be helpful for incoming parents
      Suggestions:
      - Introduce MacKenzie and describe her roles and responsibility; introduce DFA and highlight why it is a valuable resource to parents ~ demonstrates Drexel’s commitment to parents
      - Share Success stories - both parents and students possibly alumni
      - Hold a Co-op session similar to what was held on family weekend ~ very positive feedback on this session
      - Hold a Safety session - explain coverage, patrolling, how can students stay safe, sex awareness safety/consent, alcohol, statistics - some of these topics might be better for welcome week, maybe share what the kids will encounter welcome week
      - Have various department heads introduce themselves to the parents - shows that Drexel is committed to their students and parents
      - Goal is to give admitted students and parents information to help them make a decision
      - Explain the academic quarter sessions; highlight that quarter sessions expose students to more courses; explain the differences in tuition associated to the quarter sessions as opposed to a tradition college schedule of 2 semesters a year; possibly have a financial aid rep lead the tuition discussion
      - Explain Housing - including co-op options; off campus agencies
      - Hold a session discussing Food services; explain new food service vendor especially if they have read past reviews which were bad

- Group discussion to provide general information for parents similar to the student checklist sent to students in the summer. Post-meeting note: Our next DFA will include an update on the progress of Drexel’s development of a Parent Portal.

- Family Weekend
  - Communication Plan
  - Discussion of Best Practices
• Certificates for Student Panelists
  Notes:
  o Suggestion for Welcome Week ~ Provide List of Drexel departments with contacts
  o Communication plan - area for growth - goal to have firm date for parents weekend 2 - 3 months in advance; would like to have something confirmed for move in and then continue to communicate until the date; email, mailings, DFA FB, website, include graduate and commuter students; goal is to double the attendance
  o Parent communication plan - need to understand the communication needs of parents so we can develop a plan that will meet these needs
  o DFA FB comments were gathered on Family Weekend. Running theme was parents would like to have known ahead of time, invited; positive response to the programs held, frustration on events requiring sign up and then the event saying they were filled but then show up and the room is empty

• DFA Secretary
  Notes:
  o Looking for someone to take notes at the meetings; do we have one person assigned or do we take volunteers prior to the meeting? Looking for volunteers.

• DrexelNow
  Notes:
  o Drexel Now is looking to include a parent written column for the Parents newsletter beginning Fall 2017 - would parents contribute to a column?
  o Submit stories to MacKenzie next academic year.

• Health Insurance
  Notes:
  o Health Insurance - better communication on the yearly opt out for insurance; communicate that there is a lapse between end and start dates for plans. Most likely this is out of Drexel's control. Probably a Health insurance policy but the lapse can be corrected since the start is retro-active after the lapse occurs. Update will be included at next DFA meeting.

• Next Meeting: March 15, 6pm - 7:30pm

• Open Discussion
  Notes:
  o What is the DFA purpose - student and parent experience better; address issues; support the university by being a parent voice. Ambassadors at events where parents attend.
  o Request that we attach the directory that was handed out at Welcome Week and ask for feedback. Then we need to figure out how to distribute it to parents. MacKenzie is working with various Drexel groups to assemble parents’ email addresses.
FREQUENTLY ASKED QUESTIONS FOR DREXEL PARENTS

What On-Campus Services Are Available to my Student?

**Campus Dining** – Provides information regarding student dining plans, locations, promotions, and menus. Contact Information: www.drexelcampusdining.com, (215) 895-6095

**Commuter and Off Campus Communities Office (COCO)** – Provides specialized transition and support resources for commuter, graduate, transfer, and off-campus students. Located in the Creese Student Center, Student Organization Resource Center, Suite 32. Contact information: community@drexel.edu, 215-895-2168

**Department of Public Safety** – Ensures a safe and secure campus environment through collaboration with numerous law enforcement and security partners, including the Philadelphia Police Department, SEPTA and Amtrak Police Departments, and the Philadelphia Fire Department, along with other private and public institutions and agencies. Contact information: 215-895-2822 (non-emergencies), 215-895-2222 (emergencies)

**Office of Disability Resources** – Provides accommodative measures, including auxiliary aids, accommodations, and services for in-need students and family visitors on campus. Contact information: 215.895.1401, disability@drexel.edu

**Dragon Card Office** – Manages services for your student’s Dragon Card, which serves as their official Drexel identification card, method of payment for Dragon Dollars, and campus access key. Located in the Creese Student Center, First Floor. Contact information: 215-895-6095

**Drexel Barnes & Noble Bookstores** – Provides students with new, used, digital, and rental textbooks, along with computer software, personal care products, and Drexel University merchandise. Located on the corner of 33rd and Chestnut. Contact information: 215-895-2860

**Drexel Central** – Assists students and families with registration and financial services, including billing, payment, and financial aid. Located in the Main Building (3141 Chestnut Street), first floor. Contact information: 215-895-1600

**DrexelOne Portal** – Provides access to a number of student services, including email, class scheduling, eBill payment, event registration, and student action checklists. www.one.drexel.edu

**Office of Equality and Diversity** – Protects students, family, faculty, and staff from discrimination and harassment with regard to race, color, nationality, religion, gender, age, disability, sexual orientation, or pregnancy. Contact information: 215.895.140, oed@drexel.edu

**Office of Fraternity and Sorority Life** – Serves Drexel’s 30+ Greek letter student organizations with support in academic development, event planning, chapter management, and student safety adherence. Located in the Creese Student Center, Suite 215. Contact information: 215-571-3575
International Students and Scholars Services – Assists international students in the details of the immigration process, financial aid, academic expectations, and cultural adjustment. Located in the Creese Student Center, Suite 215. Contact information: isss@drexel.edu, 215-895-2502

Steinbright Career Development Center – Provides all the necessary tools for student career development, including undergraduate and graduate co-op programs, along with career workshops, fairs, and counseling. Located at 3201 Arch Street, Annex Suite 110. 215-895-2185

University Housing – Responsible for all student housing procedures, including room assignment, billing, facilities, and policies. Contact information: 215-895-6155

Office of Veteran Student Services – Provides services and opportunities for veteran students and their families, including orientation sessions, counseling, social activities, and assistance relating to admissions, academics, and financing options. Contact information: rebecca@drexel.edu, 215-895-2501

What Counseling and Health Resources Are Available to my Student?

Counseling Center – Offers free and confidential counseling, therapy, and intervention services to ensure the academic, personal, and interpersonal development of our students. Located in the Creese Student Center, Suite 201. Contact information: 215-894-1415

Drexel Student Health Center – Provides comprehensive health services for students (including women's health services) in a confidential environment. Located at 3401 Market St, Suite 105B.

Health Insurance and Immunizations – All full-time students are required to demonstrate proof of plan coverage that meets Drexel's minimum health insurance requirements and either waive or enroll in the Drexel Health Insurance Plan at the beginning of each academic year. All incoming students are required to complete University immunization requirements. Located in the Creese Student Center, Suite 215. Contact information: Llh54@drexel.edu, 215-895-2507

How Do I stay Connected to Drexel?

Family Weekend – Parents and family members of all ages are invited to join their student on campus for Drexel's Family Weekend in November, 2016. Filled with events, tours, and activities, Family Weekend showcases life on campus and in the city of Philadelphia.

Drexel Family Association – Open to all parents and family members of current Drexel students, the Drexel Family Association partners with the University to improve the student experience while providing opportunities for family involvement and communication. Contact information: slad@drexel.edu

DrexelNow Electronic Newsletter – Get the scoop on upcoming events and goings-on at Drexel through our monthly newsletter, DrexelNow. Sign up at www.drexel.edu/now