

# STUDENT RESOURCE GUIDE



We know how vital it is to be as informed as possible when preparing to become a Drexel Dragon. On the following pages, view contact information for important offices around the University, your financial checklist, and more. Keep this guide handy as a brief introduction to just some of the resources for you here.

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# NEW STUDENT FINANCIAL CHECKLIST

One of the most important tasks you need to do is to make sure you understand and are prepared for financing your college education. To make all of this easier for you, Drexel Central has created the New Student Financial Checklist. This checklist breaks down the different steps you need to take.

## Step One: Finalize Your Financial Aid

You should make sure your financial aid information is up to date and complete any outstanding requirements.

- If you have been offered any federal loans or work-study, you will need to accept or decline them via DrexelOne at [one.drexel.edu](https://one.drexel.edu).
- Complete any outstanding financial aid requirements via DrexelOne.

## Step Two: Review Additional Financing Options

Start learning about personal finances and how they relate to your attendance at Drexel.

- Read the Financial Aid Terms and Conditions at [drexel.edu/drexelcentral/financing/undergrad-terms](https://drexel.edu/drexelcentral/financing/undergrad-terms) so that you fully understand your financial aid package.
- Review additional financing options such as private scholarships, payment plans, and private loans at [drexel.edu/drexelcentral/financing/undergrad](https://drexel.edu/drexelcentral/financing/undergrad).

## Step Three: Learn About Your Privacy

A student's college record is protected by the Family Education Rights and Privacy Act (FERPA).

- Learn more about how FERPA impacts you and your family at [drexel.edu/provost/policies/ferpa](https://drexel.edu/provost/policies/ferpa).
- The Drexel Family Portal allows you to grant your family members access to FERPA-protected information. You can find information regarding the option to file a FERPA waiver at [drexel.edu/drexelcentral/records/ferpa](https://drexel.edu/drexelcentral/records/ferpa).



## Step Four: Prepare Your Billing Account

When you receive your first eBill statement, it is important to understand the elements of your eBill and how to make payments to Drexel.

- Learn about Drexel's eBill and how to set up authorized users, direct deposit, and text notifications at [drexel.edu/drexelcentral/ebill](https://drexel.edu/drexelcentral/ebill). You can also view the schedule for when your first eBill will be issued and when payment will be due.

## Step Five: Complete the Student Financial Obligation (SFO) Requirement

By enrolling and registering for courses, you are establishing a financial obligation to Drexel University. A week before your first quarter begins, you will be required to read and agree or disagree that you understand the SFO in reference to that financial obligation.

- For more information about completing the SFO, visit [drexel.edu/drexelcentral/billing/billing/policies](https://drexel.edu/drexelcentral/billing/billing/policies).

## This Checklist Is Also Online:

To review all the detailed information for each month, view the online checklist at [drexel.edu/drexelcentral/financialchecklist](https://drexel.edu/drexelcentral/financialchecklist).

# DISABILITY RESOURCES

Disability Resources empowers individuals who have documented disabilities by working together proactively to provide reasonable accommodations.

## About Us

The mission of the Disability Resources team is to provide equal opportunity and equal access to education, employment, programs, and activities for individuals at Drexel University.

## Requesting Accommodations

Students who seek accommodations for a documented disability must first complete a Request for Accommodations and submit documentation from a licensed medical professional. Instructions for how to do this can be found at [drexel.edu/disability](https://drexel.edu/disability). Once the documentation and Request for Accommodations are received, they are reviewed by Disability Resources professional staff.

If the documentation is complete, the student will receive an email inviting them to make an appointment to discuss accommodations. If the documentation is incomplete or it does not indicate a qualifying disability, Disability Resources will contact the student.

Requests for accommodations should be timely; the amount of advance notice students provide may have a bearing on the University's ability to provide accommodations properly. Colleges and universities are not required to make retroactive accommodations for students who have not disclosed a disability, provided appropriate documentation, or requested services.

*Note: Incoming students requesting accommodations for placement tests must contact Disability Resources prior to taking the placement tests. Again, the amount of advance notice may have a bearing on the University's ability to provide accommodations properly.*

## Contact Us

Disability Resources  
Main Building  
3141 Chestnut Street, Suite 228  
Philadelphia, PA 19104  
215.895.1401  
Fax: 215.895.1402  
[disability@drexel.edu](mailto:disability@drexel.edu)  
[drexel.edu/disability](https://drexel.edu/disability)



# COMPUTING AND TECHNOLOGY

Drexel University Information Technology (IT) provides University-wide technology-based instructional, administrative, and research services to students, faculty, and professional staff. Learn more about the technology resources provided for you here at Drexel and the specifics regarding bringing your own.

## Information Technology at Drexel

Drexel IT provides university-wide academic, administrative, clinical, and research services through computing and communications solutions.

## Accounts, Passwords, and Security

Everyone is assigned a Drexel account for accessing all electronic services. Activate your account now and protect its password.

- Activate your account at [accounts.drexel.edu](https://accounts.drexel.edu) starting 48 hours after you make your tuition deposit.
- Set up multi-factor authentication (MFA) at [drexel.edu/it/mfa](https://drexel.edu/it/mfa) to secure your accounts.
- Be sure to continuously check your Drexel email account for important information as you prepare for your Drexel experience.
- Forgot your password? Select the “Password Reset Instructions” link at [drexel.edu/passwordreset](https://drexel.edu/passwordreset).
- Access Drexel email, cloud storage, and other Office 365 services at [office.com](https://office.com). Email also works with phones and tablets; see [drexel.edu/it/connect/email](https://drexel.edu/it/connect/email). We recommend the Outlook mobile app.
- Drexel recommends Windows Defender Antivirus for devices running Microsoft Windows or Sophos home, a free antivirus solution supporting both Windows and macOS. For more information, visit [drexel.edu/it/anti-virus](https://drexel.edu/it/anti-virus).

## Get the Right Computer and Phone

When choosing a computer for college, consider your academic program’s recommendations.

Outside of specific program recommendations, you’ll find that both Windows and macOS computers will meet your college needs. If you’re set on one operating system but your expected school or major advises another, consider whether or not you’ll be able to provide your own tech support; be honest with yourself about how tech-savvy you are.

### Computer Specs and Discounts

Whether you buy a new computer (see below) or bring one from home, be sure that it meets the minimum criteria below:

- Windows 10, Windows 11, or macOS
- Intel 9th Generation Core i5 or i7 or Apple M1 processor
- 16 GB memory
- 200 GB storage space (solid state drive preferred)
- Wi-Fi 5 (802.11ac) or newer (5 GHz preferred)

More configuration information is available at [drexel.edu/it/computers-software/buying-guide](https://drexel.edu/it/computers-software/buying-guide).

Apple, Dell, and Lenovo offer discounts for Drexel students. To access the discounted price, log in via DrexelOne and look on the Campus+Communities tab.

### Drexel Wi-Fi Requirements

DragonFly3 is the Wi-Fi service at Drexel. Wi-Fi 4 (802.11n), Wi-Fi 5 (802.11ac), and Wi-Fi 6 (802.11ax) are supported and work best in 5 GHz. Older technologies, such as 802.11b and 11g, may not be supported.

- To configure your device for the first time, choose “DrexelGuest” from the list of available wireless networks. Once connected, browse to [drexelguest.drexel.edu](https://drexelguest.drexel.edu) if the Drexel Guest home page does not appear (the link works only from the DrexelGuest Wi-Fi network). For more information, visit [drexel.edu/it/wireless](https://drexel.edu/it/wireless).

### Be Prepared

Computers sometimes fail. A good warranty and file backups can save you time should your computer break or be lost.

- Consider warranty period (3 or 4 years), location (whether you send a broken device in for repair or the repair techs come to you), and protection for accidental damages.
- To protect files in the case of a lost or damaged computer, store them in OneDrive, which is part of your Office 365 service.
- Keep your operating system and antivirus software up-to-date.

### Smartphones and Apps

iOS (iPhones, iPads, iPod Touches) and Android devices can all connect to DragonFly. They all also work with the Drexel email service and these essential apps:

- DrexelOne Mobile
- Guardian Mobile
- Blackboard
- Microsoft Authenticator
- Microsoft Outlook



## Optional and Restricted Equipment

### Printers

You don't need to bring a printer. If you do, bring a cable to connect it to your computer. Wireless printers for small home Wi-Fi networks seldom work well in large enterprise networks such as the one at Drexel.

You can print using the public printer stations in the Tech Lounge and the Libraries with a pre-paid deposit to your DragonCard. Some colleges offer limited free printing to their students.

### Routers, Switches, Access Points, and Signal Boosters

Leave these devices at home. Use of these devices is a violation of the Acceptable Use Policy. They interfere with the Drexel networks and worsen Wi-Fi for you and everyone nearby.

### Television

Drexel University Housing residents receive live and on-demand streaming television powered by Comcast XFINITY On Campus for use with computers, phones, and tablets. Stream to your television by adding a ROKU or Amazon FireTV. XFINITY On Campus is available natively on Samsung or LG Smart TVs that support the Xfinity Stream application. For more information, visit [drexel.edu/it/connect/tv](http://drexel.edu/it/connect/tv).

## Free or Discounted Software

Many applications are available — for free — to you as a student. Some are provided in labs and/or from your college or curriculum.

- Microsoft Office 365 – Get the latest full version of Office 365 at no cost by utilizing your Drexel account to sign in at [office.com](http://office.com).
- Other software programs are also available at low or no cost to you.
- Browse all titles available to the University community and where these are available at [drexel.edu/it/computers-software](http://drexel.edu/it/computers-software).
- JourneyEd and OnTheHub are online software stores that offer deep educational discounts for students. Find them on the Campus+Community tab via DrexelOne at [one.drexel.edu](http://one.drexel.edu).

## Technical Support

Free computing help for software-related issues is available to all Drexel students no matter where you purchased your technology. Simply visit the Tech Lounge on the Square in the Creese Student Center.

To report a software issue you're experiencing or get help, contact the Help Desk at 215.895.2020 or [helpdesk@drexel.edu](mailto:helpdesk@drexel.edu). After your issue is resolved, please respond to the follow-up satisfaction survey — we use your feedback to improve our service.

## Drexel Learn – Blackboard at Drexel

Most instructors put syllabi, course notes and content, class discussion, and even weekly assignments and tests in Blackboard Learn. You can access Blackboard 24 hours a day from the Academics tab via DrexelOne by visiting [learn.drexel.edu](http://learn.drexel.edu) or with the Blackboard mobile app.

### Getting Help with Blackboard Learn

The Instructional Technology Group (ITG) helps students (and faculty) get the most from Learn. You can learn more about using Blackboard Learn at [drexel.edu/it/learn/students](http://drexel.edu/it/learn/students). For more information, contact 215.895.1224 or [itg@drexel.edu](mailto:itg@drexel.edu).

## Contact Us

Tech Lounge on the Square  
Chestnut Square  
3208 Chestnut Street  
Philadelphia, PA 19104  
[drexel.edu/it](http://drexel.edu/it)



 @drexelone

 @drexelone

 @drexeluniv

 @drexeluniv

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Check out some current student stories about being involved at Drexel at [drexel.edu/paperclip](https://drexel.edu/paperclip).



**AMBITION  
CAN'T  
WAIT**