Student Resource Guide
You may have a lot of questions during your first year at a new school. Below you’ll find a list of services and contacts that can help you and keep you on track.

**Counseling Center**
University City Campus
Creese Student Center, Suite 201
3210 Chestnut Street
215.895.1415
Peer Counseling Helpline: 215.895.1523
counseling@drexel.edu
drexel.edu/counselingcenter

Center City Campus
Bellet Building, Suite 315
1505 Race Street
215.762.7625
drexel.edu/counselingcenter

**Office of Equality and Diversity — Disability Resources**
3225 Arch Street
215.895.1401
TTY: 215.895.2299
Fax: 215.895.1402
disability@drexel.edu
drexel.edu/disability

**DragonCard Office**
Creese Student Center, Suite 124
3210 Chestnut Street
215.895.6095
Fax: 215.895.1567
dragoncard@drexel.edu
drexel.edu/dragoncard

**Drexel Campus Dining**
Creese Student Center, Suite 119
3210 Chestnut Street
215.895.6095, Option 5
Fax: 215.895.0980
drexel.edu/dining
Drexel Central: One Stop for the Offices of the Bursar, Financial Aid, and Registrar
Main Building, Suite 106
3141 Chestnut Street
215.895.1600
ask.drexel.edu
drexel.edu/drexelcentral

Office of Equality and Diversity
3225 Arch Street
215.895.1405
Fax: 215.895.1268
oed@drexel.edu
drexel.edu/oed

Health Insurance and Immunizations
University City Campus
Creese Student Center, Suite 215
3210 Chestnut Street
215.895.2507
healthimmu@hii@drexel.edu
drexel.edu/hii

Center City Campus
New College Building, Suite 1106
245 N. 15th Street
215.762.4478
vaccinescnhp@hii@drexel.edu
drexel.edu/hii

International Students and Scholars Services
3141 Chestnut Street, Suite 222
215.895.2502
Fax: 215.895.6617
issss@drexel.edu
drexel.edu/issss

Center for Learning and Academic Success Services
University City Campus
Creese Student Center, Suite 050
3210 Chestnut Street
drexel.edu/class

Center City Campus
New College Building, MS 526
245 N. 15th Street, Room 1602
drexel.edu/class

Parking Services
General Services Building, Lobby
34th and Market streets
215.895.2813
parking@drexel.edu
drexel.edu/parking

Department of Public Safety
3201 Arch Street, Suite 350
215.895.2822
dps@drexel.edu
drexel.edu/publicsafety

Office of Recreational Athletics
Drexel Recreation Center
33rd and Market streets
215.571.3777
Fax: 215.895.2037
recathletics@drexel.edu
drexel.edu/recathletics

Student Center for Diversity and Inclusion
Creese Student Center, Lower Level
3210 Chestnut Street
215.895.2662
inclusion@drexel.edu
drexel.edu/studentlife/diversity

Student Life
Creese Student Center, Suite 215
3210 Chestnut Street
215.571.3575
Fax: 215.895.2500
slad@drexel.edu
drexel.edu/studentlife

Student Health Center
3401 Market Street, Suite 105B
215.220.4700
Fax: 215.895.4705
drexel.edu/studenthealthcenter

University Housing / Residential Living and Student Conduct
Towers Hall
101 North 34th Street, First Floor
215.895.6155/6154
Fax: 215.895.6225
housing@drexel.edu
drexel.edu/housing
drexel.edu/rlo

Office of Veteran Student Services
Creese Student Center, Suite 215
3210 Chestnut Street
215.895.2501
rebecca@drexel.edu
drexel.edu/veterans
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 on a month-by-month basis.

Off-term entry students should complete the checklist below in the months prior to the start of term.

<table>
<thead>
<tr>
<th>Month</th>
<th>Tasks</th>
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<tbody>
<tr>
<td>May</td>
<td>• Read the financial aid terms and conditions.</td>
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<td></td>
<td>There are a lot of important aspects to understand about your financial aid. Visit <a href="drexel.edu/drexelcentral/financing/terms">drexel.edu/drexelcentral/financing/terms</a> for more information.</td>
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<td>• Complete your financial aid requirements.</td>
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<tr>
<td></td>
<td>View a listing of your outstanding financial aid requirements and the steps needed to complete them via DrexelOne at <a href="one.drexel.edu">one.drexel.edu</a>.</td>
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<tr>
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<td>• Accept your financial aid awards.</td>
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<tr>
<td></td>
<td>You will need to accept or decline financial aid awards that have been offered to you via DrexelOne at <a href="one.drexel.edu">one.drexel.edu</a>.</td>
</tr>
<tr>
<td>June</td>
<td>• Look for private scholarships.</td>
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<tr>
<td></td>
<td>Private scholarships are a good way to help cover some of your costs. There are several free private scholarship search engines that we recommend you look into. Please alert Drexel Central of any additional funding you will receive.</td>
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<td></td>
<td>• Review financing options.</td>
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<td>It is important to understand all of the financing options that may be available to you including: Parent PLUS loan, Payment Plan, and private education loans. More detailed information is available at <a href="drexel.edu/drexelcentral/financing/undergrad">drexel.edu/drexelcentral/financing/undergrad</a>.</td>
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<tr>
<td>July/August</td>
<td>• Familiarize yourself with the eBill.</td>
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<td>Drexel utilizes electronic billing (eBill) that has several different features designed to make paying your bill and managing your account easy, such as text notification and authorized user access. Learn more about billing at <a href="drexel.edu/drexelcentral/ebill">drexel.edu/drexelcentral/ebill</a>.</td>
</tr>
<tr>
<td></td>
<td>• Pay your eBill.</td>
</tr>
<tr>
<td></td>
<td>There are many different ways to make payments to Drexel. Review the different methods to determine the best one for you. When your first billing statement is available, you can view it via DrexelOne at <a href="one.drexel.edu">one.drexel.edu</a>. More detailed information is available at <a href="drexel.edu/drexelcentral/billing/payments">drexel.edu/drexelcentral/billing/payments</a>.</td>
</tr>
<tr>
<td>September</td>
<td>• Complete the Student Financial Obligation (SFO) requirement.</td>
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<tr>
<td></td>
<td>A week before the start of the fall quarter, you will be required to read and agree or disagree that you understand the SFO in reference to the financial obligation you’ve established with Drexel. More information about the SFO is available at <a href="drexel.edu/drexelcentral/billing/billing/policies">drexel.edu/drexelcentral/billing/billing/policies</a>.</td>
</tr>
</tbody>
</table>

This Checklist Is Also Online:

To review all the detailed information for each month, view the online checklist at [drexel.edu/drexelcentral/financialchecklist](drexel.edu/drexelcentral/financialchecklist).
Disability Resources empowers individuals who have documented disabilities by working together proactively to provide reasonable accommodations.

ABOUT US

The mission of the Office of Equality and Diversity's Disability Resources (DR) 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. 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 freshmen requesting accommodations for placement tests must contact DR 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

Office of Equality and Diversity — Disability Resources
Drexel University
3225 Arch Street
Philadelphia, PA 19104
215.895.1401
Fax: 215.895.1402
disability@drexel.edu
drexel.edu/disability
Drexel University Information Technology (IT) provides University-wide technology-based instructional, administrative, and research services to students, faculty, and 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 AND PASSWORDS

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 starting 48 hours after you make your tuition deposit.
• Forgot your password? Use the Password Reset Service at accounts.drexel.edu.
• Access Drexel email at portal.office.edu. Email also works with phones and tablets; see drexel.edu/it/connect/email. We recommend the Outlook Mobile app.

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 Pro or macOS
• Intel 5th Gen Core i5 or i7
• 8 GB memory
• 200 GB (SSD preferred) of available storage space
• 5 GHz Wi-Fi

More configuration information is available at 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

DragonFly is the Wi-Fi network at Drexel. DragonFly works best with 802.11n and 11ac at 5 GHz. While older technologies, such as 802.11b and 11g, currently work, support for them will be discontinued.

• To configure your device for the first time, connect to the DrexelGuest network, point your browser to drexelguest.drexel.edu, and follow the on-boarding instructions.

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. To protect against certain forms of malware, we also recommend using a backup service such as Carbonite.
• Keep your operating system and antivirus software up-to-date.

Smartphones and Apps

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

• DrexelOne Mobile app
• Blackboard app
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 might not 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.

Televisions
Residents of Drexel residence halls receive live and streaming HDTV powered by Comcast XFINITY On Campus™ for use with computers, phones, and tablets. Televisions are best connected using a ROKU streaming player. If you choose instead to connect your television with a standard coaxial cable, your television must have a “QAM digital tuner” or it won’t receive the channels.

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 portal.office.com.
• Sophos Security – If your computer isn’t running antivirus or other security software, download a free copy of Sophos AV, utilizing your Drexel account to sign in at software.drexel.edu.

Other software programs are available at low or no cost to you too.

• Browse all titles available to the University community and where these are available at drexel.edu/it/computers-software.
• JourneyEd and eAcademy are online software stores that offer deep educational discounts for students. Find them on the Campus + Community tab via DrexelOne at one.drexel.edu.

TECHNICAL SUPPORT
Free computing help is available to all Drexel students, no matter where you purchased your technology.

• Visit the Tech Lounge on the Square in the Creese Student Center.
• Report an issue you’re experiencing or get help via phone or email.
  – 215.895.2020
  – consult@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, 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. Contact 215.895.1224 or itg@drexel.edu.

OUR WEBSITE AND LOCATIONS

• drexel.edu/it
• Twitter: @drexel_it

Tech Lounge on the Square
Chesnut Square
3208 Chestnut Street
Philadelphia, PA 19104

Information Technology
Korman Center
15 S. 33rd Street
Philadelphia, PA 19104
Check out some current student stories about being involved at Drexel at paperclip.drexel.edu.

facebook.com/drexelone
youtube.com/drexeluniv
instagram@drexelone