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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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 the term.

**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.
- 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/terms/undergrad 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.

**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. You can find information regarding the option to file a FERPA waiver at 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. 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.

**THIS CHECKLIST IS ALSO ONLINE:**

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

**ABOUT US**

The mission of the Office of Disability Resources (ODR) 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](http://drexel.edu/disability). Once the documentation and Request for Accommodations are received, they are reviewed by ODR 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, ODR 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 ODR 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 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, 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 starting 48 hours after you make your tuition deposit.
- Set up multi-factor authentication (MFA) at drexel.edu/it/mfa to secure your accounts.
- Forgot your password? Select the “Password Reset Instructions” link at drexel.edu/passwordreset.
- Access Drexel email, cloud storage, and other Office 365 services at office.com. Email also works with phones and tablets; see 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.

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 9th Generation or newerCore i5 or i7
- 16 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 service 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.
- 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 app
- Blackboard app
- MS 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 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.

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.
- Browse all titles available to the University community and where these are available at 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.

TECHNICAL SUPPORT
Free computing help for software-related issues 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 a software issue you’re experiencing or get help via phone or email.
  - 215.895.2020
  - helpdesk@drexel.edu
- After your issue is resolved, please respond to the follow-up satisfaction survey — we use your feedback to improve our service.
- We do not offer hardware support.

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
Chestnut 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.

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youtube.com/drexeluniv
@drexelone