

# Parent FAQ

## GENERAL INFORMATION

### **1. How can my student and I know when important Campus dates or deadlines occur?**

One of the most valuable tools on the Students First web site is the [Dates & Deadlines](#) link. (<http://studentsfirst.ucmerced.edu/deadlines-and-calendars>) This document has very important information such as payment deadlines, the last day to add and drop classes, university holidays and more. Keep this posted on your refrigerator or someplace that is handy and refer to it often. IF you email me with your name and address, I will send you a printed copy along with a Students First magnet!! [colstad@ucmerced.edu](mailto:colstad@ucmerced.edu)

## Finances

### **2. My student and I have a couple of questions regarding Financial Aid. Can we make an appointment with a Financial Aid Advisor?**

Yes, appointments are available. Contact the Students First Center (SFC), if we are unable to answer your question we will refer you to a Financial Aid Advisor. Financial Aid Advisors are available for walk-in hours as well as appointments. Contact us for more information at <http://studentsfirst.ucmerced.edu/contact-us>

### **3. We completed a FAFSA last year. Do we need to do another one?**

Yes. You will need to complete a FAFSA (<http://fafsa.ed.gov>) every year.

### **4. Is there a deadline for completing the FAFSA?**

**YES!!!** ([Dates & Deadlines](#) - <http://studentsfirst.ucmerced.edu/deadlines-and-calendars>)

March 2<sup>nd</sup> is the priority deadline for completing your FAFSA.

### **5. Do you offer financial help for AB540 students?**

For detailed information regarding the Dream Act please visit:

<http://financialaid.ucmerced.edu/CADreamAct>

### **6. How is Financial Aid paid to my student?**

Detailed information regarding financial disbursement is available at:

<http://financialaid.ucmerced.edu/receiving-your-aid/disbursement-financial-aid#How%20Aid>

### **7. When can my student expect to receive a refund?**

Detailed information regarding refunds is available at:

<http://financialaid.ucmerced.edu/receiving-your-aid/disbursement-financial-aid#refunds>

## **8. Is there a way to get a refund sooner?**

Yes! Sign Up for EFT! For instructions please visit:

<http://sbs.ucmerced.edu/refunds-and-eft-authorization.aspx>

## **9. What is a Parent PLUS loan?**

A Federal PLUS Loan allows a parent to borrow the total cost of undergraduate education including tuition, room and board, and any other eligible school expenses; minus any aid the child is receiving in their name.

## **10. How do I apply for a Parent PLUS loan?**

Instructions are available at:

<http://financialaid.ucmerced.edu/how-plus-loan>

## **11. How do I know whether or not my Parent PLUS loan was approved?**

Normally you will get a real-time response at the completion of an application. However, it is not uncommon for there to be a delay of up to 1-2 business days to receive the decision and it will come in the form of an email.

## **12. What are my student's options if I am denied a Parent PLUS loan?**

Parents that have submitted an application to borrow a PLUS loan and have not been approved for credit reasons may pursue a cosigner to borrow the Parent PLUS Loan. If the parent borrower is not going to pursue a cosigner they may complete the appropriate form to allow their student to be offered additional unsubsidized student loan if they are eligible.

## **13. When do I need to start making payments on my Parent PLUS loan?**

The repayment period for parent borrowers begins on the day the loan is fully disbursed (e.g., in spring). The first payment of principal and interest is due within 60 days after the final loan disbursement is made. For more information:

<http://www.direct.ed.gov/parentrepay.html>

## **14. My student is selected for a process called "verification." What is this?**

Verification is explained in detail on our financial aid website:

<http://financialaid.ucmerced.edu/receiving-your-aid/verification-process>

## **15. I've heard that UC Merced has a new way to collect my tax information if my student is**

## **selected for verification. Can you give me more information?**

Yes. UC Merced will no longer accept the 1040 forms. We will be collecting the tax transcript. There is now a way to link your FAFSA to your federal tax return. This YouTube video will show you how.

[http://www.youtube.com/watch?v=W47\\_YTRVYD4&context=C38450b8AD0EgsToPDskIL03WHdy5ZrYipQvH99dhh](http://www.youtube.com/watch?v=W47_YTRVYD4&context=C38450b8AD0EgsToPDskIL03WHdy5ZrYipQvH99dhh)

For more information, please visit:

<http://financialaid.ucmerced.edu/requesting-tax-transcript>

## **16. What is Federal Work Study? Can my student use it towards tuition?**

Detailed information regarding Federal Work Study can be found here: <http://financialaid.ucmerced.edu/types-aid/federal-work-study-0>

## **17. Can my student be dropped from classes if they don't pay their fees on time?**

Yes. If students are concerned about this, they should contact the Students First Center at:

<http://studentsfirst.ucmerced.edu/contact-us>

## **18. How can I get a list of student registration fees?**

To view the list of current registration fees please visit:

<http://bfs.ucmerced.edu/kb/afmviewfaq.aspx?topicid=43&faqid=380>

## **19. Who do I contact if I have questions about the fees on my student's account?**

For SBS (Student Business Services) contact information please visit:

<http://bfs.ucmerced.edu/kb/afmviewfaq.aspx?topicid=43&faqid=382>

## **20. How can I get a Parent Pin?**

Your student should complete a Parent PIN on the [MyBill](#) website. From the home page, the student can double click the Students tab, and then select Manage Parent PIN.

## **21. How can I access my student's billing statement?**

For information regarding the student billing statement please visit:

<http://bfs.ucmerced.edu/kb/afmviewfaq.aspx?topicid=34&faqid=288>

## **22. When will my student receive their bill?**

Information regarding student billing can be found here:

<http://bfs.ucmerced.edu/kb/afmviewfaq.aspx?topicid=34&faqid=290>

## **23. Where can I get information about the Deferred Payment Plan?**

For detailed information regarding the Deferred Payment Plan (DPP) please visit:

<http://sbs.ucmerced.edu/deferred-payment-plan-dpp.aspx>

## **24. What is the 1098T tax form?**

For detailed information regarding the 1098T tax form please visit:

<http://bfs.ucmerced.edu/kb/afmviewfaq.aspx?topicid=48&faqid=405>

## **25. How do I get a 1098T?**

For instructions regarding obtaining a 1098T tax form please visit:

<http://sbs.ucmerced.edu/1098-t-tax-form.aspx>

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## **Academics**

## **26. How does my student know who their academic advisor is?**

Please visit:

<http://learning.ucmerced.edu/content/ucm-academic-advisors>

## **27. Can I meet with my student's advisor?**

Although our academic advisors encourage parental involvement in the educational process, they would only meet with a student's parent if the student were present and had consented to the meeting. Without student consent, they are able to share only general or public information on our programs and requirements with parents.

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## **28. Can I meet with my student's professor?**

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In most cases, it is more appropriate for the student to meet with their instructors. We do encourage parents to attend Bobcat Day and Family Day to have the opportunity to meet with faculty. Parents should encourage their student to establish the student-faculty relationship and make that connection.

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## **29. My student needs academic support. Where can they find help?**

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For detailed information regarding academic support services please visit:

<http://learning.ucmerced.edu/bright-success-center-home>

## **30. What happens if my student is on academic probation?**

For detailed information regarding academic probation please visit:

<http://registrar.ucmerced.edu/policies/academic-standing>

## **31. What happens to my student's Financial Aid if they are placed on academic probation?**

For detailed information regarding Satisfactory Academic Progress your student can review the campus catalog found here:

<http://registrar.ucmerced.edu/resources/catalog>

Or visit: <http://financialaid.ucmerced.edu/receiving-your-aid/satisfactory-academic-progress>

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## **32. What if my student is sick and cannot attend classes for several days?**

Your student will need to contact their instructors.

## **33. What if my student is sick and has to miss the remainder of the semester?**

Your student may be eligible to enroll in the Educational Leave Program: <http://registrar.ucmerced.edu/policies/educational-leave-program>

## **34. Can students graduate in four years?**

Yes. Your student and their academic advisor can work together to develop an academic plan that would allow a student to graduate in four years.

## **35. Do graduate students teach most of your classes?**

The professors give lectures but grad students (Teaching Assistants) often lead the discussion groups. These discussion groups are much smaller than the lectures and this provides a good atmosphere in which the student can ask questions to better gain an understanding of the subject. The professors and the teaching assistants also have office hours where the student can meet with them if they have questions.

## **36. My student is thinking about going to graduate school. Who can they talk to about this?**

Your student should discuss their academic plans with their academic advisor. If your student is interested in applying to one of UC Merced's Graduate programs they can learn more at: <http://graduatedivision.ucmerced.edu/>

### **37. Who should I contact regarding commencement information?**

<http://seniors.ucmerced.edu/> or [commencement@ucmerced.edu](mailto:commencement@ucmerced.edu)

### **38. Is your campus accredited?**

The University of California, Merced is accredited by the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges, 985 Atlantic Avenue, #100, Alameda, CA, 94501, Phone: 510-748-9001.

### **39. What are your graduation rates?**

Statistical information regarding our student population can be found at <http://ipa.ucmerced.edu/student.htm>

## **New Student Orientation**

### **40. Why should my student attend New Student Orientation?**

For detailed information regarding Orientation please visit:

<http://orientation.ucmerced.edu/node/69#why-attend>

### **41. What if my student cannot attend orientation?**

For detailed information please visit:

<http://orientation.ucmerced.edu/node/69#cannot-attend>

### **42. All of the orientation dates are full. What do we do now?**

For detailed information please visit:

<http://orientation.ucmerced.edu/node/69#orientation-closed>

## **Registration and Student Records**

### **43. Can I get access to my student's My.UCMerced.edu Portal?**

No, parents do not have accounts in my.ucmerced.edu. Parents can be set up to view and pay a student's tuition bill within the ePay system. This must be initiated and managed by the student. Parental access to the ePay system is discussed in question 20.

### **44. I pay all my student's fees, but when I call the registrar asking for their grades, they**

## **won't let me see them. How can I get copies?**

UC Merced considers all its students to be adults, with all the responsibilities and rights to privacy that adult status entails. The campus complies with the federal [Family Educational Rights and Privacy Act \(FERPA\)](http://registrar.berkeley.edu/Default.aspx?PageID=ferpa.html) (<http://registrar.berkeley.edu/Default.aspx?PageID=ferpa.html>) of 1974, also called the Buckley Amendment, which promotes student privacy by limiting the information that schools are allowed to give out about individual students. Students have access to unofficial transcripts in their portal. We encourage that you work with your student to ensure that they are achieving their academic goals.

## **45. My student needs a letter to show their health insurance company that they are a full-time student. How can the university help?**

Your student can download a free enrollment verification from the MyStudentRecord portion of their portal

## **46. How does my student obtain a good student discount verification?**

The verification request from the insurance company should be brought to the Students First Center along with the university verification request, available here: <http://registrar.ucmerced.edu/sites/registrar/files/public/documents/Verification.pdf>.

## **47. How can my student get a copy of their unofficial transcript?**

This is available to every student in the MyStudentRecord portion of their portal. Students can also view all course and grade history on their MyAudit.

## **48. Where is my student's diploma?**

Diplomas are not distributed at Commencement, but are mailed several months afterward to the students mailing address. The Office of the Registrar will retain diplomas for five years only. For more information contact the Students First Center:

<http://studentsfirst.ucmerced.edu/contact-us>

## **49. Is there anyone on campus who can help my student and me with veteran's issues?**

Yes! Please visit our Veteran Services website <http://veteranservices.ucmerced.edu/> or email them at [veteranservices@ucmerced.edu](mailto:veteranservices@ucmerced.edu)

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## **50. Where can I get more information about California Residency for Tuition Purposes?**

You can access the most up to date information on Residency matters at <http://ucop.edu/ogc/guides.html> under the Residency Guidelines for Purposes of Tuition and Fees section.

## **Health, Wellness and Insurance**

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**51. Do you have a doctor on campus?**

For detailed information regarding Student Health Services please visit:

<http://health.ucmerced.edu/clinical>

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**52. Where are students sent when there is a medical emergency?**

For detailed information regarding emergency services please visit:

<http://health.ucmerced.edu/emergency-care>

**53. Does my student have to be enrolled in the Student Health Insurance Plan (SHIP) in order to use Student Health Services?**

No, for detailed information about Student Health Services and insurance please visit:

<http://health.ucmerced.edu/about-us>

**54. My student already has insurance through my employer; do I need to buy the Student Health Insurance Plan?**

No, your student can waive enrollment in SHIP by filling out the on-line waiver form. For more information regarding waiving the Student Health Insurance Plan (SHIP), please visit their website at:

<http://health.ucmerced.edu/insurance>

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**Counseling and Psychological Services**

**55. What types of services does CAPS (Counseling and Psychological Services) provide?**

CAPS provides individual, couples, and group counseling; crisis intervention; outreach; and psychological assessments. For detailed information please visit:

<http://counseling.ucmerced.edu/default.asp>

**56. What is the fee for CAPS?**

All services are free to registered undergraduate and graduate students.

**57. How can my child make an appointment with CAPS?**

If your child is interested in making a counseling appointment, please encourage him or her to call (209) 228-4266, email us at [counseling@ucmerced.edu](mailto:counseling@ucmerced.edu), or stop by CAPS to make an appointment in person. We are located at the H. Rajender Reddy Health Center, in the Joseph Gallo Recreation Center.

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## **58. Who works at CAPS?**

CAPS staff include licensed psychologists as well as psychologists-in-training. All counselors are educated at the doctoral level in Clinical or Counseling Psychology from programs that are accredited by the American Psychological Association. All counselors have completed Safe Zone Training and offer multiculturally competent services.

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## **59. What do I do if I am concerned about my child's emotional well-being?**

We encourage you to discuss this with your child directly, and if necessary, encourage him or her to contact CAPS to make an appointment. If you need some advice about how to discuss counseling with your child, you are welcome to contact CAPS; however, CAPS counselors cannot tell you if your child has attended counseling, and cannot make an appointment for him or her through you.

## **60. Do I have access to my child's mental health records?**

No. All information shared with counselors at CAPS is confidential and no information will be released without the client's written consent. If you are concerned about your child or have questions about their treatment, we encourage you to discuss this with him or her directly.

## **61. Does attending counseling mean my child is "crazy"?**

Not at all! While counseling does help people who have severe problems, it can be helpful to anyone if they are open to the process. Sometimes, people fear that coming to counseling means they are "crazy" or "weak." On the contrary, it takes courage and strength to share your feelings and experiences. The reality is that we all have difficult times. Attending UCM can contribute to a rewarding, yet often busy and complicated life. To seek counseling represents a healthy step toward resolving your difficulties and leading a life of Wellness.

## **62. What if my child has an emergency when CAPS is closed?**

If your child needs to talk to someone when CAPS is not open, encourage him or her to call the CAPS main line (209-228-4266) and he or she will automatically be transferred to ProtoCall, Inc., a confidential hotline staffed by counselors. ProtoCall will work with him or her to help resolve the situation. A confidential report will be sent to the Director of CAPS the next business day, who will then follow up with your child.

## **63. Does CAPS provide medication?**

Psychologists do not prescribe medication in the State of California. However, CAPS works closely with Health Services and can provide a referral to a practitioner who can prescribe medication (Psychiatrist, Physician's Assistants, and Medical Doctors).

## **Disability Services**

## **64. What services are available for students with disabilities?**

Please visit our Disability Services (DS) website for more information:

<http://disability.ucmerced.edu/2.asp?uc=1&lv12=7&contentid=6>

## **65. Can I contact DS to be sure my son/daughter is doing all right?**

While DS counselors understand that transition is also an adjustment for parents and are available to assist in that process, parents will be encouraged to speak directly with their students about their progress.

## **66. Will you be contacting my student to be sure they follow through with their accommodations?**

Unlike High School, students in Post-Secondary Institutions must initiate the accommodation process. Staff in DS offices are precluded from initiating the process according to the ADA and Section 504 of the Rehabilitation Act.

For more information about the differences between High School and Post-Secondary/Higher Education check out:

<http://www2.ed.gov/about/offices/list/ocr/letters/parent-20070316.html>

## **67. Will my student's IEP records from High School suffice for the documentation required by DS?**

In most cases the IEP does not provide sufficient information about the current impact of the student's disability and therefore you should check the documentation guidelines for the student's specific needs on our website:

<http://disability.ucmerced.edu/>

## **68. What about special needs my student has for housing?**

All students requesting housing need to fill out a general housing request along with a Disability Related request (if applicable): <http://housing.ucmerced.edu/2.asp?uc=1&lv12=88&lv13=88&lv14=106&contentid=87>

**Please note the deadlines pertinent to the semester/year the student wants to be in housing. Disability related requests have to meet the same deadlines.**

Dates & Deadlines (<http://studentsfirst.ucmerced.edu/deadlines-and-calendars>)

## **69. Will someone be available to make sure my student wakes up on time and gets to class?**

As noted in the "Differences between High School and Higher Ed <http://www2.ed.gov/about/offices/list/ocr/transition.html>" information, the student is now responsible for his own education and will therefore need to find ways to manage his/her time

## **Housing**

## **70. How can I guarantee that my student will get housing on campus?**

Details regarding the availability of guaranteed housing are available at:

<http://housing.ucmerced.edu/2.asp?uc=1&lv12=6&lv13=6&lv14=195&contentid=186>

## **71. We are on the “Wait List” for housing. Now what?**

For details regarding Waitlist information please visit:

<http://housing.ucmerced.edu/2.asp?uc=1&lv12=88&lv13=88&lv14=184&contentid=9>

## **72. How can my student find housing off campus?**

For details regarding off campus housing please visit:

<http://housing.ucmerced.edu/2.asp?uc=1&lv12=13&contentid=16>

## **73. How will my student know the status of their housing application?**

For information regarding the status of housing applications please visit:

<http://housing.ucmerced.edu/2.asp?uc=1&lv12=88&lv13=88&lv14=90&contentid=188#A14>

## **74. How are roommates assigned?**

This question is addressed in #11 in the Housing FAQ ([http://housing.ucmerced.edu/docs/FAQ\\_On\\_Campus.pdf](http://housing.ucmerced.edu/docs/FAQ_On_Campus.pdf))

## **75. When will my student find out about their room/roommate assignment?**

For information regarding room/roommate assignments, please visit:

<http://housing.ucmerced.edu/2.asp?uc=1&lv12=88&lv13=88&lv14=90&contentid=188#A10>

## **76. Can my student get a single room in the Residence halls?**

There are a very limited number of singles available in the Valley Terraces (single suites) and The Summits (single rooms). Priority is given to students requiring disability-housing accommodations. Any remaining singles are offered on a first-come first serve basis based on when a completed housing application is submitted

## **77. How much does it cost to live on campus? What does that include?**

That information is provided here:

[2012-13 Academic-year Room and Dining Plan Rates and Room Types](#)

## **78. What can my student bring when they live in the residence halls?**

A list of suggestions for “What to Bring” is available at our website (<http://housing.ucmerced.edu/2.asp?uc=1&lv12=6&contentid=5>)

and will also be sent with your room assignment prior to move in.

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### **79. Do you have co-ed rooms in the residence halls?**

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For detailed information regarding Gender Inclusive Housing, please visit: <http://housing.ucmerced.edu/2.asp?uc=1&lv12=88&lv13=88&lv14=160&contentid=157>

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### **80. How can I make sure that I am the emergency contact for my student?**

Students can provide 2 emergency contacts. To update their info they should go to their Portal, then MyPersonalInformation.

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### **81. Do you have curfews?**

Residents are treated as adults and come and go as they please. We encourage you to have conversations with your student prior to them arriving on campus.

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### **82. What if my student does not get along with their roommate(s)?**

This is addressed in #23 in the Housing FAQ ([http://housing.ucmerced.edu/docs/FAQ\\_On\\_Campus.pdf](http://housing.ucmerced.edu/docs/FAQ_On_Campus.pdf))

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### **83. What is the deadline to apply for housing?**

For information regarding housing deadlines, please visit:  
<http://housing.ucmerced.edu/2.asp?uc=1&lv12=88&lv13=88&lv14=90&contentid=188#A10>

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### **84. Can freshmen that live in the dorms have a car on campus?**

For detailed information regarding resident freshman parking, please visit:

<http://taps.ucmerced.edu/node/222/>

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## **Cat Card/Dining**

### **85. My student is going to be away when it is their birthday. Is there anything I can do to let them know they are special?**

YES!! Our dining services offer Just Because Gift Packages. Go here for more information:

<http://dining.ucmerced.edu/gift-packages>

### **86. Can a student have a meal plan if they live off-campus?**

Yes. For more information about meal plans please visit:

<http://dining.ucmerced.edu/meal-plans/commuter-students>

## **87. How do I add money to my student's Cat Card?**

First, your student will need to set up a Parent Pin for you in their Epay account. The Parent PIN and password must be assigned by the student. . When you sign in with a Parent PIN, you have access to all the content of the student's account except for the *Manage Parent PIN* feature.

For more information about adding money to your student's Cat Card, please visit:

<http://catcard.ucmerced.edu/catcash>

## **88. What happens to the money left over on my student's meal plan at the end of the semester?**

At the end of the fall semester, the unused portion of their meal plan balance carries over for use during the spring semester. On the last day of the spring semester, **any remaining balance is forfeited.**

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### **Career Services**

## **89. How will you help my student find a job?**

The Career Services Center offers many valuable resources to UC Merced undergraduates, graduate students, and alumni.

These include:

- On campus interviews
- Career fairs
- Graduate school fairs
- Company information sessions
- Assistance with finding campus employment
- Practice interviews
- Resume critiques
- Career assessments
- Career counseling/coaching

We are open 8 to 5pm Monday through Friday and are located on the first floor of Kolligian Library past the Students First Center. You can also contact us at 209-228-7272 or at [careerservices@ucmerced.edu](mailto:careerservices@ucmerced.edu).

## **90. How can my student get a job on campus?**

The place to start is our campus job posting system, Cat Paws: [http://jobs.ucmerced.edu/n/student/choose\\_series.jsf](http://jobs.ucmerced.edu/n/student/choose_series.jsf)  
Here students can view and apply for postings in on-campus departments and off-campus Federal Work-Study sites.

Once hired for an on-campus position, students will need to bring identification documents to Career Services in order to complete hiring paperwork. A list of acceptable documents can be found at [uscis.gov/files/form/i-9.pdf](http://uscis.gov/files/form/i-9.pdf)

<<http://www.uscis.gov/files/form/i-9.pdf>> . New positions are posted at this website several times a week so it is important to keep checking the website. If you having a difficult time finding a job or have any questions relating to finding work, we will be happy to assist you. For more information, please stop by our office located on the second floor of Kolligian Library (Suite 222). You can also contact us at 209-228-7272 or at [careerservices@ucmerced.edu](mailto:careerservices@ucmerced.edu).

## **Around The Campus And Merced**

### **91. What is there to do on campus?**

Students learn more about chances to get involved during the Campus Involvement Fair.

CLUB AND ORGANIZATIONS CALENDAR OF EVENTS (<http://events.ucmerced.edu/>)

### **92. What sports do you have on campus?**

UC Merced competes in the NAIA as well as intramural sports. For more information about both, please follow this link: [www.ucmercedbobcats.com](http://www.ucmercedbobcats.com)

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### **93. Do you offer athletic scholarships?**

Yes, athletic scholarships are available. For more information please visit <http://www.ucmercedbobcats.com/>. If you are a prospective athlete please be sure to complete the recruiting questionnaire <http://www.ucmercedbobcats.com/recruiting.php>

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### **94. How diverse is the campus?**

Statistical information regarding our student population can be found at <http://ipa.ucmerced.edu/student.htm>

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### **95. How safe is your campus?**

For information and statistics regarding campus safety, please visit: <http://police.ucmerced.edu/2.asp?uc=1&lv12=37&lv13=37&lv14=45&contentid=24>

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### **96. Is there a safety escort service on campus?**

Yes. For more information regarding this service please visit: <http://police.ucmerced.edu/2.asp?uc=1&lv12=31&lv13=31&lv14=36&contentid=14>

### **97. How can I reach my student if we have a family emergency?**

If your student lives in resident housing it is best to try to reach them through the housing office.

**Housing and Residence Life Office -Terrace Center**

Phone: (209) 228-4663 CAT-HOME

Fax: (209) 228-7640

Website: <http://housing.ucmerced.edu>

Email: [housing@ucmerced.edu](mailto:housing@ucmerced.edu)

## **The Summits Office**

**Phone:** (209) 228-2293

### **Office Hours**

8am - 11pm Weekdays

1pm - 11pm Weekends and

Holidays

For after-hour emergency assistance (RA on Duty):

(209) 224-7553 - Valley Terraces

(209) 756-3972 - The Summits (Cathedral and Tenaya)

(209) 756-3296 - Sierra Terraces (Mariposa and Tuolumne)

We also recommend that you attempt to email or call your student directly. If you are unable to resolve your issue using these methods you can contact the Students First Center (SFC) at 209-228-7178.

## **98. What do I do if my student lost/found an item?**

For detailed information regarding lost/found items please visit:

<http://ucmercedlf.com/SelectItemType.aspx>

## **99. Since my student will be a freshman, and won't have a car, how will they be able to get around Merced?**

CatTracks is a free bus transportation service for all UC Merced students, faculty and staff. Simply have your valid/legible CatCard ready to present to the CatTracks driver to board the bus. Non UC Merced affiliates must pay a \$2 fare per ride.

Please see Bus Ridership (<http://taps.ucmerced.edu/regulations/bus-ridership-policies>) for more information regarding bus policies.

The schedules can be found at <http://taps.ucmerced.edu/cattracks>

UC Merced also has a Hertz on Demand program, an alternative transportation program now available to our campus community. Through the collaborative effort between TAPS and Hertz, this car-sharing program has been brought to our campus and offers additional safe and convenient transportation options to our students, faculty and staff. More information can be found at: <http://taps.ucmerced.edu/hertz-demand>

## **100. What is there to do in Merced?**

Merced is conveniently located in the middle of the San Joaquin Valley, within a two-hour drive from the cities of San Francisco and Sacramento, and from the natural beauty of the Pacific Ocean and Yosemite National Park. Merced enjoys a low cost of living and an excellent quality of life. The average resident commutes 15 minutes one-way to work. Merced is currently home to 80,500 people, and it retains the charm of a small town. The pedestrian-friendly downtown area boasts brick-paved walking areas, alleys decorated with murals and Italian trellises, a multicultural arts center, a live playhouse and several historically significant buildings.

Discover Things to Do in Merced

Arts and Culture (<http://www.ucmerced.edu/living-merced/arts-culture>)

Museums and Educational Opportunities (<http://www.ucmerced.edu/living-merced/museums>)

Day Trips (<http://www.ucmerced.edu/living-merced/day-trips>)

[CatSpots](http://alumni.ucmerced.edu/catspots) (<http://alumni.ucmerced.edu/catspots>)

City Parks and Services ([http://www.cityofmerced.org/depts/parks\\_n\\_community\\_services/default.asp](http://www.cityofmerced.org/depts/parks_n_community_services/default.asp))

Merced County Events (<http://www.co.merced.ca.us/CurrentEvents.aspx>)

Outdoor Adventures <http://recreation.ucmerced.edu/outdoor-adventures>

Athletics <http://recreation.ucmerced.edu/recreation-athletics>

## **101. What type of faith based groups or religious organizations exist in the Merced Community?**

The Central Valley is full of rich traditions, and regardless of your beliefs you will be able to find a supportive community. Over the last few years, student groups have been able to create a number of campus based clubs and organizations. These organizations meet for weekly worship, community events and prayer time. Many of these organizations are not only active on campus, but are also very active in the community volunteering and even participating in mission trips and large-scale projects.

For information regarding campus based faith groups you may want to visit the Office of Student Life web link at <http://studentlife.ucmerced.edu/>

For a listing of Merced area churches, please visit this link:

<http://www.mymerced.com/churches.html>

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## **102. How safe is the community of Merced?**

Merced is like any other community of its size but for more information, please visit this web site:

<http://www.cityofmerced.org/depts/police/statistics.asp>

## **103. Can I sign up to receive campus emergency notification messages?**

Yes. You can sign up to receive emergency notification messages via text message and/or email.

You will be required to provide information maintained by your student. The Family Educational Rights and Privacy Act (FERPA) prevents UC Merced from disclosing personal identifiable information.

Steps for signing up will be available at <http://www.ucmerced.edu/parents-families-in-early-july-2012>

Finally, if you were not able to find the answers to your questions, please do not hesitate to contact the staff in the Students First Center. Our goal is to provide you with friendly service and accurate information. We can be reached at 209-228-7178 or by email: [studentsfirst@ucmerced.edu](mailto:studentsfirst@ucmerced.edu).