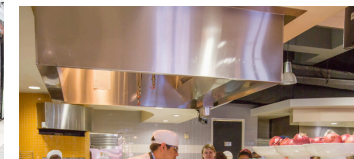




FAMILY RESOURCE GUIDE



JOHNSON & WALES UNIVERSITY CHARLOTTE



CHARLOTTE CAMPUS

801 W Trade Street
Charlotte, NC 28202

NEW STUDENT ORIENTATION

Phone: 980-598-1880

Email: orientation.clt@jwu.edu



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A MESSAGE FROM THE DEAN OF STUDENTS



Dear Families and Student Supporters,

Welcome to our JWU Charlotte Family. The road to college can come with a range of emotions, decisions and experiences. We are so excited you and your student are embarking on the college journey with us.

Your student is about to begin one of the most important experiences to date. We are here to ensure that they are supported and provided with every opportunity to maximize their learning. Our staff is available to advocate for student's needs, provide understanding about campus policies and procedures, help students locate campus resources, and provide programs, structure and services that spark student development. Life at JWU Charlotte may present new challenges and opportunities. Student Affairs partners with students along the way as they progress towards graduation and their future careers. We encourage you to remain an active partner in your student's continuous growth.

Trust the wisdom you have shared, the character you have nurtured and the judgement you have helped form. While JWU strives to provide a caring and exceptional learning environment, your students will not be immune to the trials faced by today's emerging adults. Stay willing to listen with an open mind and challenge your student to become an interdependent adult by using campus resources to walk through disputes and resolve concerns. You and your student should become familiar with our academic and personal support services, which can help with any issues faced.

We also have several methods of communication to help parents, families and support systems stay informed. Using the JWU Charlotte Facebook Page, Communications and Media Relations provides updates, announcements, valuable information and other interesting items from various administrative offices and faculty. We encourage you to connect with Campus Safety & Security via their website, safety.jwu.edu/charlotte. You should also join your student at events open to parents and families throughout the year such as New Student Move -In, Friends and Family Weekend and Homecoming.

I hope to meet with many of you to discuss the roles and responsibilities of Student Affairs at JWU Charlotte. I welcome hearing about your hopes, dreams, questions and concerns for your student in this new journey. We are proud of what we accomplish through supporting the university's mission, and of what we help our students accomplish over the course of their college experience. I look forward to the year ahead as we join in supporting your student's academic and personal success.

With gratitude,

A handwritten signature in black ink that reads "Dena K. Warren, M.Ed." The script is fluid and cursive.

Dena K. Warren, M.Ed.

Dean of Students - Charlotte Campus



SUPPORTING YOUR WILDCAT

While your student begins a new chapter, do not forget the important role you continue to play in your student's life. Use these suggested topics to navigate timely conversations with your Wildcat. We recommend these discussions take place before your student arrives on campus. You know your student best, so use this guide as you see fit.



COMMUNICATION

Support your student by staying connected via phone, social media and even snail mail. Create an agreement with your student about how often and in what form you both are comfortable communicating. Will you talk once a day? Once a week? Will you communicate over the phone? Via text? Via email? How quickly do you expect a response from each other once contact is being made?



PROBLEM SOLVING

Allow your student the opportunity to share feelings and ideas with you before you take action. Discuss how and when you will be involved with problem solving. Issues like roommate disagreements, time management, academic focus and more may arise. What will your family support look like without you solving problems for your student?

HOMESICKNESS

Feeling homesick is expected. For many students, this may be the first time away from home for an extended period of time. It is very common to miss family, friends and even pets. How do you plan to handle the homesickness phone call? Encourage your student to seek involvement opportunities and to speak with their resident assistant or a counselor in Counseling Services.



GRADES

What earned a student an A in high school may not earn them the same grade in college. Communicate your expectations about academic performance including grades, study time and seeking support early on from professors and the Academic Success Center. Remember that what a student learns in the classroom is more important than the actual letter grade awarded.

SAFETY AND WELLNESS

New students are often living on their own and exposed to college and city life. Have candid conversations about alcohol, drugs, using the buddy system, dating, relationship violence, self-care, sleep and more. Remind your student to self-advocate and utilize support services on campus.

NEWFOUND FREEDOM

Some students are experiencing for the first time what life is like completely on their own. Unlike college, your student's high school schedule was very structured. Students now decide their own timetable: when and what they eat, how much sleep they get each night, the number of hours watching TV and the time spent completing homework. As they adjust to their newfound freedom and develop a routine, be flexible. Provide suggestions and trust your student's navigation of their new autonomy.

FINANCES

Discuss money management, expectations and credit-card use. Does your student need to consider a part-time job to pay for the extras? Does your student expect you to send money when it's needed?

VISITS BACK HOME

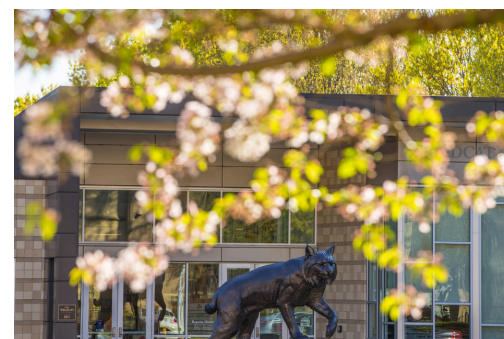
We know you love having your student home. Communicate now about when and how often your student will visit. What will the visit back home look like? How will your student get home? Will you establish a curfew? Will your student need to disclose plans while home?

INVOLVEMENT

Remind your student to never stop making connections on campus. Encourage them to attend events, meet friends and join student organizations. Also, remind your student to continue discovering new opportunities around campus and Charlotte.

GRIT

College can be tough. We encourage students and families to get comfortable with the uncomfortable. Understand that students may need to attempt challenges multiple times until they are happy with the results. Help each other embrace challenges often and learn from new situations, setbacks and successes.





NEW STUDENT CHECKLIST

- ☐ Complete FASFA and apply for financial aid.
- ☐ Pay Deposit
- ☐ Complete online placement testing (check Wildcat email for instructions).
- ☐ Attend New Student Orientation.
- ☐ Submit health forms and immunization records.
- ☐ Complete financial obligations.
- ☐ View invoice.
- ☐ Discuss payment options with a planner.
- ☐ Make tuition payment.
- ☐ Waive health insurance (optional).
- ☐ Apply for on-campus housing (residential students only).
- ☐ Select room (residential students only).
- ☐ Select a meal plan.
- ☐ Take the alcohol and sexual assault education course (check Wildcat email for instructions).
- ☐ Submit final, official high school transcript.
- ☐ Discuss FERPA and Authorized User.

WILDCAT WELCOME

Wildcat Welcome isn't just about unpacking; it's the start of an incredible chapter for your student and their family/support system!

The first weekend on campus is designed to immerse your student in the vibrant JWU community. They'll dive into JWU's values, learn about opportunities and embrace the responsibilities of being part of this dynamic environment. With breakout sessions, social activities and events, they will build connections and settle into their new home away from home.

As a parent, you can feel confident knowing your student will be surrounded by peers, staff and faculty who are passionate about supporting their success and growth. JWU isn't just a college; it's a community committed to helping your student thrive. So pack their bags, bring your excitement, and get ready to send them off on an amazing journey. Together, we will make this a start to remember! **#JWUAdventure #NewBeginningsAtJWU**

FIRST YEAR & NEW STUDENT CHECK IN

It is a day you have anticipated, dreamed about and maybe even dreaded. We realize check-in day is an important time for your student and family. Here are some helpful tips to make this day a memorable one:

- Encourage your student to read through the information sent by Residential Life with your student's room assignment and specified move-in time.
- Please refrain from arriving earlier than your specified time. JWU utilizes special driving and parking plans during move-in. Campus Safety & Security will direct you as you arrive on campus.
- Once your student receives the room key, your student should begin moving belongings immediately.
- Many families bring their own hand trucks, rolling containers or moving materials to make the process easier.
- Dress for the day: plan for the weather and wear comfortable shoes. All family members and guests should expect to do some walking.
- Have questions? Staff will be stationed throughout campus to assist you.



FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT

The Family Educational Rights and Privacy Act (FERPA) is a federal law that, among other things, protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. When your child was in elementary and high school, FERPA provided both you and your child with rights to access and control your child's educational records. These rights transfer to the student when they reach the age of 18 or attend a school beyond the high school level.

While parents understandably have an interest in a student's academic progress, they are not automatically granted access to a student's education records without written consent from the student. Currently enrolled students can authorize parents or other individuals to have electronic access to certain portions of their education records at Johnson & Wales University. These authorized individuals are known as an Authorized User. Utilizing jwuLink, students have the ability to select from a list of authorizations, which portions of information can be viewed by an authorized User. Information given to the Authorized User will be available in view-only format. The Authorized User will not be able to update any student information or request any written documentation via their Authorized User access. Additional Authorized User information and instructions can be found through the student's jwuLink portal. Parents are always encouraged to consult with the student if education record information is needed.

ACADEMIC OVERVIEW: UNDERGRADUATE

At JWU, students dive into their major in the first term so they can spend their academic career pursuing the related experiences that will build their resume and help achieve personal and professional dreams .

CLASS LEVEL

The following criteria determine a student's class level based on their quarter credit hours earned:

YEAR	CREDITS
Freshman	0-23.99
Sophomore	24-56.99
Junior	57-89.99
Senior	90 credits and higher

ACADEMIC GRADING SYSTEM

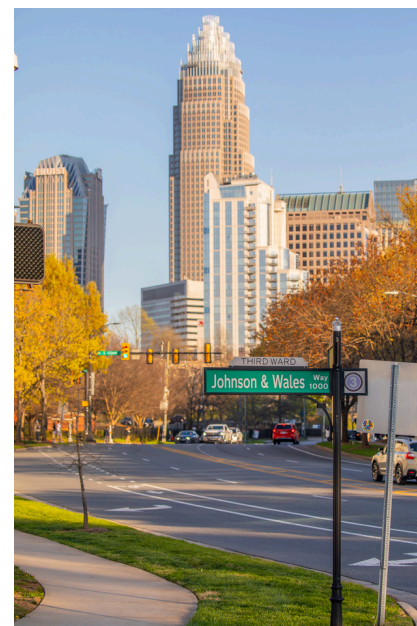
The grading system at the undergraduate level is as follows:

GRADE	SCORE	GPA
A+	95-100	4.00
A	90-94	4.00
B+	85-89	3.50
B	80-84	3.00
C+	75-79	2.50
C	70-74	2.00
D+	65-69	1.50
D	60-64	1.00
F	0-59	0.00

ACADEMIC GRADE ABBRIVATIONS

The grading system at the undergraduate level is as follows:

W	Withdrawal
I	Incomplete
NC	No Credit
NG	No Grade
GP	Grade Pending
P	Pass
PL	Prior Learning Assessment
S	Satisfactory
U	Unsatisfactory



THE SPECIAL HONORS AND REWARDS PROGRAM (SHARP)

The Special Honors and Rewards Program (SHARP) is designed to allow qualifying undergraduate program students to accelerate the completion of their degree requirements in less than the normally prescribed time. This is accomplished by giving eligible students the ability to register up to 21.0 credits each semester with no additional tuition fees. SHARP offers the potential for students to save time and expenses.

To be eligible for SHARP, the student must have completed at least one semester of classes at JWU and have a cumulative GPA of 3.60 or higher.

If this criteria is met, the student's maximum allowable registration credits will reflect 21.0 for the next semester.

If this criteria is not met, the student's maximum allowable registration credits will remain at 18.0.

If a student is or becomes SHARP-ineligible at the end of a semester, they may become SHARP-eligible any time in the future provided they meet the 3.60 cumulative GPA requirement at the end of a semester.

Students registered for 21.0 credits who become SHARP-ineligible for the next semester will be notified via their JWU email account. It is the student's responsibility to drop extra credits if registered, to avoid incurring additional charges.

Students who are SHARP-eligible may utilize this benefit at any time of their choosing (or not at all) and should note the following before proceeding.

1. Accelerating the completion of program requirements may impact future enrollment (e.g., part-time enrollment) and course sequencing).
2. Semester course offerings may not allow or guarantee accelerated program completion.
3. To plan effectively, course projections must be reviewed carefully and students should work closely with their academic counselor/advisor.

*Graduate or Evening students are not eligible for SHARP.



LATIN HONORS

The following honors are issued upon graduation, based on individual GPAs:

- Cum Laude, 3.50-3.69
- Magna Cum Laude, 3.70-3.89
- Summa Cum Laude, 3.90-4.00

ADD/DROP POLICY

Add/Drop is defined as adding and dropping any number of courses but maintaining active registration in at least one other course in the semester. For courses offered on campus, students may add or drop a course by the following deadline:

- College of Food Innovation & Technology labs (that meet twice a week or consecutively):
 - Add/Drop Deadline: Thursday week 1 of the semester.
- All other courses:
 - Add/Drop Deadline: Thursday week 2 of the semester.

Add/Drop deadlines are outlined on the academic calendar.

While some classes (including culinary or baking and pastry laboratory classes) begin later than the first week of classes, the Add/Drop period at the beginning of the semester applies to all classes regardless of the start date of the lab or course. If a student does not drop a lab or course during the Add/Drop period, full tuition charges will be assessed.

For online and hybrid courses, students may add a course by the first Saturday of the course session or drop by the second Saturday of the course session. An official add or drop must be completed via jwuLink or with Student Academic Services.

Whenever students participate in add/drop, their financial aid and account charges may be adjusted. Financial aid cannot be used to pay for classes that do not count toward degree requirements (i.e., an "unused" course). In the event students remain registered for an unused course during the semester, their net tuition expense could be higher, resulting in a balance on their invoice. Students are encouraged to visit or consult Student Financial Services to review the potential impact, especially if their enrollment status changes to or from part time/full time.

When students drop a course during this time, the course is removed entirely from their schedule (there is no record of the course on the academic transcript), and if the course becomes closed it may not be added back to their schedule. Most importantly, students are strongly advised to stay on track and maintain their graduation date, especially to avoid incurring unnecessary financial debt. Learn more about repaying loans (start dates, repayment options, avoiding default) and review debt management resources on the U.S. Department of Education's federal student aid website.



COURSE WITHDRAWAL

If a student drops a course after the add/drop period has ended, the process is referred to as a Course Withdrawal. Students may withdraw from a course by completing a Course Withdrawal Form with Student Academic Services or Online Student Services. A grade of "W" will be issued for each withdrawn course and recorded on the transcript as attempted credits. This grade is not calculated in the grade point average. A student who remains enrolled in one or more courses in the semester will not be eligible for a tuition credit. Students who withdraw from all courses will be withdrawn from the university and are subject to the University Withdrawal Policy.

Students must officially withdraw from a course by the course withdrawal deadline; otherwise, they will not be permitted to withdraw from the course and will be graded accordingly.

A withdrawal request after the deadline will only be permitted for extenuating conditions beyond the student's control. Students must provide documentation of the condition, which must be approved by an academic advisor/counselor. The course grade under these circumstances will be no credit (NC).

Withdrawal deadlines for academic courses and courses with an experiential education component are published on the academic calendar available on the JWU website.



ACADEMIC SUCCESS

The academic rigor and classroom expectations are different in college than they are in high school. Share these success tips with your student:

- **Attend class regularly.** Most learning happens in the classroom. Information covered in class lectures, discussions and activities often ends up on exams.
- **Read the entire syllabus.** Faculty provide students a syllabus (an academic contract) that outlines academic expectations and grading policies.
- **Manage time effectively.** The unstructured nature of college, combined with other distractions, makes it difficult to properly manage time. Utilizing an academic planner or calendar helps organize assignments.
- **Get to know faculty.** Introduce yourself after class or visit faculty during office hours.
- **Ask for help.** When questions arise, speak with faculty early and schedule tutoring appointments at the Academic Success Center as needed.



ACADEMIC RESOURCES

STUDENT ACADEMIC SERVICES

Student Academic Services (SAS) ensures the accuracy, integrity, and security of academic records in compliance with institutional policies, state, and federal laws. It also advises students on achieving their educational goals, transitioning to new academic and social communities, developing sound academic and career goals, and becoming successful learners. The team members in SAS provide a variety of services that support our students, faculty and staff. Our core functions are:

- Academic Advising
- Catalog and Handbook Production
- Course inventory administration
- Course scheduling
- Degree audit configuration
- Degree conferral
- Diploma services
- Document management
- Enrollment certification
- Grade processing
- Registration
- Room scheduling
- Student academic records
- Transcript services
- Transfer credit evaluation
- University academic calendar
- Veteran certification

INFORMATION TECHNOLOGY

Information Technology (IT) provides technology tools, services and support to the university community. Services offered include help with Wildcat email, software and hardware discounts, computer labs, complimentary printing, internet and Wi-Fi, gaming and mobile apps. For answers to frequently asked questions, visit it.jwu.edu.

ACADEMIC SUCCESS CENTER

The Academic Success Center (ASC) provides educational resources for all students. ASC offers tutoring services, academic success coaching and writing assistance. In addition to face-to-face tutoring services, the center also offers Tutor.com, an online tutorial service available through jwuLink 24 hours a day, seven days a week.

The Academic Success Center also includes Accessibility Services. Accessibility Services ensures equal access for students with disabilities to empower them to achieve academic success. Students who wish to request accommodation(s) based on a disability should schedule an appointment with the Assistant Director of Accessibility Services to discuss any disability- related barriers the student anticipates or experiences.

Students are not required to disclose their disabilities. Disclosure is always voluntary; however, to receive any accommodations, the student must self-disclose the disability to Accessibility Services and provide current documentation of the disability and demonstrate functional limitations using the application for accommodations, found at the website listed below. Please note that family members may not request academic accommodations or other support services for their student's accommodations unless shared by their students. For more information on accommodations and services, please visit [**academicsupport.jwu.edu/charlotte.**](https://academicsupport.jwu.edu/charlotte)

LIBRARY

The JWU Library offers resources and services designed to meet the scholastic needs of our students. The Library is open six days a week during the academic year, with ample seating and study space conducive to individual or group study. Macs and PCs, printers, scanners and Wi-Fi are readily available, as are book, video and journal collections of over 100,000 items. More than 80 research databases are accessible on and off campus, providing a rich array of e-books, e-journals, reports, streaming videos, museum images and more. Friendly librarians provide research instruction, advice and support both online and in person. The library also hosts a variety of monthly programs which are open to the campus community. More information is available at [**clt.library.jwu.edu.**](https://clt.library.jwu.edu)

BOOKSTORE

The campus bookstore located on Trade Street provides the flexibility and convenience students need to begin each term. The bookstore offers affordable textbook solutions such as used books, book rentals, prices matching and digital resources. Additionally, the bookstore has a collection of Wildcat spirit gear, merchandise and gifts. For more information and orders, visit [**jwubookstore.com.**](https://jwubookstore.com)



TIME MANAGEMENT & PROCRASTINATION

College offers more flexibility than high school, with less in-class time and a greater focus on independent coursework. This newfound freedom can create challenges for students to effectively manage their schedules. Here are some tips to help students stay on track and avoid procrastination:

- Use a timesheet or schedule to map out common activities (class, work, sleep, hobbies, homework, etc.) and visually identify your free time.
- Use a daily, weekly and monthly calendar to keep on track with assignment deadlines and test preparation.
- Attend a meeting with an Academic Success Coach to focus on time-management skills, study strategies, etc.

EXPERIENTIAL EDUCATION & CAREER SERVICES

Experiential Education & Career Services (EE&CS) supports the university's missions to integrate general education, professional skills, and career services to students by providing them with customized services and support to empower students to make effective career choices, identify and pursue internships, secure employment and navigate their career.

EE&CS assists students through career advising and workshops, resume critiques, mock interviews, internship advising, career fairs and on-campus interviews. All students, including first-year students, can visit EE&CS for help creating or updating their resume to search for part-time work on or off campus, as well as assistance accessing our online platform - Handshake specifically for JWU students, which includes jobs, internships and event details. Students can visit jwuLink for the latest updates and resources.

FINANCIAL RESOURCES

STUDENT FINANCIAL SERVICES

JWU offers several types of financial assistance (including scholarships, grants, low-interest loans and federal work-study) to assist students with meeting their educational expenses. In many cases, qualified students receive a financial aid package which may include a combination of these awards. JWU financial planners can assist students with the Free Application for Federal Student Aid (FAFSA). Students who wish to continue to receive financial aid must re-apply every year, as early as December 1. Financial planners also advise students on options to pay for educational expenses after financial aid (including payment plans) and loan options.

Students can view invoices, financial aid awards and holds via their jwuLink account. All students must clear financial requirements every semester and meet their financial obligations by the posted due date in order to maintain a preferred course schedule. Families can gain access to their student's account once they become an Authorized User. Students can choose to permit a parent or guardian as an Authorized User, and can select the information they want that user to have ability to access.

iGRAD

JWU can help you navigate the financial maze of student loans and borrowing. Student Financial Services partners with iGRAD, our online financial literacy tool, to assist you and your student with financial decisions. Through videos, articles and games, you and your student will gain the skills and knowledge to make good credit decisions critical to financial success.

STUDENT EMPLOYMENT

Student Employment offers students the opportunity to gain meaningful, professionally-focused work experience while earning money. Working at JWU also provides opportunities for skill development, exposure to work environment, and the convenience and flexibility of on-campus job locations. Students awarded federal work-study can work in various, flexible, part-time jobs on or off campus in community service jobs. If your student did not receive a work-study award, there are other employment opportunities available.





RESIDENTIAL LIFE

Living on campus gives students an opportunity to experience the best of JWU. Our three residence halls offer suite-style and apartment-style living. All first, second and third year students are required to live on campus (with some exceptions). All rooms feature an extra-long twin bed, desk, chair, dresser and closet space. Students should visit [jwuLink](#) for a list of recommended items to bring.

RESIDENCE HALL ADDRESS

Want to send mail to your Wildcat? Once a student arrives to campus, they will receive a mailbox assignment for use during the entire academic year, even if they move rooms or buildings.

Example:

Student Name

Residence Hall Name

Residence Hall Address

City, State, Zip Code

Cedar Hall North Address

215 S. Cedar Street
Charlotte, NC 28202

Cedar Hall South Address

215 S. Cedar Street
Charlotte, NC 28202

The Maple Address

215 S. Cedar Street
Charlotte, NC 28202



SHARING A ROOM

At times, students may experience a challenging situation with a roommate, especially if they have never shared a room. If your student experiences a conflict with their roommate, suggest the following tips:

- Encourage open and respectful communication about the present issues.
- Refer to the roommate agreement students fill out and sign at the beginning of the year; look back to what they agreed on and consider whether there might be a need for change (cleanliness, noise, guests, etc.).
- Speak with the Resident Director or Resident Assistant.

CAMPUS DINING

JWU Campus Dining strives to provide high-quality, yet simple foods, diverse menus and services that cater to students' nutritional needs. Campus Dining provides meal services seven days a week.

Campus Dining accommodates many dietary needs including but not limited to vegan, vegetarian and other food restrictions. To learn more, reach out to the Director of Campus Dining via email, contact info is located on their website listed below!

RESIDENTIAL MEAL PLANS

Residential students select from a range of Wildcat Meal plans (14,18 or All Access) All meal plans also include flex dollars which can be used for Vending services located throughout campus. The meal plan cost is applied to the student's account. Meal plans are selected for the academic year during the room selection process.

- Meal swipes are assigned weekly and expire on Saturday night and reset on Sunday morning.
- Out of swipes? Use flex dollars or credit/ debit cards at venues.
- Out of flex dollars? Quick easy purchase from our app or website.

COMMUTER MEAL BLOCKS

Meal blocks are a convenient way to ensure your student does not have to worry about where their next meal is coming from. We offer blocks to meet students' needs at a fraction of the cost of eating out and even cheaper than cooking for themselves. With no waste, no need to plan menus, no worries about roommates taking their food, and no cleaning up, it's a hassle-free option. Their entire focus can be on school and the many activities that come along with the college experience. Meal blocks carry over from week to week and term to term and do not reset until the end of the academic year. Block swipes are there to use whenever and however a student wants. And depending on the number of meal purchases (10, 25, or 50), students can save off the regular door rate at every meal. For meal plan or block info, to add to flex dollars, review menus, access nutrition information, catering options, jobs on campus, feedback and more, visit dineoncampus.com/jwucharlotte or download the Dine On Campus app on your mobile device. Please do not hesitate to contact Campus Dining with any questions at 980-598-1950.



PARKING & TRANSPORTATION



All vehicles parked on JWU Charlotte property must have a current valid permit. For information on current rates please scan the QR code below and visit the Parking Website.



Lot D: Parking Garage

This lot serves all students, employees and visitors. This is the Cedar Street Parking Deck located adjacent to the Academic Center and across the street from Cedar Hall North.

Lot B: Gravel Lot

This lot serves commuter students only. Overnight parking is prohibited.

CHARLOTTE PUBLIC TRANSPORTATION

Charlotte's public transportation managed by the Charlotte Area Transit System (CATS), offers convenient options for getting around the city. The bus system features over 70 routes, including express services, with real-time tracking available via the CATS-Pass App. The LYNX Blue Line, a 19.3-mile light rail, connects University City to I-485, passing through Uptown Charlotte. The CityLYNX Gold Line streetcar links key neighborhoods and destinations like Johnson & Wales University Charlotte and Novant Health Medical Center to Uptown. Whether you are commuting, exploring or catching a flight, Charlotte's transit options help you get there with ease and style!

CAMPUS SAFETY & SECURITY

Campus Safety & Security (CSS) fosters a safe and inclusive environment by building community knowledge, awareness, and preparedness. Officers patrol campus property, investigate incidents, maintain emergency preparedness plans, and alert the campus community of threats and crimes. To enhance safety, JWU community members access campus buildings through JWU IDs, ensuring only authorized individuals can enter. CSS manages Blue Light emergency phones, which allow students to contact the office if they feel threatened or unsafe, and oversees a multi-contact message system that delivers critical emergency instructions to the entire JWU community. Emergency alerts are also posted on jwuLink. The office hosts crime prevention programs, manages the Silent Witness Program, and provides safe walk escorts upon request, fostering a secure and supportive campus environment. Campus Safety & Security is available 24 hours a day, seven days a week.

LOST & FOUND

Items are held for 90 days. Call 980-598-1900 about lost items at any time, day or night; however, items can only be picked up Mon-Fri 8am-4pm.

PROJECT ID

To aid in the recovery of lost or stolen items, valuables are engraved with a unique number, which is then entered into a database with your information.

SAFE WALK

A student escort service is available so you do not have to walk alone late at night. Safe Walk is available everyday, 6pm-12am on the campus. Call 980-598-1900 for details.

COMMUNICATION

Communications officers answer emergency, non-emergency and business telephone lines at all times. They radio-dispatch security officers to calls for service and monitor alarms for campus buildings.

STUDENT CONDUCT

The purpose of the Student Code of Conduct, and the Conduct Review Process that supports it, is to help the university maintain a safe, healthy and positive campus community and align with an environment intended for living, learning and working. JWU Charlotte strives to create an environment where individuals act lawfully and are in compliance with university policies and rules, act with honesty, integrity, civility and showcase respect for themselves and others. Any behavior that is inconsistent with these goals, whether on or off campus, is prohibited and constitutes a violation of the Student Code of Conduct.

CAMPUS SAFETY TIPS

Talk to your students about the following tips to ensure their safety.

- Always lock your doors
- Walk in groups whenever possible
- Travel along well-lit, well-populated routes
- Be aware of who and what is around you
- Know locations of Blue Light emergency phones
- Report suspicious activity and/or individuals immediately
- Do not prop doors open or let others “piggyback” into buildings
- Engrave an register valuables with CSS
- Add CSS to your contacts: 980-598-1900

GETTING INVOLVED



ATHLETICS

JWU Wildcat Athletics strives to provide an exceptional educational experience through a holistic approach where championship intercollegiate athletic competition, intramurals, recreation, fitness and wellness programs are a part of the co-curriculum inspiring professional success and lifelong personal and intellectual growth.

STUDENT ENGAGEMENT

Student Engagement strives to cultivate meaningful experiences to inspire lifelong personal and professional growth. Students are empowered to embrace and strengthen an inclusive community as well as develop and support programs that promote collaborative learning, character development and social responsibility. Student Engagement delivers a wide range of activities, events, leadership trainings and development programs, while also overseeing more than 30 student organizations, fraternity and sorority life, student government, and commuter student services.



STUDY ABROAD

Studying abroad gives students the opportunity to complete academic credit toward their JWU degree throughout the year, while living abroad. By challenging themselves to live and work with people from other cultures, students gain an invaluable global perspective. These experiences help students distinguish themselves from other graduates and even discover new career paths. JWU offers faculty-led programs, JWU semester programs, exchange/ direct enroll programs and affiliate programs.



Many students have the chance to study abroad up to three times during their undergraduate journey. It's never too early to begin exploring these opportunities—students can participate in specialized programs starting in their first year.

Financial aid and scholarships can be used and students may apply for JWU Global Study Abroad Scholarships. Students should attend the biannual Study Abroad Fair, meet with their academic and financial counselors and visit studyabroad.jwu.edu for more information.

FAMILY & FRIENDS WEEKEND

Come back to campus for one of JWU Charlotte's most highly anticipated annual events: Family & Friends Weekend. Bring your loved ones and enjoy favorite traditions like experiential workshops by various departments, sporting events, live music and more. We offer a variety of free and ticketed events to choose from to make this weekend memorable. Have your Wildcat show you Charlotte and all the wonderful things the Queen City has to offer. For more information scan the QR code below.



HOW YOU CAN HELP YOUR STUDENT:

- Encourage your student to remain up to date on campus events by being attentive to postings and announcements. Student Engagement promotes weekly and ongoing campus events through the Week-at-a-Glance flyers and posters and the Involvement Network website.
- Talk to your student about which student organizations spark their interest. If they do not see an organization or activity that interests them, they can work with Student Engagement to get one started.
- Let your student know the importance of building relationships and networking with peers and faculty advisors in student organization settings.
- Encourage your student to participate in leadership training and development programs that are designed to promote self-discovery, interpersonal communication and group leadership and management skills.

Did you know that students earn points for campus event attendance? Most campus events qualify students for engagement points that accumulate during their time at Johnson & Wales University Charlotte. Students who earn 32 points in a singular academic year are recognized, while students who earn 64 or more points during their entire time on campus win prizes and access to exclusive special events.



HEALTH & WELLNESS

COUNSELING SERVICES

Counseling services, a confidential resource for students, provides support to help manage emotional wellbeing. Services include short-term individual therapy, group therapy, crisis intervention, consultation and outreach programs, and referrals. Participation in counseling is voluntary and students can make appointments by calling the center. If your student needs long-term or specialized services, counselors will provide local referral information. For emergencies after 4:30 p.m. and on weekends, students can call 1-888-222-4805.

HEALTH SERVICES

Health Services provides comprehensive healthcare to students on the Charlotte Campus. Trained medical professionals, including a team of licensed nurses and nurse practitioners, assess and treat students with acute illnesses and injuries. Health Services verify medical records as required by the NC for admissions. Health Services also offer care coordination for urgent and emergency referrals off campus as indicated. Students are provided assistance with scheduling specialist appointments and follow up care. Prescriptions are sent electronically to local pharmacies.

Sexual education, contraception management, and STI testing are also available. Free HIV, STI testing, and treatment is provided monthly in partnership with Mecklenburg Health Department. All care provided is confidential. Atrium or Novant Health Urgent Care, hospitals, the local health department, or CVS Minute Clinic are utilized when students need off-campus medical services after hours. For urgent matters after hours or emergencies, please call 911 and campus safety and security.

Maintaining a healthy mind, body and spirit in college is essential to academic and personal success. Health Services assists students in reaching these goals through opportunities such as collaborative on-campus programming, preventative education, and education provided during each visit. Campus Outreach and programs include substance abuse education, smoking cessation, sexual health, disordered eating, hypertension, community CPR, and lifestyle medicine. Additional workshops and training are provided based on requests.



NOTES & QUESTIONS

CAMPUS MAP



SCAN ME!



NEW STUDENT ORIENTATION

orientation.clt@jwu.edu
980-598-1880

ADMISSIONS

charlotte@admissions.jwu.edu
980-598-1100

ATHLETICS

athletics.clt@jwu.edu
980-598-1840

ACADEMIC SUCCESS CENTER

CharlotteCasStaff@jwu.edu
980-598-1500

COUNSELING SERVICES

counseling-clt@jwu.edu
980-598-1710

HEALTH SERVICES

hcsclt@jwu.edu
980-598-1700

IT SERVICES

it@jwu.edu
1-866-598-4357

RESIDENTIAL LIFE

reslife.clt@jwu.edu
980-598-1800

SAFETY & SECURITY

security.clt@jwu.edu
980-598-1900

STUDENT ACADEMIC SERVICES

sas.clt@jwu.edu
980-598-1330

STUDENT ENGAGEMENT

engagement.clt@jwu.edu
980-598-1888

STUDENT FINANCIAL SERVICES

sfs.clt@jwu.edu
980-598-1100



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