



*New Student*

# ORIENTATION



New Student & Family Programs

UNIVERSITY OF COLORADO **BOULDER**

# Overview

- Who is New Student & Family Programs
- Transition & its impact on the student & family experience
- Expectation setting
- Financial planning & FERPA
- Wrap-up & questions





**Raise your  
hand if...**

**You live in  
Colorado**

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# Raise your hand if...

You live  
outside of  
Colorado

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# Raise your hand if...

## This will be your first student in college

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# Raise your hand if...

You have  
another student  
who has  
attended CU

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# Raise your hand if...

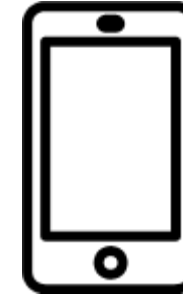
This is your  
only/last student  
to leave for  
college

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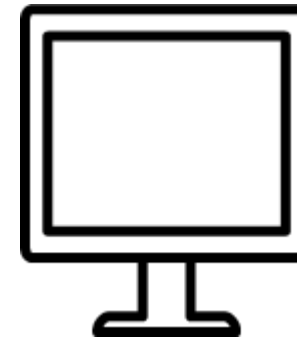




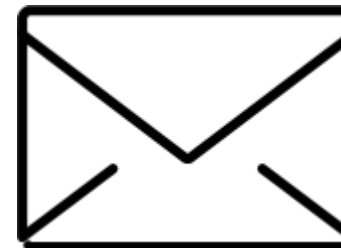
# New Student & Family Programs



Call or Text:  
1-303-492-4431



Email:  
[families@colorado.edu](mailto:families@colorado.edu)



Website:  
[Colorado.edu/families](https://colorado.edu/families)



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# New Student & Family Programs

- 7 Professional Staff
- 12 Office Assistants
- Journey Leaders and Journey Leader Mentors
- Transfer Peer Mentors
- ASAP Tutoring





# Our Philosophy: Families as Partners

- Imagine your student behind the wheel and yourself in the passenger seat
- Let them lead their journey
- Support and guide them in a positive way
- Encourage them to buy-in to new experiences





# A Time of Transition & Change

- College is a new and exciting chapter!
- Things are about to change for your family – that can be a hard-hitting reality for everyone



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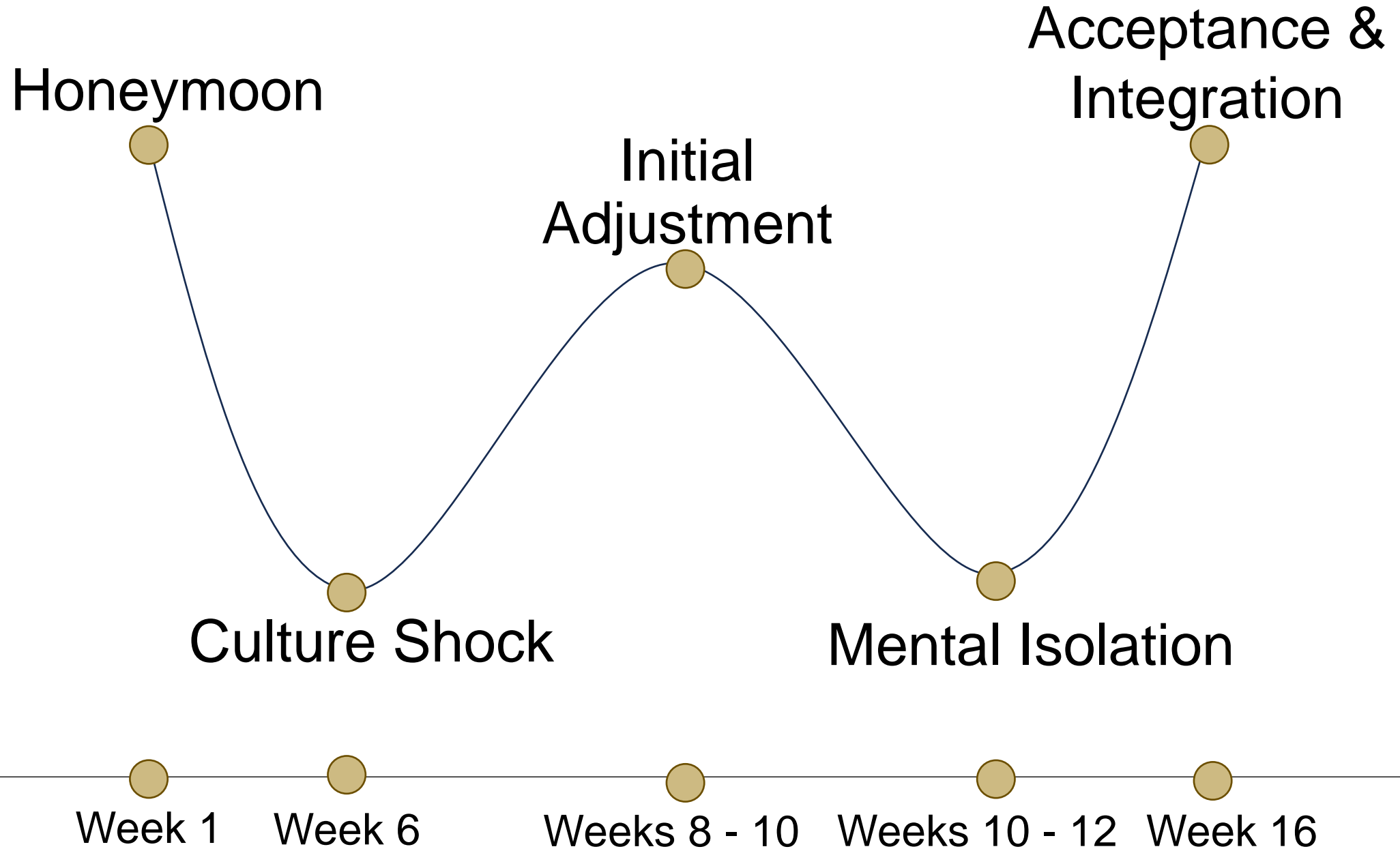
# All jokes aside, the transition—for both you and your student—brings change

support-systems  
involvement social  
finances time-management  
schedule family-dynamics values conflict  
academics transportation beliefs  
independence routine health cultural  
identity wellness housing responsibility  
study-habits diet relationships technology  
extracurriculars decision-making





# Zeller & Mosier W-Curve



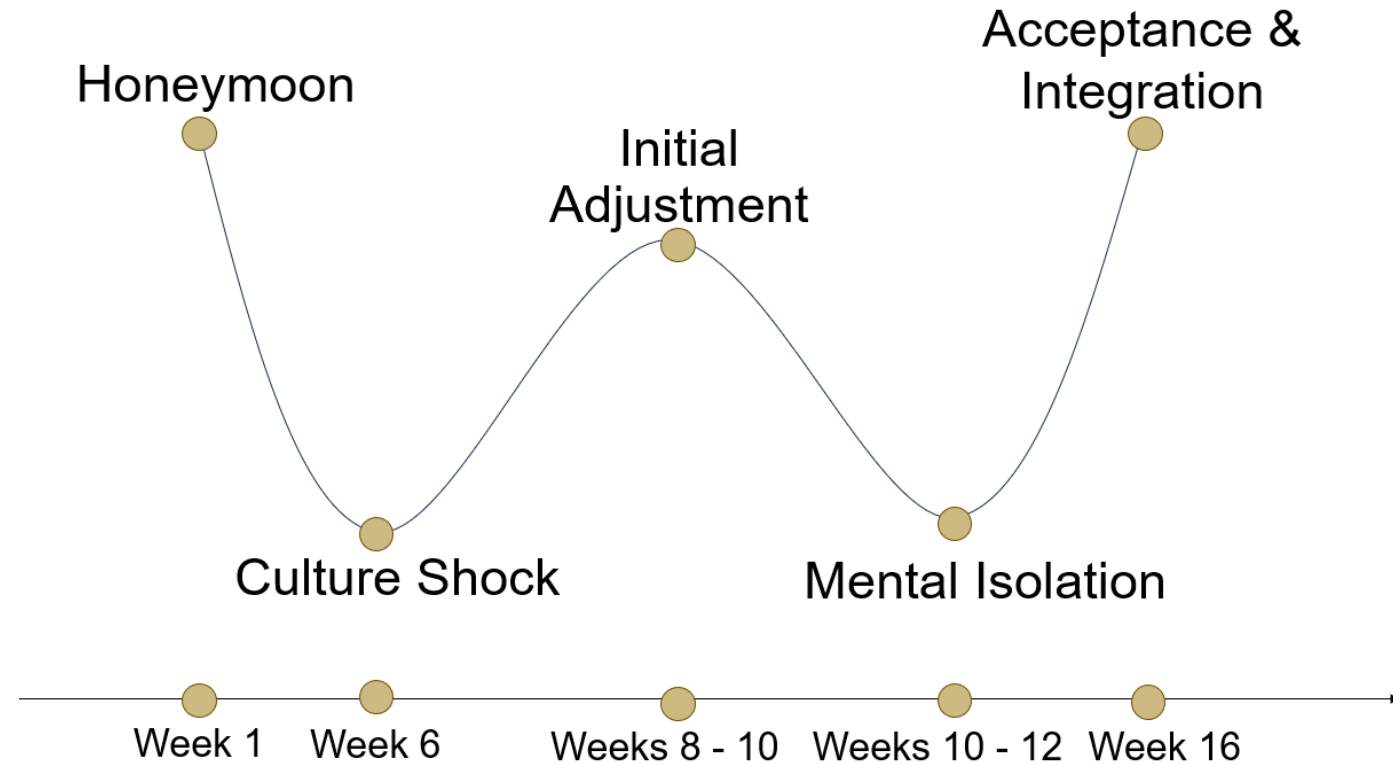
# Honeymoon

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**Students feel:** Excited, optimistic, eager nervousness

**How to respond:**

- Ask how you can help prepare for the move
- Ask and listen about their new experiences
- Encourage and celebrate little wins- positive messaging
- Communication may be inconsistent as they figure out schedule – be okay with this



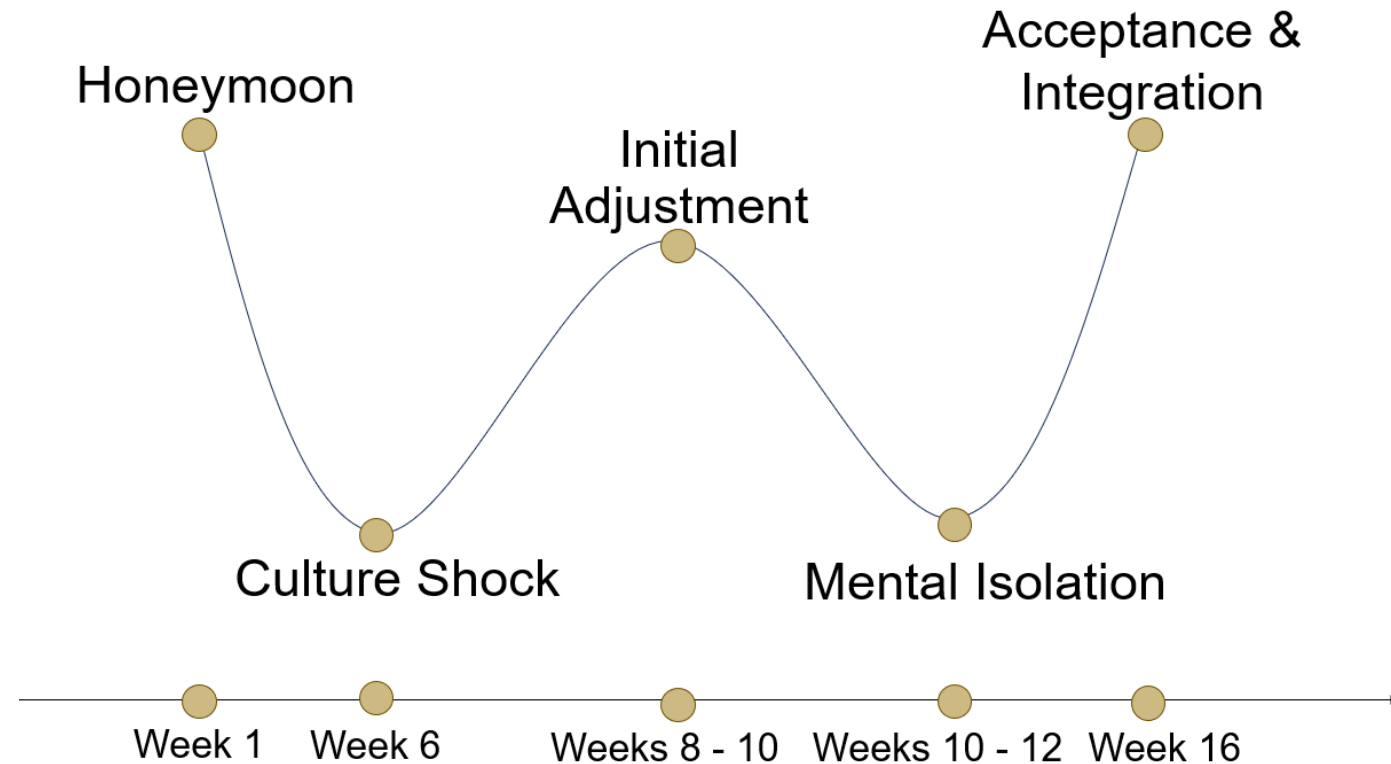


# Culture Shock

**Students feel:** Overwhelmed, homesick, doubt

**How to respond:**

- Validate feelings that feel normal for transition
- Encourage them to seek support
- Check in with empathy, not just curiosity
- Good time for snail mail!



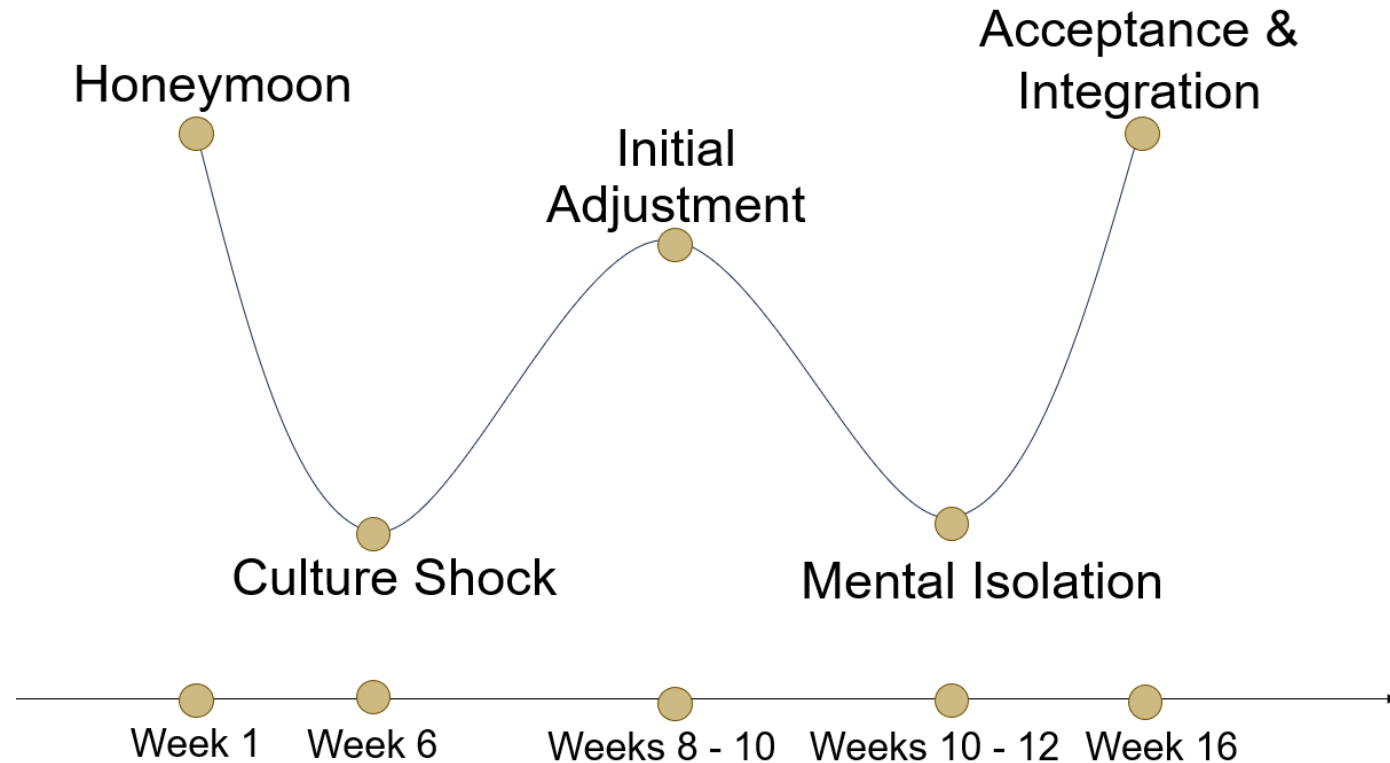
# Initial Adjustment

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**Students feel:** Finding routines, settling in, gaining confidence

**How to respond:**

- Celebrate progress and support growth
- Show genuine interest in their new friends, routines, etc.





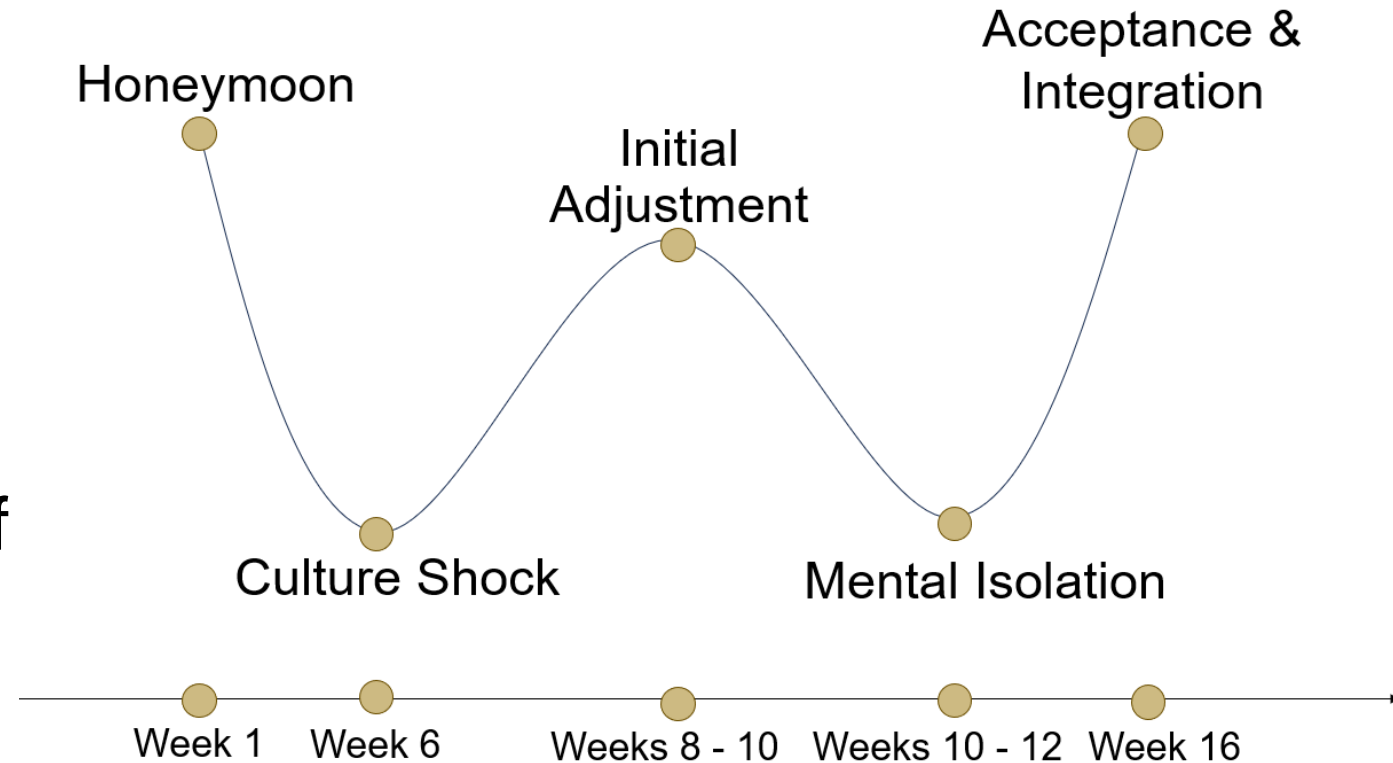
# Mental Isolation

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**Students feel:** Stress, distanced, fatigued, academic pressure

**How to respond:**

- Communication may be inconsistent
- Encourage and remind them of strengths
- Encourage self-care
  - Might be a good time for snail mail!



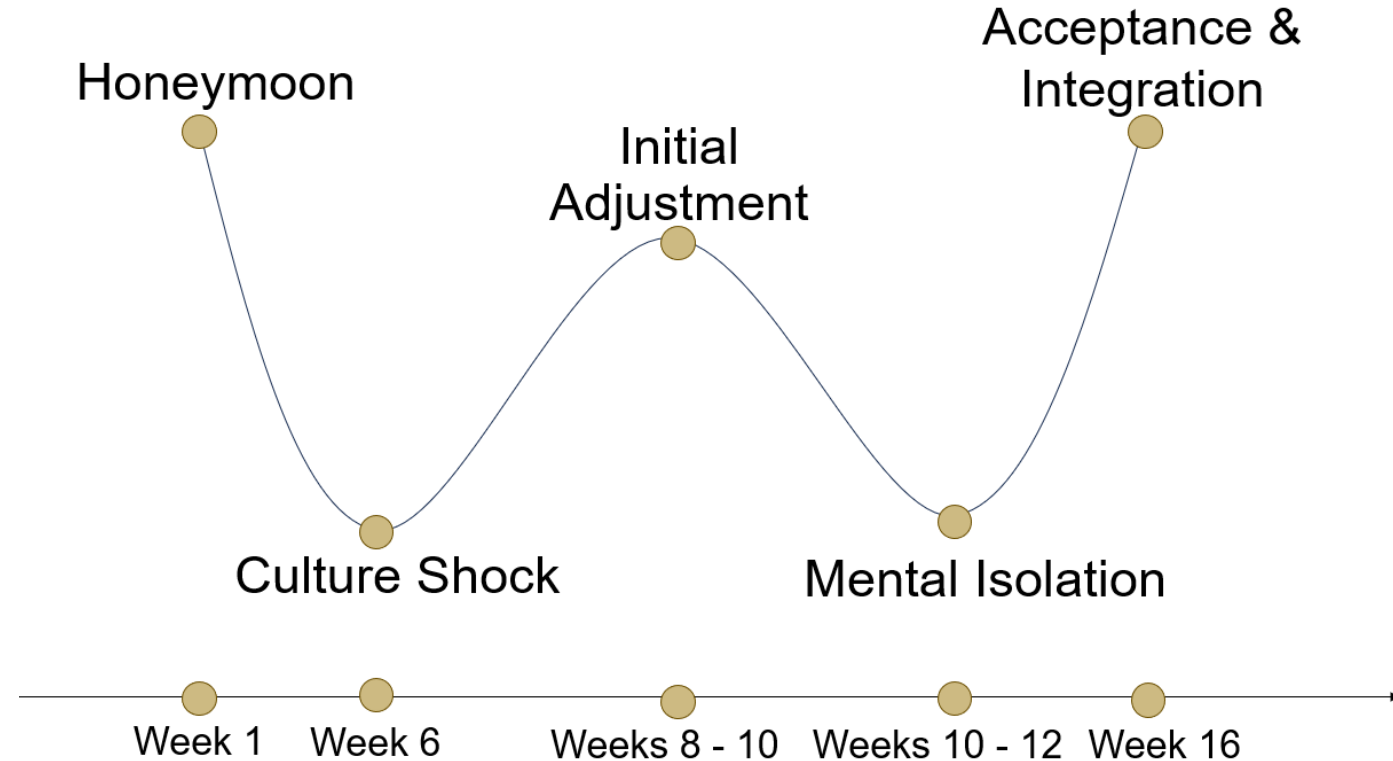
# Acceptance & Integration

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**Students feel:** Confidence, belonging, excitement

**How to respond:**

- Celebrate the accomplishment!
- Reflection & prepare for next semester

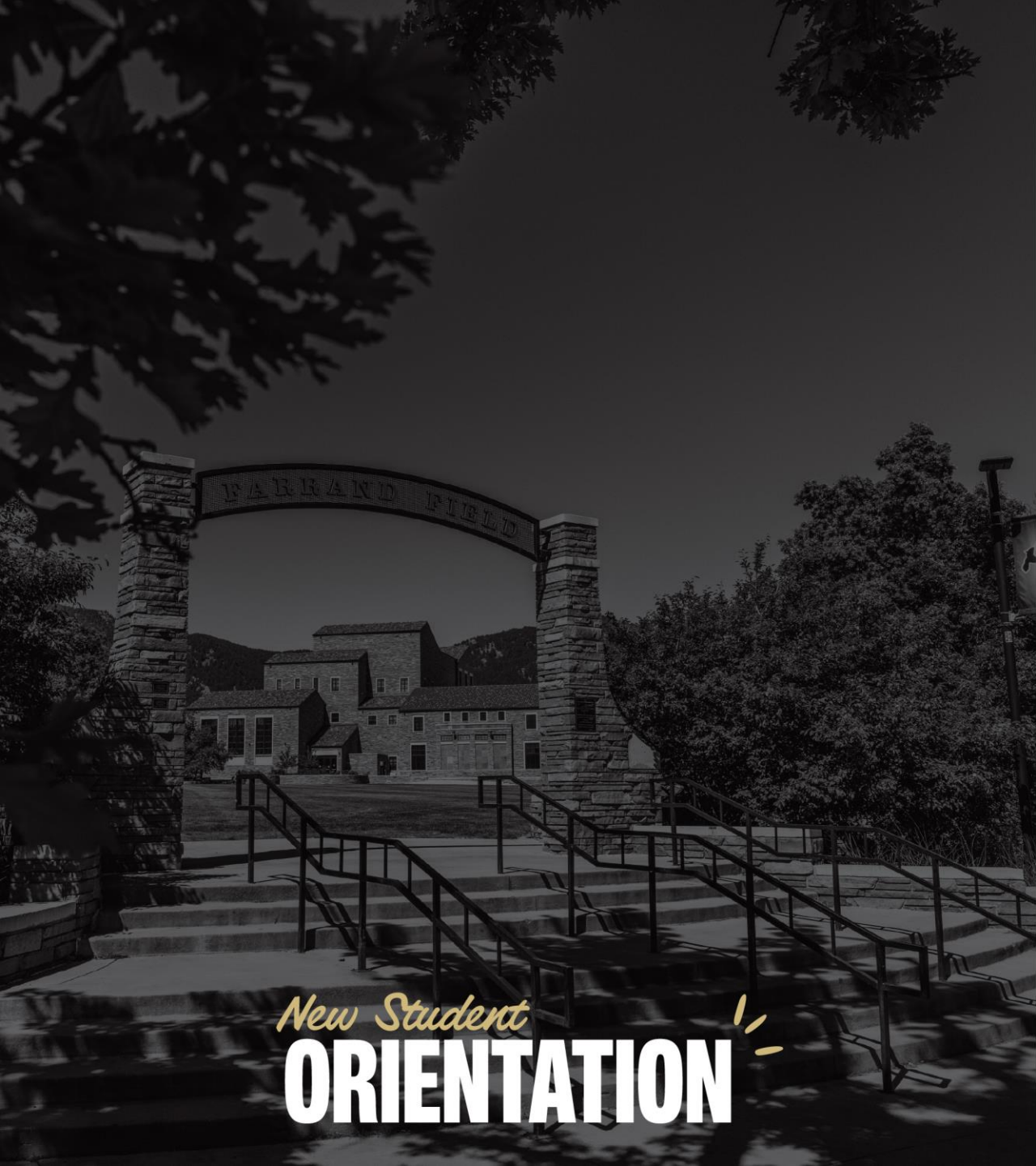




# W-Curve Takeaways

- It is a predictive model, but everyone's transition is different
- Transition takes time – for you and your student!
- Utilize the model to frame conversations with your student
  - Ask questions!
  - Lead with listening ear and empathy
  - Let your student guide the way





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## Discussion:

- How are you feeling about the transition?
- In what ways are you preparing for the transition?



# Academic Expectations



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# Raise your hand if...

---

You have made a mistake on a work assignment

---

You have struggled through a meeting

---

You procrastinated on a task at work

---

You were late to work

---

You overlooked an email







# Raise your hand if...

---

You have failed a test or assignment

---

You have struggled through a class

---

You were late, overslept, or skipped a class

---

You procrastinated an assignment or studying

---

You overlooked an assignment

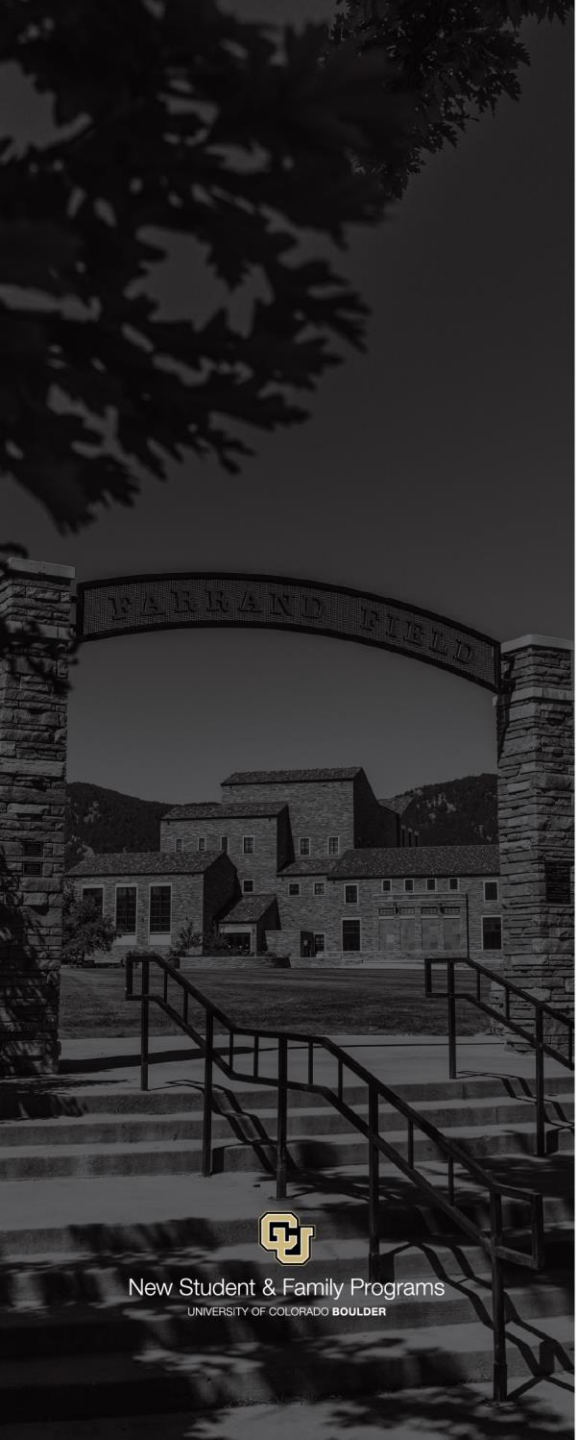


# The reality: we've all been there!

- ✓ You have failed a test or assignment
- ✓ You have made a mistake on a work assignment
- ✓ You have struggled through a class
- ✓ You have struggled through a meeting
- ✓ You were late, overslept, or skipped a class
- ✓ You were late to work
- ✓ You procrastinated an assignment or studying
- ✓ You procrastinated on a task at work
- ✓ You overlooked an assignment
- ✓ You overlooked an email







# Day in the Life of a College Student



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|       | MONDAY           | TUESDAY | WEDNESDAY        | THURSDAY | FRIDAY           |
|-------|------------------|---------|------------------|----------|------------------|
| 6:00  | Sleep            | Sleep   | Sleep            | Sleep    | Sleep            |
| 7:00  | Breakfast/Travel | Sleep   | Breakfast/Travel | Sleep    | Breakfast/Travel |
| 8:00  |                  |         |                  |          |                  |
| 9:00  |                  |         |                  |          |                  |
| 10:00 |                  |         |                  |          |                  |
| 11:00 |                  |         |                  |          |                  |
| 12:00 | Lunch            |         | Lunch            |          | Lunch            |
| 1:00  |                  | Lunch   |                  | Lunch    |                  |
| 2:00  |                  |         |                  |          |                  |
| 3:00  |                  |         |                  |          |                  |
| 4:00  |                  |         |                  |          |                  |
| 5:00  |                  |         |                  |          |                  |
| 6:00  | Dinner           | Dinner  | Dinner           | Dinner   | Dinner           |
| 7:00  |                  |         |                  |          |                  |
| 8:00  |                  |         |                  |          |                  |
| 9:00  |                  |         |                  |          |                  |
| 10:00 |                  |         |                  |          |                  |
| 11:00 | Sleep            |         | Sleep            |          | Sleep            |
| 12:00 | Sleep            | Sleep   | Sleep            | Sleep    | Sleep            |

|       | MONDAY           | TUESDAY          | WEDNESDAY        | THURSDAY         | FRIDAY           |
|-------|------------------|------------------|------------------|------------------|------------------|
| 6:00  | Sleep            | Sleep            | Sleep            | Sleep            | Sleep            |
| 7:00  | Breakfast/Travel | Sleep            | Breakfast/Travel | Sleep            | Breakfast/Travel |
| 8:00  | Class #1         | Breakfast/Travel | Class #1         | Breakfast/Travel | Class #1         |
| 9:00  |                  | Class #4         |                  | Class #4         |                  |
| 10:00 | Class #2         | Class #4         | Class #2         | Class #4         | Class #2         |
| 11:00 | Class #2         |                  | Class #2         |                  | Class #2         |
| 12:00 | Lunch            |                  | Lunch            |                  | Lunch            |
| 1:00  | Class #3         | Lunch            | Class #3         | Lunch            | Class #3         |
| 2:00  |                  | Class #5         |                  | Class #5         |                  |
| 3:00  |                  | Class #5         |                  | Class #5         |                  |
| 4:00  |                  |                  |                  |                  |                  |
| 5:00  |                  |                  |                  |                  |                  |
| 6:00  | Dinner           | Dinner           | Dinner           | Dinner           | Dinner           |
| 7:00  |                  |                  |                  |                  |                  |
| 8:00  |                  |                  |                  |                  |                  |
| 9:00  |                  |                  |                  |                  |                  |
| 10:00 |                  |                  |                  |                  |                  |
| 11:00 |                  |                  |                  |                  |                  |
| 12:00 | Sleep            | Sleep            | Sleep            | Sleep            | Sleep            |



|       | MONDAY                | TUESDAY          | WEDNESDAY        | THURSDAY              | FRIDAY           |
|-------|-----------------------|------------------|------------------|-----------------------|------------------|
| 6:00  | Sleep                 | Sleep            | Sleep            | Sleep                 | Sleep            |
| 7:00  | Breakfast/Travel      | Sleep            | Breakfast/Travel | Sleep                 | Breakfast/Travel |
| 8:00  | Class #1              | Breakfast/Travel | Class #1         | Breakfast/Travel      | Class #1         |
| 9:00  | Travel + Study        | Class #4         | Travel + Study   | Class #4              | Travel + Study   |
| 10:00 | Class #2              |                  | Class #2         |                       | Class #2         |
| 11:00 |                       | Travel + Study   |                  | Travel + Study        |                  |
| 12:00 | Lunch                 |                  | Lunch            |                       | Lunch            |
| 1:00  | Class #3              | Lunch            | Class #3         | Lunch                 | Class #3         |
| 2:00  | Professor Office Hour | Class #5         |                  | Class #5              |                  |
| 3:00  |                       |                  |                  |                       |                  |
| 4:00  |                       |                  |                  | Professor Office Hour |                  |
| 5:00  |                       |                  |                  |                       |                  |
| 6:00  | Dinner                | Dinner           | Dinner           | Dinner                | Dinner           |
| 7:00  |                       |                  |                  |                       |                  |
| 8:00  |                       |                  |                  |                       |                  |
| 9:00  | Study                 | Study            | Study            | Study                 | Study            |
| 10:00 |                       |                  |                  |                       |                  |
| 11:00 |                       |                  |                  |                       |                  |
| 12:00 | Sleep                 | Sleep            | Sleep            | Sleep                 | Sleep            |

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|-------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 6:00  | Sleep                       | Sleep                       | Sleep                       | Sleep                       | Sleep                       |
| 7:00  | Breakfast/Travel            | Sleep                       | Breakfast/Travel            | Sleep                       | Breakfast/Travel            |
| 8:00  | Class #1                    | Breakfast/Travel            | Class #1                    | Breakfast/Travel            | Class #1                    |
| 9:00  | Travel + Study              | Class #4                    | Travel + Study              | Class #4                    | Travel + Study              |
| 10:00 | Class #2                    |                             | Class #2                    |                             | Class #2                    |
| 11:00 | Lunch                       | Travel + Study              | Travel + Study              | Travel + Study              |                             |
| 12:00 |                             | Lunch                       | Lunch                       | Lunch                       |                             |
| 1:00  | Class #3                    | Lunch                       | Class #3                    | Lunch                       | Class #3                    |
| 2:00  | Professor Office Hour       | Class #5                    |                             | Class #5                    |                             |
| 3:00  |                             |                             |                             |                             |                             |
| 4:00  |                             |                             |                             | Professor Office Hour       |                             |
| 5:00  |                             |                             |                             |                             |                             |
| 6:00  | Dinner                      | Dinner                      | Dinner                      | Dinner                      | Dinner                      |
| 7:00  | Physical Movement           | Physical Movement           | Physical Movement           | Physical Movement           | Physical Movement           |
| 8:00  | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time |
| 9:00  | Study                       | Study                       | Study                       | Study                       | Study                       |
| 10:00 |                             |                             |                             |                             |                             |
| 11:00 | Sleep                       | Sleep                       | Sleep                       | Sleep                       | Sleep                       |
| 12:00 |                             |                             |                             |                             |                             |

|       | MONDAY                      | TUESDAY                     | WEDNESDAY                   | THURSDAY                    | FRIDAY                      |
|-------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 6:00  | Sleep                       | Sleep                       | Sleep                       | Sleep                       | Sleep                       |
| 7:00  | Breakfast/Travel            | Sleep                       | Breakfast/Travel            | Sleep                       | Breakfast/Travel            |
| 8:00  | Class #1                    | Breakfast/Travel            | Class #1                    | Breakfast/Travel            | Class #1                    |
| 9:00  | Travel + Study              | Class #4                    | Travel + Study              | Class #4                    | Travel + Study              |
| 10:00 | Class #2                    |                             | Class #2                    |                             | Class #2                    |
| 11:00 | Lunch                       | Travel + Study              | Lunch                       | Travel + Study              | Lunch                       |
| 12:00 |                             |                             |                             |                             |                             |
| 1:00  | Class #3                    | Lunch                       | Class #3                    | Lunch                       | Class #3                    |
| 2:00  | Professor Office Hour       | Class #5                    | Campus Job                  | Class #5                    | Campus Job                  |
| 3:00  | Campus Job                  |                             | Campus Job                  |                             | Campus Job                  |
| 4:00  | Campus Job                  | Campus Job                  | Campus Job                  | Professor Office Hour       | Campus Job                  |
| 5:00  |                             |                             |                             |                             |                             |
| 6:00  | Dinner                      | Dinner                      | Dinner                      | Dinner                      | Dinner                      |
| 7:00  | Physical Movement           | Physical Movement           | Physical Movement           | Physical Movement           | Physical Movement           |
| 8:00  | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time |
| 9:00  | Study                       | Study                       | Study                       | Study                       | Study                       |
| 10:00 |                             |                             |                             |                             |                             |
| 11:00 |                             |                             |                             |                             |                             |
| 12:00 | Sleep                       | Sleep                       | Sleep                       | Sleep                       | Sleep                       |



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| 6:00  | Sleep                       | Sleep                       | Sleep                       | Sleep                       | Sleep                       |
| 7:00  | Breakfast/Travel            | Sleep                       | Breakfast/Travel            | Sleep                       | Breakfast/Travel            |
| 8:00  | Class #1                    | Breakfast/Travel            | Class #1                    | Breakfast/Travel            | Class #1                    |
| 9:00  | Travel + Study              | Class #4                    | Travel + Study              | Class #4                    | Travel + Study              |
| 10:00 | Class #2                    |                             | Class #2                    |                             | Class #2                    |
| 11:00 | Lunch                       | Travel + Study              | Lunch                       | Travel + Study              | Lunch                       |
| 12:00 |                             |                             |                             |                             |                             |
| 1:00  | Class #3                    | Lunch                       | Class #3                    | Lunch                       | Class #3                    |
| 2:00  | Professor Office Hour       | Class #5                    | Campus Job                  | Class #5                    | Campus Job                  |
| 3:00  | Campus Job                  |                             | Campus Job                  |                             | Campus Job                  |
| 4:00  | Campus Job                  | Campus Job                  | Campus Job                  | Professor Office Hour       | Campus Job                  |
| 5:00  | Free Time/Involvement       | Free Time/Involvement       | Free Time/Involvement       | Free Time/Involvement       | Free Time/Involvement       |
| 6:00  | Dinner                      | Dinner                      | Dinner                      | Dinner                      | Dinner                      |
| 7:00  | Physical Movement           | Physical Movement           | Physical Movement           | Physical Movement           | Physical Movement           |
| 8:00  | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time | Personal Hygiene/ Free Time |
| 9:00  | Study                       | Study                       | Study                       | Study                       | Study                       |
| 10:00 |                             |                             |                             |                             |                             |
| 11:00 |                             |                             |                             |                             |                             |
| 12:00 | Sleep                       | Sleep                       | Sleep                       | Sleep                       | Sleep                       |

# Discussion

- Did anything surprise you when seeing the breakdown of the day in the life of a college student?
- What do you anticipate your student dedicating time to that was not covered?



# Expectation Setting:

- Grades/GPA
  - What is your student's ideal GPA?
  - What action steps do they have in place to achieve this goal?
- Time management
  - How does your student currently manage their time?
  - What tools could be utilized to increase time management skills?
- Class attendance
  - What is the attendance policy stated in the course syllabus?
  - How are they holding themselves accountable for attending class?
- Academic Autonomy
  - Their personal responsibility to track assignments, check grades, communication with professor, ask for help, etc.

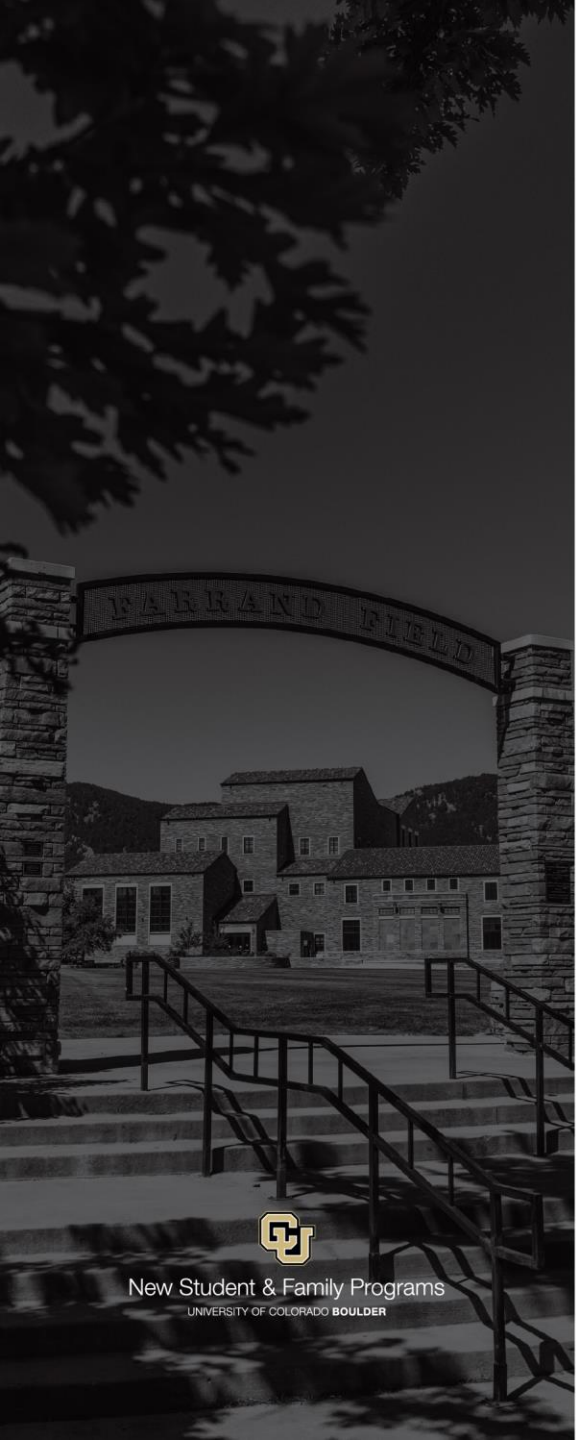




# Expectation Setting:

- Communication & Visits
  - How often do you expect to communicate with your student?
  - What is “communication” to you?
    - Call? Text?
  - How long of not hearing from your student make you panic?
  - Do you expect your student to come home outside of university closings?
  - Do you intend to visit your student?
- Health & Wellness
  - How will they prioritize health?





# Finances



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# Costs to Discuss

- Tuition & fees
- Room and Board, including meals and off-campus housing
- Books and school supplies
- Moving cost
- Residence Hall supplies
- Necessary extras
- Fun!
- Unanticipated costs





# Sources of Payment

- Your pocket
- Their pocket
- Scholarships
- Financial Aid
- College savings plan
- Student work study/job





# CU Specific Finances

Bursar's Office &  
Financial Aid Buff  
Breakout

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# FERPA

- Family Educational Rights and Privacy
  - A federal law that protects the privacy of student education records
  - Gives your student the right to inspect and request corrections to their own education records
  - Protects your student from the release of personal information in their education records without written consent, except in specific situations
- FERPA applies even if your student is a minor and even if you are paying the bill
- Goes into effect on the first day of classes of their first semester





# FERPA – Directory Information

What information can be shared?

- *Name*
- *Hometown*
- *Campus email*
- *Attendance dates*
- *Previous institutions*
- *School/college*
- *Classification*  
(sophomore, graduate student, etc)
- *Major(s)/ minor(s)*
- *Honors and awards*
- *Degree status*
- *Enrollment status*
- *Student employment status*
- *Athletic participation*
- *Photos/videos taken by the university*



# FERPA – Protected Information

What information is protected?

- *GPA and grades*
- *Degree progress*
- *Academic standing*
- *Holds*
- *Class schedule*
- *Transcript request*
- *Advising records*
- *Financial aid*
- *Bills/payments*
- *Tuition classification*
- *Tax records (including yours)*



# FERPA – How Can I Find Out How My Student is Doing Then?

- Ask them
- Guest access
  - Give online access to view select components of a student's education record
  - Does not give access to discuss records with anyone on campus
- FERPA Consent to Release
  - Allows an authorized person to contact the university on a student's behalf and discuss their academic and/or financial records





FERPA Consent to Release

Authorized Third Party - Individual Authorized Third Party - Organization

First Name Jane

Status Active

Delete

Last Name Doe

Authorization Phrase The buffalo only roams at dusk

Expiration Date ☒ Never Expires

☒ All Education Records

☐ Academic Record Only

☐ Financial Record Only

# **Guest Access & Consent to Release Information**



# FERPA – Other Access

- Authorized Payer
  - Access to view and pay a student's tuition bill
- Medical Records
  - Created after using campus Medical Services and/or Counseling and Psychiatric Services
  - Student can grant authorization to release health information and authorization to verbally disclose health information
- You can always provide information, even if you can't receive specific information in return





# FERPA – Full Privacy

- Electing full privacy means we will not...
  - Verify prior attendance or degrees, including to potential employers
  - Include student in campus directories
  - List student in university announcements regarding honors or awards, nor in commencement materials
- Students who elect full privacy can still set up FERPA Consent to release



# FERPA – Discussion

- What information do you hope your student to share with you?
- Of that information, what do you expect they tell you about? What do you expect they give you formal access to see on your own?
- How and when are you going to ask them to share that information or access?



# Final Advice

- Encourage students to celebrate small wins
- In times of difficulty
  - Help students reflect on how they've gotten through past difficulties
  - Try to help find resources and maybe brainstorm talking points or questions to ask
  - Reach out to us if you don't know where to point them for help
- Plan together now to avoid stress and conflict later



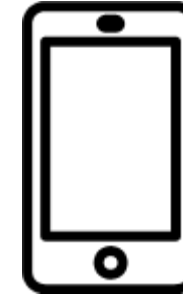
# Important Dates to Know:

- First day of Classes
  - Thursday, August 21<sup>st</sup>
- Labor Day
  - Monday, September 1<sup>st</sup>
- Midterm Reading Day
  - Thursday, October 9<sup>th</sup>
- Fall Break (Thanksgiving week)
  - Monday, November 24<sup>th</sup> – Friday, November 28<sup>th</sup>
- Winter Break
  - Friday, December 12<sup>th</sup>, 2025 – Thursday, January 8<sup>th</sup>, 2026

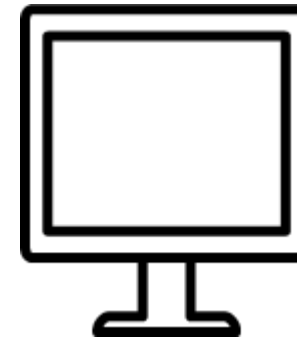




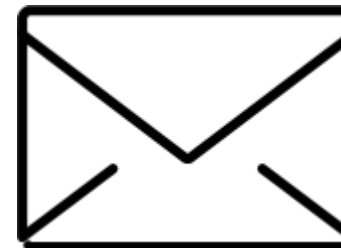
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Website:  
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