Student Financial Services is comprised of 3 departments:

- Student Accounts
- Student Loans
- University Cashier
Dates to Remember

August 31
• Classes begin

September 4
• Last day to add/drop and received 100% refund

October 2
• Deadline to waive sickness insurance
• All students registered in 7 or more semester hours will automatically be charged for accident and sickness insurance
• Accident insurance is mandatory sickness may be waived - www.aetnastudenthealth.com
Payment deadlines:
• Payments due on the 20th of each month
• Late fees
• Holds
• Risk losing enrollment

Making a Payment or Payment Plans
• Payment in full by year or semester
• International Wire - peerTransfer
• 5 month by semester
• ACH deductions – $50.00 enrollment fee per semester
• Mail-in, electronic check or ATM – $150.00 enrollment fee per semester
International Wire Transfers:
  • peerTransfer
    • www.peerTransfer.com

How it works

peerTransfer offers an innovative and streamlined way to make international education payments. It's fast, simple and cost effective. Take a look below to see how we do it.
Student Accounts Center

A private secure online service allows students and authorized users to:

- Pay tuition & fees
- Set up payment plans
- Make deposits
- Sign up to have refunds directly deposited to a bank account
- View monthly statements
Accessing the Student Account Center

- Student Accounts website
  www.lmu.edu/studentaccounts
- Via PROWL – MyLMU

Tuition Insurance

- Dewar, Inc
- www.collegerefund.com
  - Select your college
  - Deadline:
    August 30, 2015
Student Accounts Billing

LMU Lion Email account
• Preferred means of communication
• All notifications and reminders sent via email

Paperless Billing
• eStatements sent monthly to LMU Lion email account
• And authorized user’s email

Miscellaneous Charges
• Will not be automatically calculated into payment plan
Authorized users

• Third party access to student account
• Make payments
• Set up scheduled payments
• View monthly statements
• Receive email notifications
Becoming an Authorized User Cont.

Authorized Users

From this page, you can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Current Authorized Users

Add Authorized User

E-mail address of the authorized user: 

Would you like to allow this person to view your billing statement and account activity?  

Yes  No

Would you like to allow this person to view your payment history and account activity? 

Yes  No

Continue  Cancel
LMU Parking and Transportation

Director – Coby Wagman
Manager – Christopher Lechner
- **Virtual Parking (LPR)**
  - LPR = No physical permits, stickers or hangtags
  - Vehicles must ACCURATELY be registered by their license plate
    - this is how we can tell who has paid and where they can park
  - Errors = parking tickets

- **LMU Park**
  - System Logins → LMU Park
  - No lines, no wait
  - Multiple vehicles
    - 1 vehicle on campus at a time
- **Permit Charges**
  - $335 each semester
  - Automatically billed to all students enrolled in 7 or more semester hours

- **Opting-Out of Permit Charges**
  - If you do not want to be charged $335 you must electronically opt-out via LMU Park
  - Opt-Out page will not be available until after July 1, 2015
  - Deadline to opt-out is *September 4, 2015* (add/drop deadline) for a full refund
    - Thereafter, refunds will be processed in accordance to the University’s Tuition Refund Policy
Where do I Park?

- **Neighborhood Parking**
  - Parking is assigned by housing assignment

  - **Sector 1**
    - Leavey 4, 5, 6 and O'Malley
  
  - **Sector 2**
    - Rains and McCarthy
  
  - **Sector 3**
    - Hannon, Tenderich and McKay
  
  - **Sector 4**
    - Whelan, Rosecrans, Desmond, Del Rey South and North, Huesman, Sullivan and Doheny

- **Commuter**
  - No Housing Assignment
Where do I Park? (Continued)

- **Sectors 1 and 2**
  - University Hall P2/P3 and Drollinger Parking Garage

- **Sector 3**
  - Lot-A, Hannon Parking Lot

- **Sector 4**
  - Lot-H, Del Rey Parking Lot and Garage

- **Commuters**
  - Primary Parking Locations
    - University Hall P2/P3
    - Drollinger Parking Garage
    - Lot-A
  - Various smaller lots

  » Sector assignments are enforced Mon-Fri, 8am-8pm
Where do I Park? (Continued)
Parking Enforcement

- **Parking is enforced 24/7**
  - CVC and LMU regulations
  - Full list of citation violations is available for review online
  - Permit and parking assignments are enforced Mon-Fri, 8am-8pm

- **Towing**
  - 4 or more unpaid citations
  - Revoked/suspended privileges
  - Parked in a reserved area or causing a traffic or a safety issue
I got a parking ticket, now what?

*14 days to pay or submit an appeal

- **Payments**
  - Online through LMU Park with credit card
  - In Person at the Parking Office with cash, check or credit card
  - Mail-in check (no cash please)
  - No charging your student account

- **Appeals**
  - Filed online through LMU Park
  - Upheld, dismissed or reduced

- **Late Fees**
  - Citations not paid within 14 days are automatically charged a 50% late fee and transferred to the student’s account
  - Payments are handled through the Student Financial Services Office
Transportation Alternatives

- **Free Shuttle**
  - AM and PM services to Green Line at Aviation and Imperial
  - Mon-Fri, excluding University Holidays

- **Santa Monica Big Blue Bus**
  - Passes available for purchase through the Parking Office
  - Convenient access at LMU Dr and Lincoln Blvd
  - Connect to other transit agencies
  - Explore the city without the need of a car

- **Carpool Matching**

- **Zipcar**
  - Rent a car by the hour or day
  - Convenient on-campus rental locations
  - Membership Discounts for LMU students
- **Why do you have valet and who can use it?**
  - Valet is offered in certain areas to increase parking capacity; it is not a convenience service.
  - Valet is free to use as long as the vehicle is paid and parked according to their sector assignment.

- **Can I store my car during academic breaks or holidays?**
  - Yes, as long as the vehicle is registered, paid and parked according to the registrant's sector assignment.
  - Vehicles being stored should complete a “Vehicle Storage Form”.
Contact Information

- **Webpage**
  - www.lmu.edu/parking

- **Parking Office**
  - University Hall, Suite 1766
  - Mon-Fri, 8am-5pm
    - Office is open until 7 pm the first two weeks of each semester

- **Phone**
  - (310) 338-1681

- **E-Mail**
  - parking@lmu.edu
LMU Bookstore-Textbooks-AppleStore
LMU Hospitality

AUXILIARY MANAGEMENT/BUSINESS SERVICES
LMU Bookstore

- By-Follett Higher Ed. VDA Bldg.
- **Apple** Authorized Reseller Store - Academic Pricing
  - E-Follett- Online – All Payments & Flexi

Online Ordering:

http://www.lmu.bkstr.com

- New / Used / Rental / ETexts Available
- **TextBook** Rental Program @ 50% discount
- Free in store pick-up saves shipping cost
- Save on Used Texts @ 75% of New Price
- Buy Back Re-adopted Texts Each Semester

LMU Campus Bookstore
<table>
<thead>
<tr>
<th>University</th>
<th>CERTIFICATIONS + MEMBERSHIPS</th>
<th>STATISTICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapman University</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loyola Marymount University</td>
<td>✓</td>
<td>20</td>
</tr>
<tr>
<td>Pepperdine University</td>
<td>✓</td>
<td>14</td>
</tr>
<tr>
<td>Pomona College</td>
<td>✓</td>
<td>12.5</td>
</tr>
<tr>
<td>San Diego State University</td>
<td>✓</td>
<td>16.5</td>
</tr>
<tr>
<td>Santa Clara University</td>
<td>✓</td>
<td>13</td>
</tr>
<tr>
<td>UC Irvine</td>
<td>✓</td>
<td>18</td>
</tr>
<tr>
<td>UCLA</td>
<td>✓</td>
<td>19</td>
</tr>
<tr>
<td>USC</td>
<td>✓</td>
<td>16</td>
</tr>
</tbody>
</table>

- 90%+ Dept of Health Rankings
- Worker Negotiated Rights
- City Living Wages
- Cage-Free Eggs
MEAL PLAN OPTIONS

- Designed to meet various consumption
- 4 pre-paid LION Dollar – hybrid AYCE plans
- Convenient OneCard (Student ID) Access
- Mobile food ordering- Tapingo!

All students living in LMU, non-apartment residences, are **required** to purchase one of the four, non-refundable LION Dollar plans through the Student Housing Selection Process. Commuter Students may enroll also.
<table>
<thead>
<tr>
<th>PLAN</th>
<th>PRICE</th>
<th>LION DOLLARS</th>
<th>LION POINTS (Community Table AYCE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>$4,400</td>
<td>$3,380</td>
<td>All Access-Premier</td>
</tr>
<tr>
<td>I</td>
<td>$3,600</td>
<td>$3,050</td>
<td>32 / Semester</td>
</tr>
<tr>
<td>O</td>
<td>$3,200</td>
<td>$2,920</td>
<td>16 / Semester</td>
</tr>
<tr>
<td>N</td>
<td>$2,800</td>
<td>$2,800</td>
<td>O points $9.99 per entry</td>
</tr>
<tr>
<td>S</td>
<td>Supplemental</td>
<td>Purchase “S” dollars in any increment &amp; save!</td>
<td>O points $9.99 per entry</td>
</tr>
</tbody>
</table>

- All unused Lion Points are forfeited at the end of each semester.

- Each Lion Point allows one entry into Community Table (All You Care to Eat, Crimson Lion Endless Salad, Concessions Endless Popcorn & Drink).

- Community Table is offered at dinner hours Thursday and Friday and at brunch Saturday and Sunday in the Lair Marketplace.
LION PLANS 2015-2016

- Plans are Non-Refundable – Sales Tax Exempt

- Save! 9.25% tax on each LION Dollar Purchase

- Savings available to Apartment Residents & Commuter Students also!

- Supplemental Non-Refundable ‘S’ also tax exempt
  - (S plan extends LION plan value and S value carry’s forward 100%)

- On Campus Food Only locations + Dominos

LMU Hospitality
Which to purchase? Required for Residence Halls

Spring 2015 Plan Enrollees-AYCE 88% usage

- L 303 (Premier Value)
- I 757 (Medium Value)
- O 852 (Better Value)
- N* 713 (Economy Value)

Unused retail dollar balances forfeited at-July 31st

Unused Meal AYCE Access Points expire each semester on last day of finals and new points are added to start the next semester

* N,S, or Flexi pay $9.99 at AYCE per entry

LMU Hospitality
Questions

Student Accounts
Parking and Transportation
Business Services
Student Psychological Services - SPS

Kristin Linden, Ph.D
Director

Accredited by International Association of Counseling Services, Inc.
SPS MISSION

- Foster students’ personal, social, and intellectual development by providing students psychological services in a safe and confidential environment that is respectful of cultural and individual differences.
- Serve as an educational and consultative resource to the LMU community.
Meet the Staff

Staff Psychologists
Kristin Linden, Ph.D.
Tracy Shaw, Ph.D.
Michael Doyle, Ph.D.
Jeffrey Schnell, Ph.D.
Hung Tran, Psy.D.
Mimi Hoang, Ph.D.
Anna Lock, Psy.D.
Rebecca Rutchick, Psy.D.
Wesley Ryan, MD
Linda Do, MD

Post-Doctoral Fellows
Rachael Brosamle, Ph.D.
Stephanie Van Stralen, Ph.D.
Stephen Silver, Psy.D.

Office Support
Angie Perez
Alan Reyes
Sarah Panini
Student Psychological Services are available to all currently enrolled students. There is no charge for our services.

**Hours of Operation**

- Monday – Friday: 8 am to 5 pm
- Wednesday: 8 am to 7 pm

**Location**

Burns Recreation Center, North Side, 2nd Floor

- A therapist is available after hours for consultation.
Confidentiality

A student’s contact with SPS is protected by laws of confidentiality and privilege with a few rare legal exceptions.

Therapy records are not part of academic records.
Services SPS Provides

- Therapy – Individual, Group, and Couples
- TAO – Therapy Assisted Online
- Consultations – Students Parents, Faculty, LMU Staff
- Crisis / Emergency Consultation – After Hours
- Brief Case Management
- Psychiatric Evaluation and Treatment
- Relaxation Room – Biofeedback / Meditation
- Online Resources
- Outreach and Workshops
- Wellness Educators – Peer-to-Peer Student Educators
Group Therapy provides a forum for discussing shared concerns and experiences. The three groups above are provided each semester. Other groups include:

- Beat the Blue
- Grief and Loss Support Group
- Living with Chronic Illness
- Building Health Relationships
- Meditation
Other SPS Services

Screenings
- Alcohol E-checkup
- Marijuana E-checkup
- PTSD
- Depression
- Anxiety
- Bipolar
- Eating Disorder

Relaxation Room

SPS Presents
Relaxation Room

Breathe Relax Meditate

Biofeedback is a self-guided experience where one undergoes a series of steps to achieve relaxation. Such treatments have been proven to improve one's overall well-being.

SPS's Relaxation Room showcases the world-renowned "Wild Divine" and "Healing Rhythms" wellness programs.

For more information or to reserve your session in the Relaxation Room:
Monday, Tuesday, Thursday: 9 am–1 pm
Wednesday: 9 am–6 pm

Please contact: Student Psychological Services at 310-552-2860

"A Safe Place for Personal Growth"

For more information, visit our meditation web link at:
https://www.lmu.edu/SPS/meditation
Reasons Students Come to SPS

Anxiety
Depression
Phase of Life (e.g. transitions)
Relationship
Stress – Phase of Life is the most common reason students seek SPS services.
Top 5 Challenges for First Year Students

1. Transition – living away from family / friends
2. Stress Management – Coping
3. Relationships / Roommates /
4. Time Management
5. Anxiety, Loneliness, Unhappiness/Depression
Many American students use counseling as a common resource while International students seek services less frequently, often related to unfamiliarity and perceived stigma.

International Students transitioning from home to college, encountering different life-styles and cultures may experience stress, for example,

- Cultural differences encountered at LMU and the greater Los Angeles area
- Being away from home - missing family and friends
- Living with a roommate with different values
- Unfamiliarity with language “jargon”
- Class/ course work
- Feel different from others
Although some level of stress is normal, it is important to recognize when stressors are so intense that students may need to seek help.

- Intense feelings of anxiety and or depression
- Thoughts of suicide / self-harm
- Physical changes, such as large weight loss or gain
- Significant changes in sleep habits
- Poor hygiene
- Difficulty concentrating
- Loss of enjoyment of things once enjoyed
- Socially isolating from others
- An inability to control one’s emotions
- Low or lower grades
- Substance / alcohol use
### Mental Health and Academic Functioning

#### 8 out of 10 Academic Obstacles are Mental Health Related

- Stress
- Sleep
- Concerns (re: friends or family)
- Relationship
- Depression
- Anxiety
- Internet Video Games
- Death (grief)
- Alcohol / Other Substances

#### Impact of Poor Mental Health on Academic Functioning

- Serious Lack of Motivation and Engagement
- Decreased Academic Performance
- Difficulty Learning / Poor Concentration/
- Poor Performance / Amotivation
- Social Isolation / Interpersonal Difficulties
- Coping with use of Alcohol / Drugs
- Retention - Academic Failure and Student Leave / Withdrawal
Client Learning Outcomes

SPS nurtures personal awareness and confidence in individual abilities and gifts, integrates personal beliefs, values, and faith through the therapy process.

86.8% Therapy has “helped me make better decisions based on my own values and identity.”

88.0% Therapy “has helped me understand life experiences that guide my life choices.”

77.7% Therapy “has helped me develop a more balanced and healthy lifestyle.”

80.1% Therapy “has helped increase my awareness of differing perspectives.”

Clients indicate (90.6%) that “support from SPS has helped me to stay enrolled at LMU.”
Resilience and Emotional Health

- Robust emotional vocabulary - insight into feelings, triggers, coping
- Curiosity about people - empathy
- Knowledge of one’s strengths and weaknesses
- Good Judge of character - social awareness and ability to understand motivations
- Difficult to be offended - sense of humor
- Knowing how to say no – exerting self control with self - with others
- Able to let go of mistakes – learn from them
- Ability to give without expectation for something in return – build strong relationships
- Doesn’t hold grudges
- Neutralizes toxic people – able to control interactions by keeping feelings in check
- Doesn’t seek perfection – realistic goals to keep moving towards accomplishments
- Appreciation/ Gratitude for what one has
- Time to self – disconnect from work / school/ etc -
- Valuing self regardless of what other think or do – self-worth comes from within
- Interrupting negative and critical self-talk - self-soothe
- Self-Care – limiting substances/ caffeine / sleep 6 to 8 hours / nutrition
If students experience significant signs of stress, consider seeking assistance from resources discussed by today’s panelists. A reminder, that almost all students experience some stress at LMU. Here are some resources that may be helpful:

- Discuss concerns with family and or friends, RA’s or RD’s
- Make an appointment at SPS (310-338-2868)
- Join a club, intramural sport – make new connections and friends
- Office of International Students and Scholars (OISS)
- Campus Ministry
- Recreation Center
- Student Health Service
- Disability Support Services
- Academic Resource Center

Immediate Help: Call Public Safety (310-338-2893)
Student Health Services

“Good grades and good health go hand in hand.”

Dr. Dan Hyslop

Student Health Center
The Student Health Services (SHS) is a full service medical office.

We are accredited by the Accreditation Association for Ambulatory Health Care.
Student Health Services

**OUR LOCATION**
F. Patrick Burns Recreation Center, north side, ground level

**HOURS OF OPERATION**
- Monday - Friday: 8 am to 5 pm
- Wednesdays: 8 am to 7 pm

**OUR TEAM**
- A board Certified Internist (MD)
- Certified Nurse Practitioners
- Registered Nurses, X-ray Technologist
- Medical Assistants
- Support staff
Services and Eligibility

Services Offered
We offer a wide range of primary healthcare services including:

- Treatment for common illnesses and injuries such as respiratory conditions, skin problems, musculoskeletal injuries, stomach ailments, vaccinations and allergy injections.

- Students who require more specialized treatment are referred to our network of nearby specialists in the community.

Confidentiality:
Health information is protected information and held strictly confidential. Health records are kept separate from other university records. Health records for students 18 yrs. or older will not be released without the student’s signed permission.

Who Is Eligible?
All full time students enrolled in 6 or more units are eligible for our services.
What About Costs?

• No charge for the health care provider’s professional services
• Expenses may be incurred for:
  – laboratory tests, x-rays and other procedures
  – medicines
  – medical supplies
• Charges are applied to the student’s account.

• The Student Health Services (SHS) does not require proof of health insurance for students to be seen and treated in the health center.

• SHS does not submit claims or bill health insurance plans directly.

• SHS can provide an itemized list of charges for student to submit a claim to their health insurance plan for reimbursement.
SHS requires the following health-related documents upon entry to the University:

- Proof of two measles, mumps, and rubella (MMR) vaccine
- Tuberculosis Screening Questionnaire and if necessary, a TB test in the past 12 months (targeted testing)
- Consent for Treatment or if a minor, Consent for Treatment of a Minor
- Notice of Privacy Practices
Students can meet the entrance requirements by following these two easy steps:

1. Log in to the Student Health Services (SHS) Portal * by visiting my.lmu.edu choose “System Log ins” and then select “MyHealth”. Once in the portal, click the “Forms” tab on the left side and complete the following online forms:
   - Immunization Information Entry Form
   - Tuberculosis Screening Questionnaire
   - Consent for Treatment Form or if a minor, download the Consent for Treatment of a Minor and have it completed by a parent or guardian.
   - Notice of Privacy Practices

* Only registered and enrolled students can access the SHS patient portal.
Welcome, Test1 Patient | Logout

You last logged in 5/18/2015 11:47:51 AM

- You have 6 unread secure messages.
  [Go to Messages]

Welcome LMU LIONS! To use this portal, please see the links to the left side of the screen. If you have any difficulty, please contact Student Health Services at 310.338.2881.

PLEASE REMEMBER THAT YOUR PERSONAL HEALTH INFORMATION IS CONFIDENTIAL. WE STRONGLY RECOMMEND THAT YOU DO NOT SHARE YOUR LOGIN IDENTIFICATION NAME AND/OR PASSWORD WITH ANYONE ELSE.

[Advanced Options]
You are seeing this link because your patient record is configured as a testing record.

[Version: 12.6.3332]  [Connection Service: 12.6.0.3108]

YOUR HEALTH IS OUR PRIORITY
Our Patient Portal

Welcome, Test1 Patient | Logout

Before you begin your studies at Loyola Marymount University, we recommend you complete the forms listed below.

- Consent for Treatment
- Download Forms
- Health History Form
- Immunization Information Entry Form
- Notice of Privacy Practices
- Tuberculosis (TB) Screening Questionnaire

Prior to opening these pages, complete your entrance requirements:

1. Gather your health records, including medication and immunization records.
2. Review your records and your family health history with family members.

Forms Name                   Status
Consent for Treatment               Not Yet Complete: Please provide the requested information with special attention to the required fields.
Download Forms                              Not Yet Complete: Please provide the requested information with special attention to the required fields.
Health History Form                  Not Yet Complete: Please provide the requested information with special attention to the required fields.
Immunization Information Entry Form    Not Yet Complete: Please provide the requested information with special attention to the required fields.
Notice of Privacy Practices          Not Yet Complete: Please provide the requested information with special attention to the required fields.
Tuberculosis (TB) Screening Questionnaire Not Yet Complete: Please provide the requested information with special attention to the required fields.

YOUR HEALTH IS OUR PRIORITY

Loyola Marymount University Los Angeles
2. **Submit these Documents to SHS**

   a. Vaccine records showing proof of 2 MMRs

   b. **Proof of a negative TB skin test (PPD)** in the past 12 months if you answered yes to any of the items on the Tuberculosis (TB) Screening Questionnaire. If you have a positive TB skin test, you must submit proof of a negative chest X-ray or a negative blood test (interferon gamma release assay).

   c. **Consent for Treatment of a Minor** (if under 18 years old). You may submit these records:

      • In person to the SHS office: F. Patrick Burns Recreation Center Building, north side, ground level.
      • Mail: 1 LMU Drive, MS 8455, Los Angeles, 90045
      • Fax: 310.338.4417
      • Email: LMUHealth@lmu.edu
• Additional Recommended Vaccinations include:
  • Meningitis vaccination
  • Varicella (chicken pox) vaccination
  • Hepatitis A & B vaccinations
  • Tdap (tetanus, diphtheria, pertussis) vaccination
  • Human Papilloma Virus Vaccination
  • Annual Influenza vaccination

• SHS will conduct community immunization clinics for influenza during the fall and early winter.
Students are advised to call Public Safety 310.338-2893

LMU Emergency Medical Technicians (EMTS) will respond to assess and treat minor injuries and illnesses.

If the health concern is more serious, the student may be directed to the nearest urgent care clinic or if it is emergent, 911 will be called and the student will be transported to the nearest hospital emergency department.

A list of nearby urgent care and emergency care facilities is posted on our website: www.lmu.health/edu

Encourage your student to carry their health insurance ID cards at all times.
Pre-existing Health Conditions/Concerns

Request a letter from the treating health care provider(s) which includes:

• A summary of the diagnosis and treatment of the condition

• Recommendations for on-going evaluation and care

Please send (mail, email, fax) the medical summary to either:

Katie Arce, FNP (Karce@lmu.edu)
and/or
Dan Hyslop, MD (Dhyslop@lmu.edu)

Student Health Services
1 LMU Drive
Los Angeles, CA 90045
Phone: 310.338.2881
Fax: 310.338.4417
Questions?

Student Psychological Services
Student Health Services