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Confirmation of START sign-up - Student

Hi {preferred name},

Congratulations! Your spot for START [session title] new student orientation is reserved and you've chosen the following date. Good choice! [date and time]. Keep in mind all of our times are listed in Pacific time - be sure to adjust accordingly if needed! We've also listed below if you've signed up to stay in the residence halls with us.

[student housing nights]

[Guest housing nights]

If you signed up for any guests to join you, they will receive a separate email from us with their own confirmation and next steps.

Here are your next steps!

1. Please [click here](#) to take your ALEKS math assessment. The assessment is required for all new students at Oregon State, even if you have transfer credits in math. This assessment will help your advisor, along with any credits you are transferring in, to advise you on which science and math classes will be best for you. It cannot hurt you, only help you advance to a further course, so reserve an hour or so of uninterrupted time to take the assessment. **This is required** before you are able to attend the event you just signed up for.
2. If you have not already, now is the time to set up your ONID (Oregon State Network ID) and DUO (Oregon State's two-step verification), which will set up your OSU email and get you into all of our Oregon State systems. You can find more information about that [here](#).
3. As soon as you have them, send us your final transcripts! This helps us process them in a timely way and allows your advisor to see what you've done prior to OSU, thus making your advising appointment more engaging. {link to beaver basecamp for uploading documents}
4. Download the OSU Mobile app. The links to download it on iOS or Android systems can be found [here](#). This will be your best guide to all things Oregon State while you're a student here.
5. If you need to make any changes or adjustments to your registration, or add an additional guest, click here [\[add link to change registration or add a guest\]](#) to do so. You can make changes up until [lock deadline date.]
6. If you decide to change your major before your START session, you can complete [this form](#) [\[insert link to major change form\]](#) to update it prior to {deadline date}. If you miss that deadline, we can assist you once you arrive on campus and check-in for START. (*Please note: this form is not for adding a second major or a minor; you can discuss that option with your advisor after your START session.*)

You'll hear from us again about one month before your scheduled START date, which will begin a 10-part communication series designed to help you learn about your new school. Your orientation is much more than just the date you signed up for! It includes these communication emails, as well as personal connections with our staff throughout the summer, and opportunities to engage with your peers from afar. You'll learn more about that in our next email, but in the meantime, let us know what questions you have!

You can reach us by:

- Chat with us live on our website M-F 10am-4pm PST - newstudents.oregonstate.edu
- Call our office Monday-Friday from 8am-5pm PST - 541-737-7627
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - [@osunewstudents](https://www.instagram.com/osunewstudents)

Talk with you soon!

Confirmation of START sign-up - Families

Hi {guest preferred},

Congratulations! Your spot for START {session title} new student orientation is reserved and your student chose the following date. [date and time] Keep in mind all of our times are listed in Pacific time - be sure to adjust accordingly if needed! We've also listed below if you've signed up to stay in the residence halls with us.

[student housing nights]

[Guest housing nights]

Your student received a separate email from us with their own confirmation and next steps - and this is the first moment of many where we will be providing them with information directly and providing you with different information relevant to you as their guest. Be sure to talk to your student about the information we've given them and coordinate as needed to ensure you are ready to support them on this journey.

Each adult guest is charged \$60 to attend START (minor guests are charged \$15) with their student and it will be billed to your student's account. The costs of your START registration will help pay for the catering and meals, the printouts you'll receive the day-of, as well as the rooms we'll be hosting you in throughout the day. It also helps to defray the costs of students attending START throughout the year. We're grateful for your commitment to your student and look forward to hosting you on our beautiful campus on {start date}.

Here are your next steps!

1. Check in with your student and, if needed, they can make any changes needed to your registration. This would include adding any additional guests or siblings, as well as booking overnight stays before and after their START date. They can make updates or changes until {lock date}.
2. Congratulate your student on taking the next step on their Oregon State journey. Perhaps an ice cream cone or high five is in order?!

You'll hear from us again about one month before your scheduled START date. This will begin an 8-part communication series designed to help you transition as well. We know that this is a big deal, entrusting us to educate your student, so we'll help you learn more and find engagement as well. In the meantime, let us know what questions you have!

You can reach us by:

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- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Update to START Session - Student

Hi {{sys-preferred}},

Thanks for updating your START registration. Your spot for START {session title} new student orientation is reserved and you've chosen the following date. Good choice! Keep in mind all of our times are listed in Pacific time - be sure to adjust accordingly if needed!

{date and time}

- Student Housing
- Guest Housing

If you signed up for any guests to join you, they will receive a separate email from us with their own confirmation and next steps.

Thanks for updating your session!

Update to START Session - Family

Hi {{sys-preferred}},

Your student updated your START registration. Your spot for START {session title} new student orientation is reserved and you've chosen the following date. Good choice! Keep in mind all of our times are listed in Pacific time - be sure to adjust accordingly if needed!

{date and time}

- Student Housing
- Guest Housing

Your student will receive a separate email from us with their own confirmation and next steps.

Thanks for updating your session!

Roughly one month before START - Student

Hello!

It's about one month before your START date and we've got lots of good things to share today in our email. This is the first of 10 emails we'll send you throughout your transition, so you can come back to them anytime. We'll want to check in on a few things START related, but also some bigger picture things about Oregon State as well to help you get prepared.

First, a few tasky things.

1. You can view a sample schedule of your START day on our website ([link](#)), but you'll receive a personalized schedule on the day-of that will let you know exactly where to go throughout your day.
2. Please upload your photo for your student ID card here. ([link](#)) We'll be able to have your student ID card waiting for you at START once you upload a photo!
3. If you did not share any needed accommodations when you signed up for START, now is the time to let us know what you need so we can be sure your START experience is accessible. ([link to go back and edit sign-up](#))
4. If you have not yet, make sure to complete the ALEKS assessment ([link](#)) and set up your ONID (Oregon State Network ID) and DUO (our dual authentication software). ([links](#))

Next, what can you expect from your START orientation? Oregon State University is a pretty big place and can sometimes feel overwhelming when you first begin to enter our community. We want to help you navigate! Well, we have three goals for you during this transition period.

1. We want you to get familiar with our academics at Oregon State, including what your specific college (like Business or Liberal Arts) will expect from you. You'll get a chance to meet with your college during your START day and sign up for your advising appointment. Your actual advising and registration will happen after your START day and each college will set this up a little differently.
2. We want you to learn about the culture of Oregon State, like how to pay your bill and what our values are as a university.
3. Finally, we want you to engage socially, to start to find friends and meet your classmates.

Let's get started on goal #2 right now! We will touch on all of these topics again during your START day, but go ahead and login to either site now and start to look around at what is available to you there.

- My Bill is where you can find all charges to your student account, set up an authorized user if someone else will be helping you pay for college, and see your recent statements. <https://mybill.oregonstate.edu>
- My UHDS is a portal where you can manage your housing and meal plan. If you plan to live in a residence hall or would like to, this portal will be very helpful in the next few months! <https://uhds.oregonstate.edu/myuhds>

Oregon State is a place that values diversity, equity, and inclusion. You can learn more about how that shows up in our [university goals and values](#), the [social justice framework](#) that guides our Office of Institutional Diversity, or [name-in-use](#) and [updating pronouns](#) processes, our stance on [Black Lives Matter](#) (spoiler: they do), as well as [the timeline](#) and [history of activism](#)

that brought about our seven cultural resource centers. We encourage you to explore each of these sites to learn more about your new home and the values that we live every day.

You will hear from us again in about two weeks with more important updates and content prior to your START day. Let us know what questions you have in the meantime!

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- Call our office Monday-Friday from 8am-5pm PST - 541-737-7627
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - [@osunewstudents](https://www.instagram.com/osunewstudents)

Talk with you soon!

Roughly one month before START - Families

Hello!

It's about one month from your START date and we've got lots of good things to share today in our email. This is the first of 8 emails we'll send you throughout your transition as your student begins at Oregon State, so you can come back to them anytime. We'll want to check in on a few things START related, but also some bigger picture things about Oregon State.

First, a few tasky things.

1. You can view a sample schedule of your START day on our website ([link](#)), but you'll receive a personalized schedule on the day-of that will let you know exactly where to go throughout your day.
2. If you did not share any needed accommodations when you signed up for START, now is the time to let us know what you need so we can be sure your START experience is accessible. ([link to go back and edit sign-up](#))

Next, what are our goals for START orientation? Oregon State University is a pretty big place and can feel overwhelming when students first enter our community. We want to help you and your students navigate! Well, we have three goals for students and one just for you.

1. We want students to get familiar with our academics at Oregon State, including what their specific college (like Business or Liberal Arts) will expect from them. You'll get a chance to meet with their college during the START day and your student will sign up for their advising appointment. Their advising and registration appointments will happen after the START day and each college will set this up a little differently.
2. We want students to learn about the culture of Oregon State, like how to pay their bill and what our values are as a university.
3. We want students to engage socially, to start to find friends and meet their classmates.
4. Finally, we want to prepare you to support your student during their first year at Oregon State.

Let's get started on goal #2 right now! We will spend time on this during the START day, but you and your student can go now and start to get acquainted with these resources.

- My Bill is where students can find all of the charges to their student account, set up an authorized user (if you will be helping your student pay for college, this is particularly important). <https://mybill.oregonstate.edu>
- My UHDS is a portal where students can manage their housing and meal plans. If your student plans to live in a residence hall or would like to, this portal will be very helpful to them in the next few months! <https://uhds.oregonstate.edu/myuhds>

Oregon State is a place that values diversity, equity, and inclusion. It is important that your student is introduced to the community they can find here and all the ways that we work to be inclusive. If you are interested as well, you can learn more about how that shows up in our [university goals and values](#), the [social justice framework](#) that guides our Office of Institutional Diversity, or [name-in-use](#) and [updating pronouns](#) processes, our stance on [Black Lives Matter](#) (spoiler: they do), as well as [the timeline](#) and [history of activism](#) that brought about our seven cultural resource centers. We encourage you to explore each of these sites with your student to learn more about their new home and the values that we live every day.

You will hear from us again in about two weeks with more important updates and content prior to the START day. Let us know what questions you have in the meantime!

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- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Two weeks before START - Student

Hello [name]!

It's now two weeks until your START date, so we need to check in on a few important things for that day, and we also have a few other FYIs for you. This is the 2nd of 10 communications you'll get from us between now and your first day of classes at Oregon State, so if you missed the first one, go back and check it out!

Did you know you can stay with us the night before and/or the night after your START days? You have just a few days left to sign up to stay with us, adjust your arrival date, or add family to the reservation as your deadline is {lock date}. Login here {link} to make any needed changes! This same deadline applies to any change of major you may be thinking about, so don't delay if you need to update your information.

Before you arrive, you'll want to make sure you've completed all of these tasks!

1. Take your ALEKS math assessment. This should take you about 60 minutes to complete. Click here to login and take it now. {link}
2. Upload your OSU ID card photo in the next few days. If you miss the deadline to upload it, we cannot guarantee that we will have your ID card for you on your START day. {link}
3. You got an email from "Transportation Services" with an invitation to claim a parking pass for your START day. You can visit {link aims.parking.oregonstate.edu} and enter the access key listed near the bottom of the email to claim your pass. You'll need your car's license plate number to claim the pass. If you plan to utilize transit to get to campus, feel free to check out this site to learn more about the variety of options available to you! {link <https://transportation.oregonstate.edu/transit>}

As you prepare for your day, be sure to note that Oregon State is a tobacco-free campus. Smoking, vaping and tobacco use are not allowed on all University-owned and controlled properties. {link map here:

<https://health.oregonstate.edu/sites/health.oregonstate.edu/files/tobacco-free/pdf/smoke-free-osu-campus-map-boundaries-2019.pdf>

Finally, we recommend connecting with a few of our favorite campus partners before or after you're here on campus.

1. The Basic Needs Center (BNC) {link <https://studentlife.oregonstate.edu/bnc>} is a place to meet other students and help you make plans to cover the costs of being a student at Oregon State. Particularly, if you are a first-generation college student, Pell-grant eligible, former foster youth, undocumented or DACA student, homeless or experiencing housing insecurity, or a prior recipient of free/reduced lunch programs, put the BNC on your list of top places to visit on campus. They are known for many programs, including the food pantry and textbook lending program, but have many more resources to share beyond those. You can follow their @eatfreeosu account on twitter {link} to see some of how they support students.
2. Disability Access Services (DAS) is the place to go if you had a 504 plan or IEP in high school or used accommodations at another school prior to coming to Oregon State. These do not automatically transfer over and you will need to begin by submitting an application to DAS. {link <https://ds.oregonstate.edu/gettingstarted>} To learn more about accommodations and how you will advocate for yourself here {link <https://ds.oregonstate.edu/bridges-success>}. Once you are registered for classes

after START, you'll be able to attend your DAS orientation and discuss your needs with a DAS advisor.

3. Financial Aid is a complex topic, but the staff are ready to assist you in understanding your options. If you prefer self-study, there are a plethora of How-to videos {link <https://financialaid.oregonstate.edu/how-videos>} and publications to review, both in English and Spanish {link <https://financialaid.oregonstate.edu/publications>}. If you have specific questions or aren't sure where to start, you're not alone. Give them a call at 541-737-2241 between the hours of 10am and 4pm PST to talk 1:1 with a financial aid staff member.

You'll hear from us again in one week with lots of specifics about your START day experience. In the meantime, let us know what questions you may have!

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- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Two weeks before START - Families

Hello [name]!

It's now two weeks until your student's START date, so this email will check in on a few important things for that day, and we also have a few other FYIs for you. This is the 2nd of 10 communications you'll get from us between now and when classes begin at Oregon State, so if you missed the first one, go back and check it out!

Did you know you can stay with us the night before and/or the night after your START days? Your student has just a few days left, as their deadline is {lock date}, to sign up to stay with us, adjust your arrival date, or add family members to the reservation. Your student will need to login to their Beaver Basecamp to make any needed changes! {link}

Next, your student got an email from "Transportation Services" with an invitation to claim a parking pass for your START day. You can visit {link aims.parking.oregonstate.edu} and enter the access key listed near the bottom of the email to claim your parking pass. You'll need your car's license plate number to claim the pass. If you plan to utilize transit to get to campus, feel free to check out this site to learn more about the variety of options available to you! {link <https://transportation.oregonstate.edu/transit> }

As you prepare for your day, be sure to note that Oregon State is a tobacco-free campus. Smoking, vaping and tobacco use are not allowed on all University-owned and controlled properties. {link map here:

<https://health.oregonstate.edu/sites/health.oregonstate.edu/files/tobacco-free/pdf/smoke-free-osu-campus-map-boundaries-2019.pdf>

Finally, we recommended these offices to your student to learn more about before they come to campus. We thought it would be helpful to also share these with you!

1. The Basic Needs Center (BNC) {link <https://studentlife.oregonstate.edu/bnc>} is a place to meet other students and help you make plans to cover the costs of being a student at Oregon State. Particularly, if your student is a first-generation college student, Pell-grant eligible, former foster youth, undocumented or DACA student, homeless or experiencing housing insecurity, or a prior recipient of free/reduced lunch programs, be sure to encourage them to visit the BNC.
2. Disability Access Services (DAS) is the place to go if your student had a 504 plan or IEP in high school or used accommodations at another school prior to coming to Oregon State. These do not automatically transfer over and your student will need to begin by submitting an application to DAS. To learn more about accommodations and how it is different in college than K-12 schools, visit this link. {link <https://ds.oregonstate.edu/parents-family> }.
3. Financial Aid is a complex topic, but the staff are ready to assist your student in understanding their options. {link <https://financialaid.oregonstate.edu/information-parents>} You can learn more by watching these how-to videos or {link <https://financialaid.oregonstate.edu/how-videos>} and reviewing these publications, both in English and Spanish {link <https://financialaid.oregonstate.edu/publications>}. If you have specific questions or aren't sure where to start, you're not alone. Your student can give them a call at 541-737-2241 between the hours of 10am and 4pm PST to talk 1:1 with a financial aid staff member.

You'll hear from us again in one week with lots of specifics about your START day experience. In the meantime, let us know what questions you may have!

You can reach us by:

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- Call our office Monday-Friday from 8am-5pm PST - 541-737-7627
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

VIRTUAL

Confirmation of START sign-up - Student

Hi {{sys-preferred}},

Congratulations! Your spot for START {session title} new student orientation is reserved and you've chosen the following date. Good choice! {virtual week}. Keep in mind all of our times are listed in Pacific time - be sure to adjust accordingly if needed!

If you signed up for any guests to join you, they will receive a separate email from us with their own confirmation and next steps.

Here are your next steps!

1. Please [click here](#) to take your ALEKS math assessment. The assessment is required for all new students at Oregon State, even if you have transfer credits in math. This assessment will help your advisor, along with any credits you are transferring in, to advise you on which science and math classes will be best for you. It cannot hurt you, only help you advance to a further course, so reserve an hour or so of uninterrupted time to take the assessment. **This is required** before you are able to attend the event you just signed up for.
2. If you have not already, now is the time to set up your ONID (Oregon State Network ID) and DUO (Oregon State's two-step verification), which will set up your OSU email and get you into all of our Oregon State systems. You can find more information about that [here](#).
3. As soon as you have them, send us your final transcripts! This helps us process them in a timely way and allows your advisor to see what you've done prior to OSU, thus making your advising appointment more engaging. {link for uploading transcripts in BB}
4. Download the OSU Mobile app. The links to download it on iOS or Android systems can be found [here](#). This will be your best guide to all things Oregon State while you're a student here.
5. If you need to make any changes or adjustments to your registration, or add an additional guest, click here [\[add link to change registration or add a guest\]](#) to do so. You can make changes up until {{Form-Deadline | date: 'MM/dd/yyyy'}}.
6. If you decide to change your major before your START session, you can complete [this form \[insert link to major change form\]](#) to update it prior to {{Form-Deadline | date: 'MM/dd/yyyy'}}. If you miss that deadline, we can assist you once you arrive on campus and check-in for START. (*Please note: this form is not for adding a second major or a minor; you can discuss that option with your advisor after your START session.*)

You'll hear from us again about one month before your scheduled START date, which will begin a 10-part communication series designed to help you learn about

your new school. Your orientation is much more than just the date you signed up for! It includes these communication emails, as well as personal connections with our staff throughout the summer, and opportunities to engage with your peers from afar. You'll learn more about that and further details on your virtual START experience in our next email, but in the meantime, let us know what questions you have!

You can reach us by:

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- Call our office Monday-Friday from 8am-5pm PST - 541-737-7627
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - [@osunewstudents](https://www.instagram.com/osunewstudents)

Talk with you soon!

Confirmation of START sign-up - Families

Hi {{first_guest1}},

Congratulations! Your student has reserved you a spot for START {Session title} new student orientation during this week: {START Dates}. Since this is a virtual START option, you'll receive invitations to events throughout the summer, as well as on that week.

Your student received a separate email from us with their own confirmation and next steps - and this is the first moment of many where we will be providing them with information directly and providing you with different information relevant to you as their guest. Be sure to talk to your student about the information we've given them and coordinate as needed to ensure you are ready to support them on this journey.

For virtual guests, we only charge a fee if you wish to have our print materials sent to you! In that case, we've asked for \$30 to cover the cost of printing and shipping those to you. We will use the mailing address on record for your student to send those along. In addition, you'll have access to several live panels throughout the summer to learn about campus resources, as well as a live Q&A session weekly where you can drop by and ask all of your questions!

Here are your next steps!

1. Check in with your student and, if needed, they can make any changes needed to your registration. This would include adding any additional guests at no extra charge. Students can make updates or changes until {lock date}.
2. Congratulate your student on taking the next step on their Oregon State journey. Perhaps an ice cream cone or high five is in order?!

You'll hear from us again about one month before your scheduled START date. This will begin an 10-part communication series designed to help you transition as well. We know that this is a big deal, entrusting us to educate your student, so we'll help you learn more and find engagement as well. In the meantime, let us know what questions you have!

You can reach us by:

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- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Update of START sign-up - Student

Hi {preferred},

We received your updated START reservation and your spot for START {Session title} new student orientation is reserved and you've chosen the following date. Good choice!

{START WEEK CHOSEN}

If you signed up for any guests to join you, they will receive a separate email from us with their own confirmation and next steps.

Let us know what questions you have!

You can reach us by:

- Chat with us live on our website M-F 10am-4pm PST -newstudents.oregonstate.edu
- Call our office Monday-Friday from 8am-5pm PST - 541-737-762
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Update of START sign-up - Family

We have received your updated registration and your student has reserved you a spot for START {{Form-Title}} new student orientation during this week. Since this is a virtual START option, you'll receive invitations to events throughout the summer, as well as on that week.

{Virtual START Week}

Your student received a separate email from us with their own confirmation and next steps.

For virtual guests, we only charge a fee if you wish to have our print materials sent to you! If you have chosen this option, we've asked for \$30 to cover the cost of printing and shipping those to you. We will use the mailing address on record for your student to send those along. In addition, you'll have access to several live panels throughout the summer to learn about campus resources, as well as a live Q&A session weekly where you can drop by and ask all of your questions!

You'll hear from us again one month before your scheduled START date. This will begin a 10-part communication series designed to help you transition as well. We know that

this is a big deal, entrusting us to educate your student, so we'll help you learn more and find engagement as well. In the meantime, let us know what questions you have!

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- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Roughly one month before START - Student

Hello!

It's about one month from your START date and we've got lots of good things to share today in our email. This is the first of 10 emails we'll send you throughout your transition, so you can come back to them anytime. We'll want to check in on a few things START related, but also some bigger picture things about Oregon State as well to help you get prepared.

First, a few tasky things.

1. Your virtual orientation is asynchronous, which means you can complete the steps on your own time during the week you've chosen. Canvas is our learning management system at Oregon State and we have built our virtual orientation in that software. We will share the link to that page one week before your START week, so you can get started on the content.
2. Please upload your photo for your student ID card here. ([link](#)) While you won't be on campus for your START day, uploading your photo now will allow your card printing to be much quicker once you arrive on campus.
3. If you did not share any needed accommodations when you signed up for START, now is the time to let us know what you need so we can be sure your START experience is accessible. ([link to go back and edit sign-up](#))
4. If you have not yet, make sure to complete the ALEKS assessment ([link](#)) and set up your ONID (Oregon State Network ID) and DUO (our dual authentication software). ([links](#))

Next, what can you expect from your START orientation? Oregon State University is a pretty big place and can sometimes feel overwhelming when you first begin to enter our community. We want to help you navigate! Well, we have three goals for you during this transition period.

1. We want you to get familiar with our academics at Oregon State, including what your specific college (like Business or Liberal Arts) will expect from you. You'll get a chance to hear from your college asynchronously during your START week and sign up for your advising appointment. Your actual advising and registration will happen after your START week and each college will set this up a little differently.
2. We want you to learn about the culture of Oregon State, like how to pay your bill and what our values are as a university.
3. Finally, we want you to engage socially, to start to find friends and meet your classmates.

Let's get started on goal #2 right now! We will touch on all of these topics again during your START experience, but go ahead and login to either site now and start to look around at what is available to you there.

- My Bill is where you can find all charges to your student account, set up an authorized user if someone else will be helping you pay for college, and see your recent statements. <https://mybill.oregonstate.edu>
- My UHDS is a portal where you can manage your housing and meal plan. If you plan to live in a residence hall or would like to, this portal will be very helpful in the next few months! <https://uhds.oregonstate.edu/myuhds>

Oregon State is a place that values diversity, equity, and inclusion. You can learn more about how that shows up in our [university goals and values](#), the [social justice framework](#) that guides our Office of Institutional Diversity, or [name-in-use](#) and [updating pronouns](#) processes, our

stance on [Black Lives Matter](#) (spoiler: they do), as well as [the timeline](#) and [history of activism](#) that brought about our seven cultural resource centers. We encourage you to explore each of these sites to learn more about your new home and the values that we live every day.

You will hear from us again in about two weeks with more important updates and content prior to your START experience. Let us know what questions you have in the meantime!

You can reach us by:

- Chat with us live on our website M-F 10am-4pm PST - newstudents.oregonstate.edu
- Call our office Monday-Friday from 8am-5pm PST - 541-737-7627
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - [@osunewstudents](https://www.instagram.com/@osunewstudents)

Talk with you soon!

Roughly one month before START - Families

Hello!

It's about one month from your student's virtual START experience and we've got lots of good things to share today in our email. This is the first of 10 emails we'll send you throughout your transition as your student begins at Oregon State, so you can come back to them anytime. We'll want to check in on a few things START related, but also some bigger picture things about Oregon State.

First, a few tasky things.

1. You can view our virtual family offerings on our website ([link](#)), including live panels, the recorded videos of those panels, and family-specific drop-in times.
2. If you did not share any needed accommodations when you signed up for START, now is the time to let us know what you need so we can be sure your START experience is accessible. ([link to go back and edit sign-up](#))

Next, what are our goals for START orientation? Oregon State University is a pretty big place and can feel overwhelming when students first enter our community. We want to help you and your students navigate! Well, we have three goals for students and one just for you.

1. We want students to get familiar with our academics at Oregon State, including what their specific college (like Business or Liberal Arts) will expect from them. You'll get a chance to meet with their college during the START experience and your student will sign up for their advising appointment. Their advising and registration appointments will happen after the START day and each college will set this up a little differently.
2. We want students to learn about the culture of Oregon State, like how to pay their bill and what our values are as a university.
3. We want students to engage socially, to start to find friends and meet their classmates.
4. Finally, we want to prepare you to support your student during their first year at Oregon State.

Let's get started on goal #2 right now! We will spend time on this during the START experience, but you and your student can go now and start to get acquainted with these resources.

- My Bill is where students can find all of the charges to their student account, set up an authorized user (if you will be helping your student pay for college, this is particularly important). <https://mybill.oregonstate.edu>
- My UHDS is a portal where students can manage their housing and meal plans. If your student plans to live in a residence hall or would like to, this portal will be very helpful to them in the next few months! <https://uhds.oregonstate.edu/myuhds>

Oregon State is a place that values diversity, equity, and inclusion. It is important that your student is introduced to the community they can find here and all the ways that we work to be inclusive. If you are interested as well, you can learn more about how that shows up in our [university goals and values](#), the [social justice framework](#) that guides our Office of Institutional Diversity, or [name-in-use](#) and [updating pronouns](#) processes, our stance on [Black Lives Matter](#) (spoiler: they do), as well as [the timeline](#) and [history of activism](#) that brought about our seven cultural resource centers. We encourage you to explore each of these sites with your student to learn more about their new home and the values that we live every day.

You will hear from us again in about two weeks with more important updates and content prior to the START experience. Let us know what questions you have in the meantime!

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- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - @osunewstudents

Talk with you soon!

Two weeks before START - Student

Hello [name]!

It's now two weeks until your virtual START week, so we need to check in on a few important things for that as well as share a few other FYIs for you. This is the 2nd of 10 communications you'll get from us between now and your first day of classes at Oregon State, so if you missed the first one, go back and check it out! We'll share the link to your Canvas START content in our next email, one week from now!

If you've been thinking about changing your major, now is the time to do that before your START week locks. Login here {link} to update that information before {lock deadline}.

Before your START week begins, you'll want to make sure you've completed all of these tasks!

1. Take your ALEKS math assessment. This should take you about 60 minutes to complete. Click here to login and take it now.
2. Upload your OSU ID card photo.

While you won't be on campus for your START experience, we want to mention before you do arrive on campus that Oregon State is a tobacco-free campus. Smoking, vaping and tobacco use are not allowed on all University-owned and controlled properties. {link map here: <https://health.oregonstate.edu/sites/health.oregonstate.edu/files/tobacco-free/pdf/smoke-free-osu-campus-map-boundaries-2019.pdf>}

Finally, here are a few of our favorite campus partners for you to learn about before START.

1. The Basic Needs Center (BNC) {link <https://studentlife.oregonstate.edu/bnc>} is a place to meet other students and help you make plans to cover the costs of being a student at Oregon State. Particularly, if you are a first generation college student, Pell-grant eligible, former foster youth, undocumented or DACA student, homeless or experiencing housing insecurity, or a prior recipient of free/reduced lunch programs, put the BNC on your list of top places to visit on campus. They are known for many programs, including the food pantry and textbook lending program, but have many more resources to share beyond those. You can follow their @eatfreeosu account on twitter {link} to see some of how they support students.
2. Disability Access Services (DAS) is the place to go if you had a 504 plan or IEP in high school or used accommodations at another school prior to coming to Oregon State. These do not automatically transfer over and you will need to begin by submitting an application to DAS. {link <https://ds.oregonstate.edu/gettingstarted>} To learn more about accommodations and how you will advocate for yourself here {link <https://ds.oregonstate.edu/bridges-success>}. Once you are registered for classes after START, you'll be able to attend your DAS orientation and discuss your needs with a DAS advisor.
3. Financial Aid is a complex topic, but the staff are ready to assist you in understanding your options. If you prefer self-study, there are a plethora of How-to videos {link <https://financialaid.oregonstate.edu/how-videos>} and publications to review, both in English and Spanish {link <https://financialaid.oregonstate.edu/publications>}. If you have specific questions or aren't sure where to start, you're not alone. Give them a call at 541-737-2241 between the hours of 10am and 4pm PST to talk 1:1 with a financial aid staff member.

You'll hear from us again in one week with lots of specifics about your START experience. In the meantime, let us know what questions you may have!

You can reach us by:

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- Call our office Monday-Friday from 8am-5pm PST - 541-737-7627
- Send us an email anytime - newstudents@oregonstate.edu
- DM us on Instagram anytime - [@osunewstudents](https://www.instagram.com/@osunewstudents)

Talk with you soon!

Two weeks before START - Families

Hello [name]!

It's now two weeks until your student's START date, so this email will check in on a few important things for that day, and we also have a few other FYIs for you. This is the 2nd of 10 communications you'll get from us between now and when classes begin at Oregon State, so if you missed the first one, go back and check it out!

In our message to your student this week, we recommended these offices and we thought it would be helpful to also share these with you!

1. The Basic Needs Center (BNC) {link <https://studentlife.oregonstate.edu/bnc>} is a place to meet other students and help you make plans to cover the costs of being a student at Oregon State. Particularly, if your student is a first generation college student, Pell-grant eligible, former foster youth, undocumented or DACA student, homeless or experiencing housing insecurity, or a prior recipient of free/reduced lunch programs, be sure to encourage them to visit the BNC.
2. Disability Access Services (DAS) is the place to go if your student had a 504 plan or IEP in high school or used accommodations at another school prior to coming to Oregon State. These do not automatically transfer over and your student will need to begin by submitting an application to DAS. To learn more about accommodations and how it is different in college than K-12 schools, visit this link. {link <https://ds.oregonstate.edu/parents-family> }.
3. Financial Aid is a complex topic, but the staff are ready to assist your student in understanding their options. {link <https://financialaid.oregonstate.edu/information-parents>} You can learn more by watching these how-to videos or {link <https://financialaid.oregonstate.edu/how-videos>} and reviewing these publications, both in English and Spanish {link <https://financialaid.oregonstate.edu/publications>}. If you have specific questions or aren't sure where to start, you're not alone. Your student can give them a call at 541-737-2241 between the hours of 10am and 4pm PST to talk 1:1 with a financial aid staff member.

You'll hear from us again in one week with lots of specifics about your START experience. In the meantime, let us know what questions you may have!

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- DM us on Instagram anytime - [@osunewstudents](https://www.instagram.com/osunewstudents)

Talk with you soon!

No registration for classes - 2 weeks after START date

Hi Name,

After you completed your START, you were scheduled to meet with your major college advisor on {date} to choose your fall term classes. If that date has changed or if you missed it, please connect with us so we can update your records! We want to make sure you're able to get registered for classes as soon as possible, so let us know if you ran into some barriers so we can help! We'll give you a call next week if we see that you're not registered yet for fall term, to see how we can support you.

As always, you can contact us by:

Replying to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu

Call us at 541-737-7627

No ALEKS score - 2 weeks before START date

Hi there! Your START session is in two weeks and we don't have an ALEKS math assessment score posted for you yet! This assessment is required for all students prior to meeting with their advisors and helps them learn more about which parts of math you excel in and which parts you might benefit from some review. It should take you about an hour to complete online, so please click over here now and finish this requirement. We'll give you a call next week if we don't show a score posted for you one week before START.

As always, you can contact us by:

Replying to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu

Call us at 541-737-7627

No ALEKS score - 2 days before START date

Hi {name},

We have been trying to connect with you to ask you to complete your ALEKS math assessment requirement before your START session. This is your final reminder and a warning that if this assessment is not completed before your START session, your advisors may delay scheduling with you until your score shows up in our system. To avoid any possible delays in advising and registration, it is important that you click this link and complete this assessment today. It should take you about an hour to complete. Additionally, if you don't have regular good access to internet, we will offer a computer lab for you to take the assessment (during in-person START only). If your score is not in our system before your START day, we will list the assessment time on your schedule.

As always, you can contact us by:

Replying to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu

Call us at 541-737-7627

No Show - 2 days after START date

Hello {name},

We are so sad to have missed you at START on {date}! We hope everything is ok with you and that you'll still be able to join us for another START date. Please click [here](#) to sign up for a new START date. We'll check in again in a week if you've not yet picked a new START date to see how we can help.

As always, you can contact us by:

Replying to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu

Call us at 541-737-7627

No show - 1 week after START date

Hello {name},

We are so sad to have missed you at START on {date}! We hope everything is ok with you and that you'll still be able to join us for another START date. Please click [here](#) to sign up for a new START date TODAY, since we'll be removing you from the old START date this week. If you're having trouble or have any questions, please connect with us so we can help!

As always, you can contact us by:

Replying to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu

Call us at 541-737-7627

ID card photo missing - 2 weeks prior to START date

Hello {name},

At the end of your START date, we'll have your student ID card printed and ready for you! Just visit mycard.oregonstate.edu and click the "upload photo" on the left toward the bottom of the page. You only have one week left to upload your photo so we can print your card. We're excited to take this next formal step with you and let us know what questions you have.

As always, you can contact us by:

Replying to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu
Call us at 541-737-7627

ID card photo missing - 1 week prior to START date

Hello {name},

This is an urgent reminder! We don't show that you've uploaded your student ID card photo yet, so visit mycard.oregonstate.edu and click the "upload photo" on the left toward the bottom of the page. Today is your last day to upload your photo so we can print your card in time for your START day. Don't delay!

As always, you can contact us by:

Replies to this email or sending an email to newstudents@oregonstate.edu

Our webchat on newstudents.oregonstate.edu

Call us at 541-737-7627

Missed checkout at START - 2 days after START date

Hi {name},

We were so excited to see you at START on {date}, but it looks like we missed you at the check-out process at the end of the day. There are a few important things that you missed because of that, so we wanted to check-in and follow up.

1. We need to know when your advising appointment is! Please respond to this email and let us know so we can check that off our list.
2. We still have your ID card. We'll take it back to the ID center in MU XXX and you can pick it up when you're next on campus. You'll need to bring another form of picture ID in order to pick it up. Check here for their hours.
3. OSUWelcome is our big kick-off event to the school year and a way that your orientation continues through the beginning of the year. At check-out, we shared that there are some expected events for you, including Convocation and the Orange and Black Rally on Tuesday September 20 and your college's welcome events. We also believe that attending the Beaver Community Fair is the BEST way to start to find your people at Oregon State, so please keep Friday September 30th free in the afternoon to visit the Memorial Union Quad.
4. Continue to check your OSU email for important updates throughout the summer from us, from your college, and from other administrative folks like financial aid and the registrar.
5. If you're moving into a residence hall, your move-in time and date will be listed in your myUHDS account. Connect with University Housing and Dining Services for more information.

As always, you can contact us by:

Replies to this email or sending an email to newstudents@oregonstate.edu