



Student Services Update April 2020

Hello Eagle Families. We hope everyone is staying safe and healthy during this pandemic. Please review below for some important updates

Summer Courses

Due to the uncertainty around the global COVID-19 pandemic, AU has announced that all summer 2020 courses will be conducted online. Additionally, all undergraduate and graduate summer courses will be discounted by 10 percent this year. This discount will be automatically reflected on students' tuition bills.

Non-AU students who wish to enroll in one or more courses at American University without formal admission may be eligible take classes as non-degree seeking or "visiting" students. AU is currently accepting applications from non-degree students for Summer 2020 and Fall 2020 courses.

<https://www.american.edu/aucentral/non-degree-student-registration-summer-fall.cfm>

The University has also created a brand-new payment plan for summer classes, where you can split the charges into monthly installments due May, June and July

<https://www.american.edu/finance/studentaccounts/payment-plan-overview.cfm>

Commencement

As President Burwell announced on [March 30](#), the achievements of the Spring 2020 graduates will be honored at two times – first, with an online celebration in May and then, at special commencement ceremonies in December.

Please mark your calendars for an online commencement celebration scheduled for Saturday, May 9 at 1:00 p.m. EST. The commencement celebration will be streamed on the AU commencement website.

For additional updates, please visit <https://www.american.edu/events/commencement/>

Housing and Residence Life:

Housing and Residence Life worked with Perry's Moving Company to pack residence hall items for students who were not able to return to campus after Spring Break. Items were packed during the month of April and transported to be stored in a secure location. The university will be facilitating the billing of this service, which will be posted to the students' accounts in late April

Social Media Pages to Follow

American University Parents - <https://www.facebook.com/AmericanUParents/>

American University Orientation - <https://www.facebook.com/OrientationAU/>

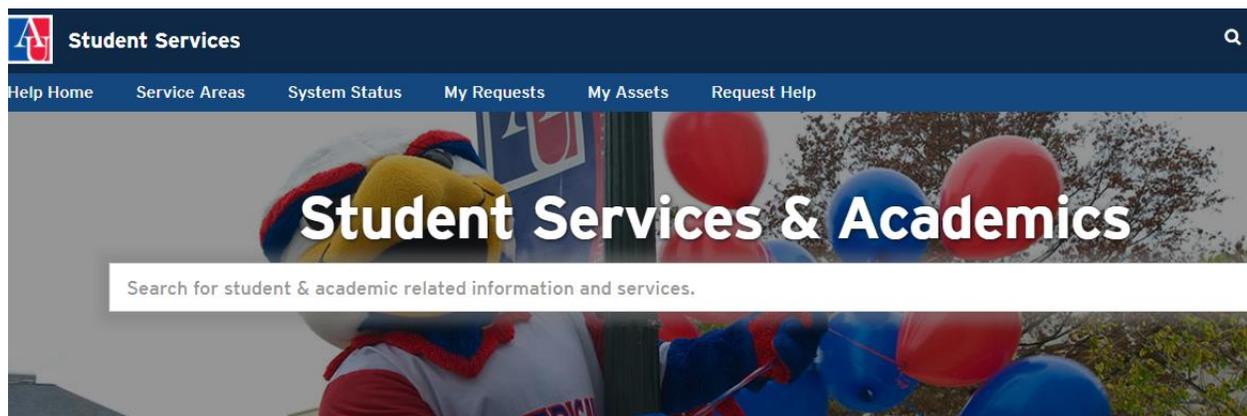
AU President, Sylvia Burwell - <https://twitter.com/SylviaBurwell>

Vice President of Campus Life, Fanta Aw - <https://twitter.com/VPCampusLifeAU>

Provost, Dan Myers - <https://twitter.com/myersdanielj>

Help.American.edu

The University has a resource to better provide an integrated experience for our students and parents. At [Help.American.edu](https://help.american.edu), you can browse knowledge articles about your frequently asked questions concerning different student's services, chat with an expert, or request help from AU Central or the IT help desk. Students who access the site will be prompted to log in. Parents and other first time users are prompted to create a user name and password if they request to be contacted



The screenshot shows the top portion of the Student Services website. At the top left is the American University logo (a red 'A' with a white 'U' inside) followed by the text 'Student Services'. To the right of this is a search icon. Below the logo and text is a horizontal navigation bar with the following links: 'Help Home', 'Service Areas', 'System Status', 'My Requests', 'My Assets', and 'Request Help'. The main banner area features a background image of a person in a mascot costume (a yellow and blue character) surrounded by red and blue balloons. Overlaid on this image is the text 'Student Services & Academics' in a large, white, sans-serif font. Below this text is a search bar with the placeholder text 'Search for student & academic related information and services.'

Common Questions

Common Requests

If you or your student have any questions, please do not hesitate to contact AU Central at aucentral@american.edu.