

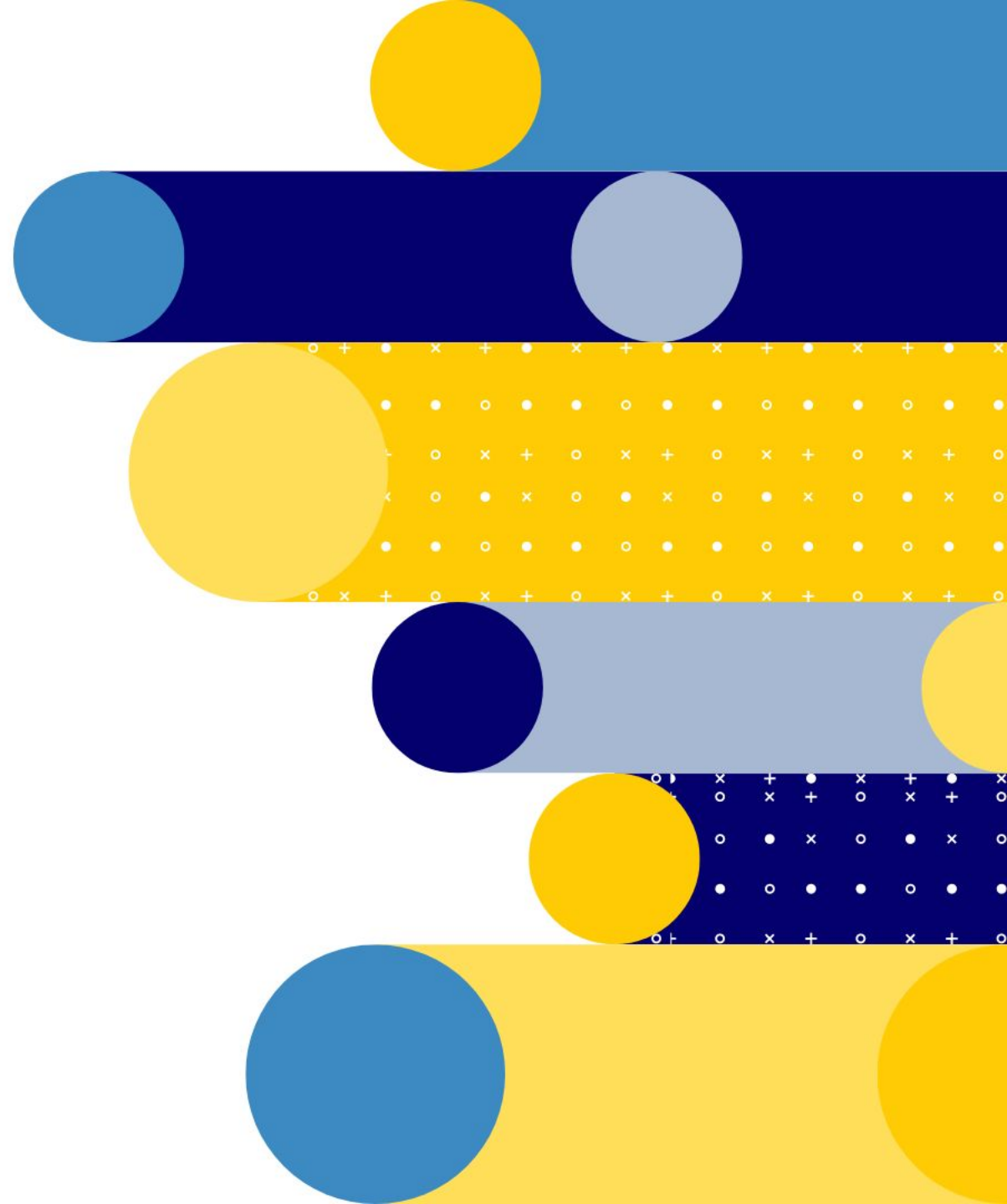


**International  
Parents!**

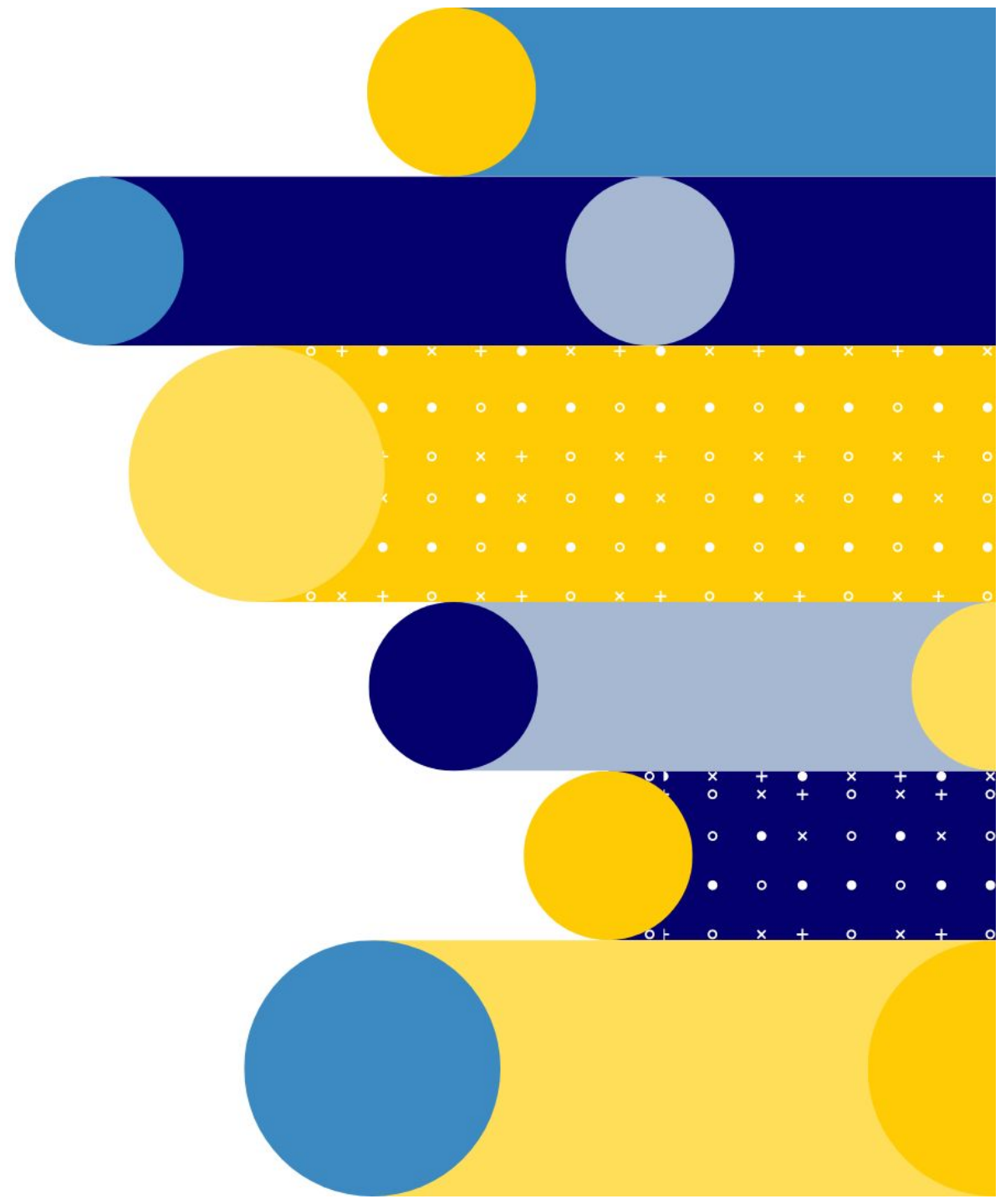
# Today's Agenda

- Helping your Student From Afar - CAPS
- Resource Panel
- QA

# Supporting Your Student From Afar



# Campus Support Services



# Dean of Students Office

**Location/Contact Information:**

Michigan Union, Suite 3100

<https://deanofstudents.umich.edu>

[DeanofStudents@umich.edu](mailto:DeanofStudents@umich.edu)

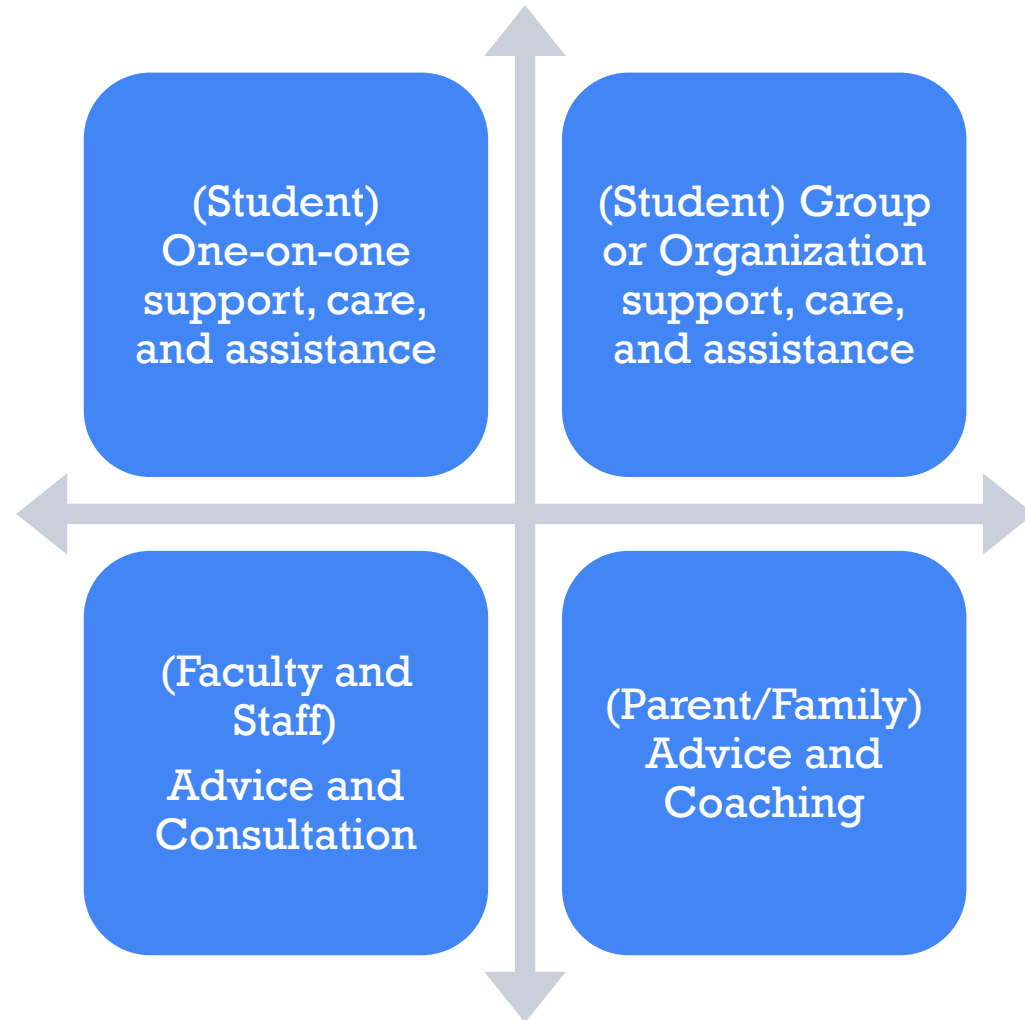
(734) 764-7420

# Dean of Students Office

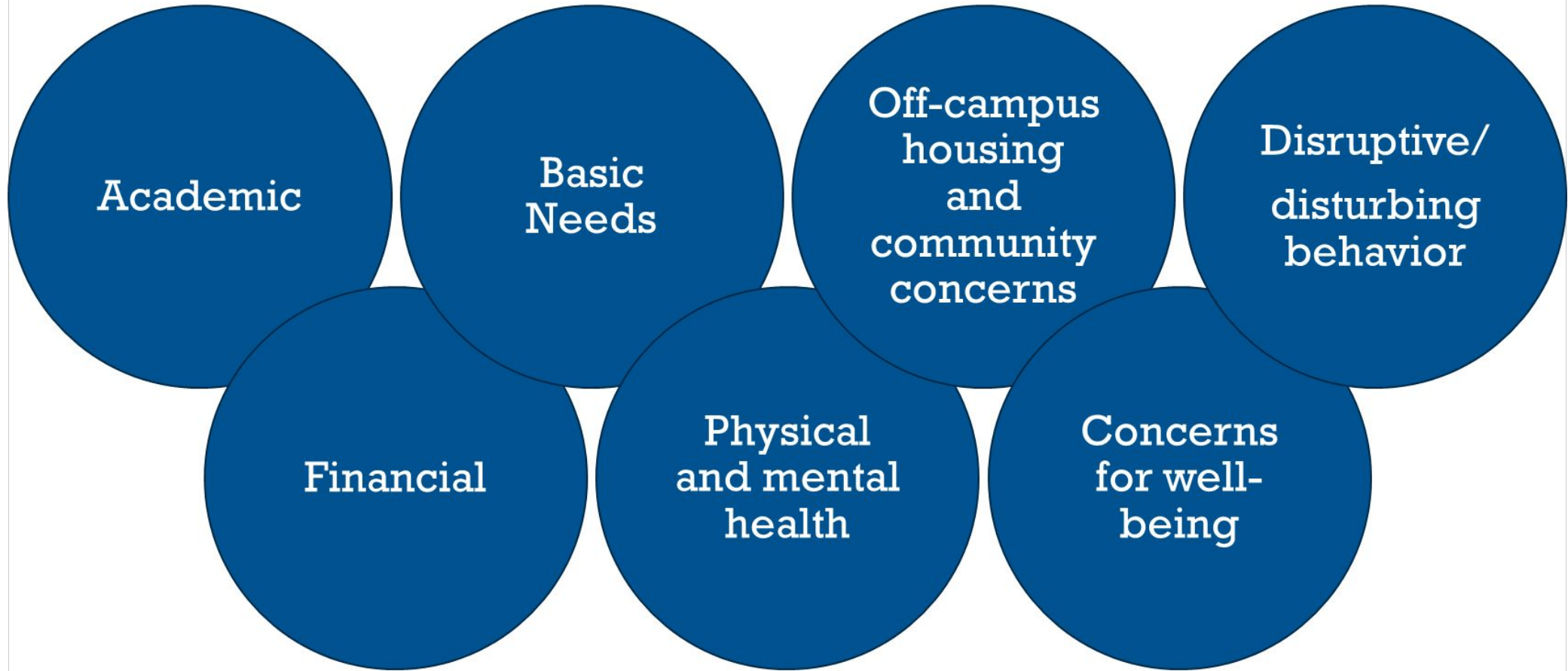
## How does the Dean of Students Office assist students?

- Help with navigating the complex issues of student life
- Support for students experiencing critical incidents or life situations impacting their Michigan experience
- Serves students, parents, faculty, and staff
- Coordination with IC, academic departments, and other units

# WHO AND HOW WE SERVE



# TYPES OF INDIVIDUAL STUDENT NEEDS





# REQUESTING DOS ASSISTANCE

- **By Phone** - Call the Dean of Students Office at **734-764-7420** to request support during normal business hours (Monday-Friday, 8am-5pm). If it is after business hours, leave a message and a staff member will get back to you on the next business day.
- **By Email** - Email the Dean of Students Office at **deanofstudents@umich.edu** to request support during normal business hours.
- **By Drop-In** - You can walk into the office (**3100 Michigan Union**) with a student during normal business hours for a drop-in appointment with an on-call staff member.
- **Online** - Submit a “Student Support Request” form online. Please do not use this form to report emergencies or time-sensitive requests. Submissions are reviewed when University offices are open, and will be responded to within one business day.
- **After Hours:** DPSS or on-call Housing/ResEd staff can reach the DOS on-call staff member after normal business hours for immediate student support needs or critical incidents.

# Student Financial Services

## Contact Information:

<https://finance.umich.edu/finops/student>

[um-sfo@umich.edu](mailto:um-sfo@umich.edu)

(734) 764-7447

Toll-Free: (877) 840-4738

# Student Financial Services

## Financial Services FAQs:

- How should my student choose a bank? Which bank is most used?
  - We cannot recommend a bank, but a local bank in the Ann Arbor would be suggested
- When will the housing bill be due?
  - If housing charges are posted on the August invoice, it will be due August 31, if on the September invoice, it will be due September 30.
- How can I tell when bills are due?
  - Bills can be viewed on Wolverine Access: <https://finance.umich.edu/finops/student/billing>
- Information of Parent Family Access: <https://finance.umich.edu/finops/student/parents-family-authorization>
- I haven't paid yet- will my student have a meal plan?
  - If you have signed up for a meal plan, it will be available for use, payment is not required to activate
  - UM Dining Information: <https://dining.umich.edu/>

# Paying Fees and Tuition

Fall 2023 Due Date:  
August 31, 2023



- [Due dates and billing](#)
- [How to pay](#)
  - International payments accepted through [Flywire](#)
- [\(Optional\) Payment plan for tuition](#)
  - Enrollment Period: April 15- June 30
    - Enrollment allowed up until September 1 (enroll early to benefit the most!)
  - Sign up via Wolverine Access
  - \$30/term enrollment fee
- [Parents and family authorization](#)
  - There are steps that you need to take in Wolverine Access in order to give your parents/family members access to your student account information.
- [Tuition Refund Insurance](#)



Flywire is the trusted choice of **millions of students and thousands of institutions worldwide**



University of Michigan

University of Michigan - Ann Arbor

University of Michigan - Flint

University of Michigan - Flint Application Fees

University of Michigan - Ross Executive Education Program

Start typing the institution's name

[Continue](#)

or [I can't find who I want to pay](#)

1. Find your institution
2. Enter your payment amount
3. Select payment method
4. Enter the payer's information
5. Enter the student's information
6. Review and submit!

You can track your payment via SMS text or online through your account. Flywire can also be used to process refunds from U-M.



# Michigan Housing

[housing.umich.edu](https://housing.umich.edu)  
[housing@umich.edu](mailto:housing@umich.edu)  
(734) 763-3163

# Michigan Housing

[Michigan Housing](#) serves as a home on campus for nearly 11,000 students in a typical year. Far more than just places for resting or studying, residence halls function as small, accessible communities, helping new students transition from high school to college.

## FAQs:

- Where can my student stay over winter break?
- Where can we store our items over the summer?
- Who do they contact if they have an issue with their roommate?

# Michigan Housing

- Each residence hall has a full-time live-in professional (the Hall Director), and there are always Housing staff "on duty."
- Each corridor has a "Resident Advisor."
- Residence hall rooms lock automatically, and each resident has a keycard with a unique code.
- Residents can dine at any dining hall on campus, and can swipe into any dining hall as many times as they like.
- Each residence hall has a laundry facility.



# Michigan Housing

## Winter Term Break and Summer Vacation:

- Residence halls close during the Winter Term Break, but students can leave their possessions in their rooms.
- Many students visit friends, travel, or return home during the break, but the University works to partner with a local hotel to assist students who want to remain in Ann Arbor.
- Students cannot leave their possessions in the residence halls over the summer. Ann Arbor has a number of companies that will offer a storage locker for a fee.
- Some, such as John's Pack and Ship, will pick up students' belongings from the residence hall, store them, and deliver them to their new address in the fall.

# Michigan Housing

## Storing valuables and important documents

- Automatically locking doors prevents theft by strangers.
- Rooms do not come with locking drawers.
- If extra security is desired for documents, consider renting a safety deposit box at a local bank, which is often more inexpensive than a personal safe for the year.

# Department of Public Safety & Security (DPSS)

## **Contact Information:**

<https://dpss.umich.edu/>

dpss-safety-security@umich.edu

(734) 763-1131

# Campus Safety

**AnnMarie Vaquera, Security Sergeant, Housing Security**  
University of Michigan- Division of Public Safety & Security

<https://www.dpss.umich.edu/content/about/our-departments/housing-security-safety-services>



# Campus Safety

Housing Security Officers check on residence halls 24 hours a day.

U-M Police officers patrol all other campus areas and buildings 24 hours a day.



**U-M Security Officer**



**U-M Police Officer**

# Campus Safety

EMERGENCY - DIAL 911



EMAIL:  
DPSS-SAFETY-SECURITY  
@UMICH.EDU



CALL:  
(734) 763-1131



# Campus Safety



Scan Me to  
Register Property  
or  
Visit the [DPSS  
website!](#)



Own a Bike or  
Scooter?  
Use a U-Lock!



[Blue Light Phones](#)

More  
information  
about student  
safety in [Family  
Matters  
newsletter!](#)

# Campus Safety





# Campus Safety

## Government Imposter Scam

*Students at UM have received phone calls from the Chinese Embassy in Chicago stating there is an issue with their passport or VISA and they are under investigation.*

*The “embassy” asks for pictures of ID, screenshots of bank account information, and money to help clear up the investigation. They have even asked students to open Skype accounts so they can monitor their actions.*

**This is a SCAM.**

Scammers can **SPOOF** phone numbers from legitimate government agencies.

Even if the number is legitimate, the person calling you **IS NOT.**




# Campus Safety

NEWS

## Another U of I student scammed, loses \$90k to caller claiming to be from Chinese Embassy

by: [Bradley Zimmerman](#), [Amanda Brennan](#)  
Posted: Dec 1, 2022 / 12:15 PM CST  
Updated: Dec 1, 2022 / 03:43 PM CST



URBANA, Ill. (WCIA) — A University of Illinois student is out of \$90,000 after University Police said they were scammed by someone on the phone.

Officials said that the student received a string of calls throughout November from someone claiming to be a representative of the Chinese Embassy. The caller told the student that their passport was connected to international crime and threatened the student with deportation. The student paid off the threat on Nov. 21 after two-and-a-half weeks' worth of calls.

[U of I Police: Student scammed of \\$300k by fake police](#) >

This scam is the latest in a series throughout the year that targeted international students and involved the payment of five- or six-digit amounts of money. All of the scams involved someone claiming to be either authorities in China or Chinese diplomats in the U.S. and telling the victims they had been implicated in criminal activity that required a payment to resolve.

## How a McMaster University student got scammed out of \$100K – and how you can avoid becoming a victim



Tuition discount scams, rent scams, textbook scams and phishing are ones to watch

 [Bobby Hristova](#) - CBC News · Posted: Aug 18, 2023 4:00 AM EDT | Last Updated: August 18



McMaster University says it is bombarded by phishing scam attempts on an almost daily basis. (Bobby Hristova/CBC)

9 comments 

It was early September 2022 when a McMaster University student got a phone call from someone claiming to be a United Parcel Service (UPS) worker.

MARKETPLACE  
Search For & Place Classifieds

The Detroit News  
SERVING MICHIGAN SINCE 1873 150 Years

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## MICHIGAN

### Sextortion plot led Michigan teen to suicide. 2 Nigerians arrive to face charges

 [Myesha Johnson](#)  
The Detroit News

Published 2:48 p.m. ET Aug. 13, 2023 | Updated 10:13 p.m. ET Aug. 13, 2023

[View Comments](#)    

Two Nigerian men accused of being part of an online sextortion ring were extradited to the United States on Sunday, according to the U.S Attorney's Office for the Western District of Michigan.

At a press conference Sunday at Grand Rapids' Gerald Ford International Airport and streamed on [Facebook live](#), officials said Samuel Ogoshi, 22, and Samson Ogoshi, 20, had arrived at the airport around 11:15 a.m. to be indicted for international "sextortion," or extorting money or sexual favors from someone by threatening to reveal evidence of their sexual activity, [allegedly involving a Marquette teenager](#).

Two defendants were arrested in Grand Rapids.

Get a **\$35** when you open SimplyCheckin  
[Get Started](#)

Equal Housing Lender

## Chinese community helps Southampton student after £31k scam

© 24 January



University of Southampton student Chen lost £31,000 in the scam

# Campus Safety



**HANG UP!! IT'S A SCAM!**

The IRS, Police, Courts, or other government agencies:

- Will NEVER call to demand immediate payment
- Will NEVER ask for a prepaid debit card, gift card, wire transfer, or Zelle transfer
- Will NEVER request credit or debit card numbers over the phone
- Would NOT threaten to call local police, or another law enforcement agency, to arrest you for non-payment
- Additionally, the IRS will never call you about taxes without having first mailed a paper version of the bill

# Campus Safety

**Spoofing** can also involve fake advertisements for jobs, apartments, houses, or vacation rentals. Scammers ask for a security deposit and/or first month's rent.

- Ask to meet the landlord/lease holder in person or on a video call. Request a **live** walkthrough of the unit.
- Scammers like to use Zelle, Venmo, gift cards, or wire transfers because it is hard to trace or recover your money once sent.
- Take your time. Scammers like to put the pressure on!



# Campus Safety

If you can spot a scam,  
you can stop a scam!

Stay 4 steps ahead by using the S.C.A.M. test:

- S** Seems too good to be true
- C** Contacted out of the blue
- A** Asked for personal details
- M** Money is requested



**Scan the QR Code for more information**

Call DPSS at (734) 763-1131. We can help.

# Campus Safety

We are here to help!

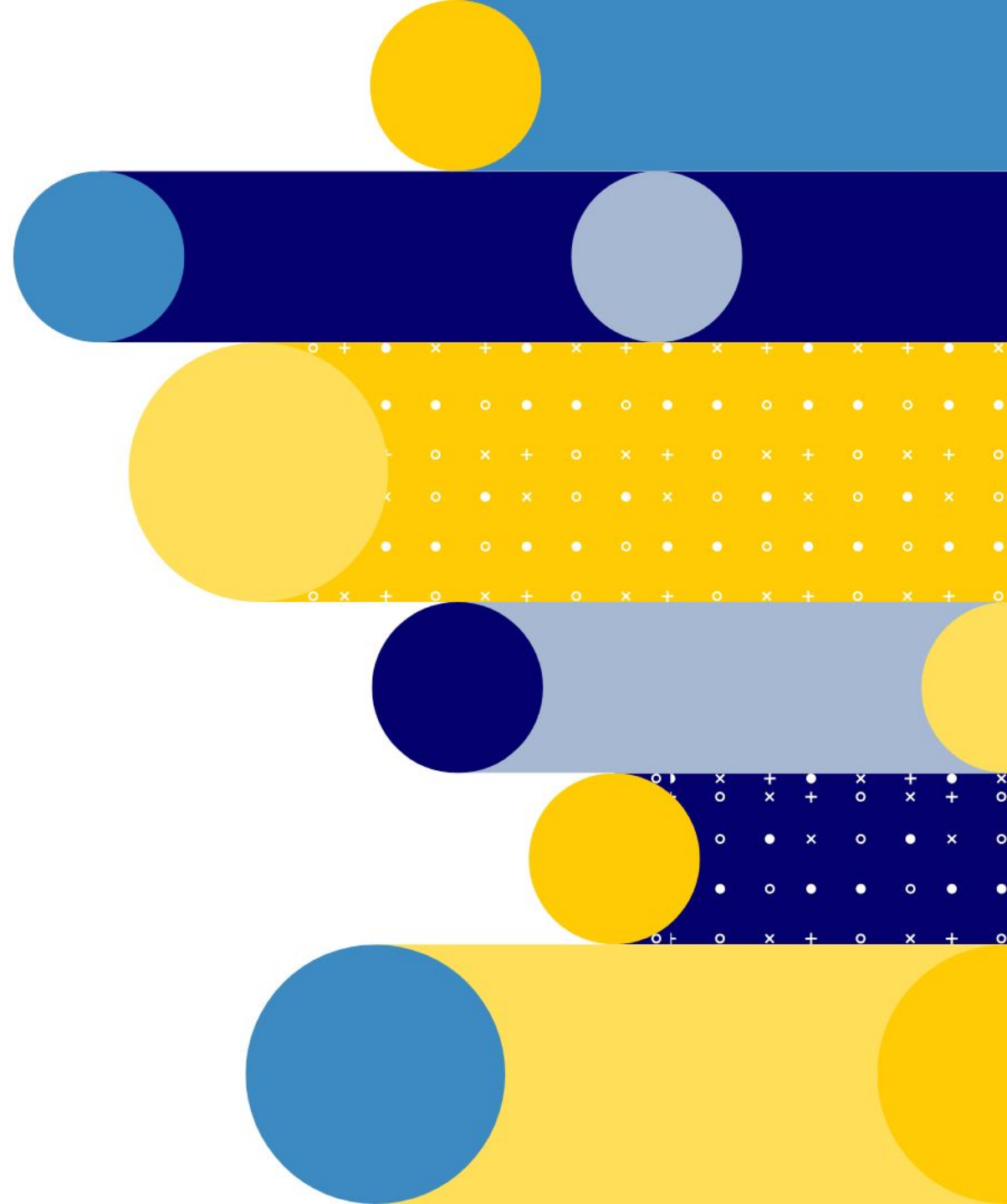
Ask questions when you have them and call for help when you need it.



**EMERGENCY - DIAL 911**



**Questions?**





# Thank You!

