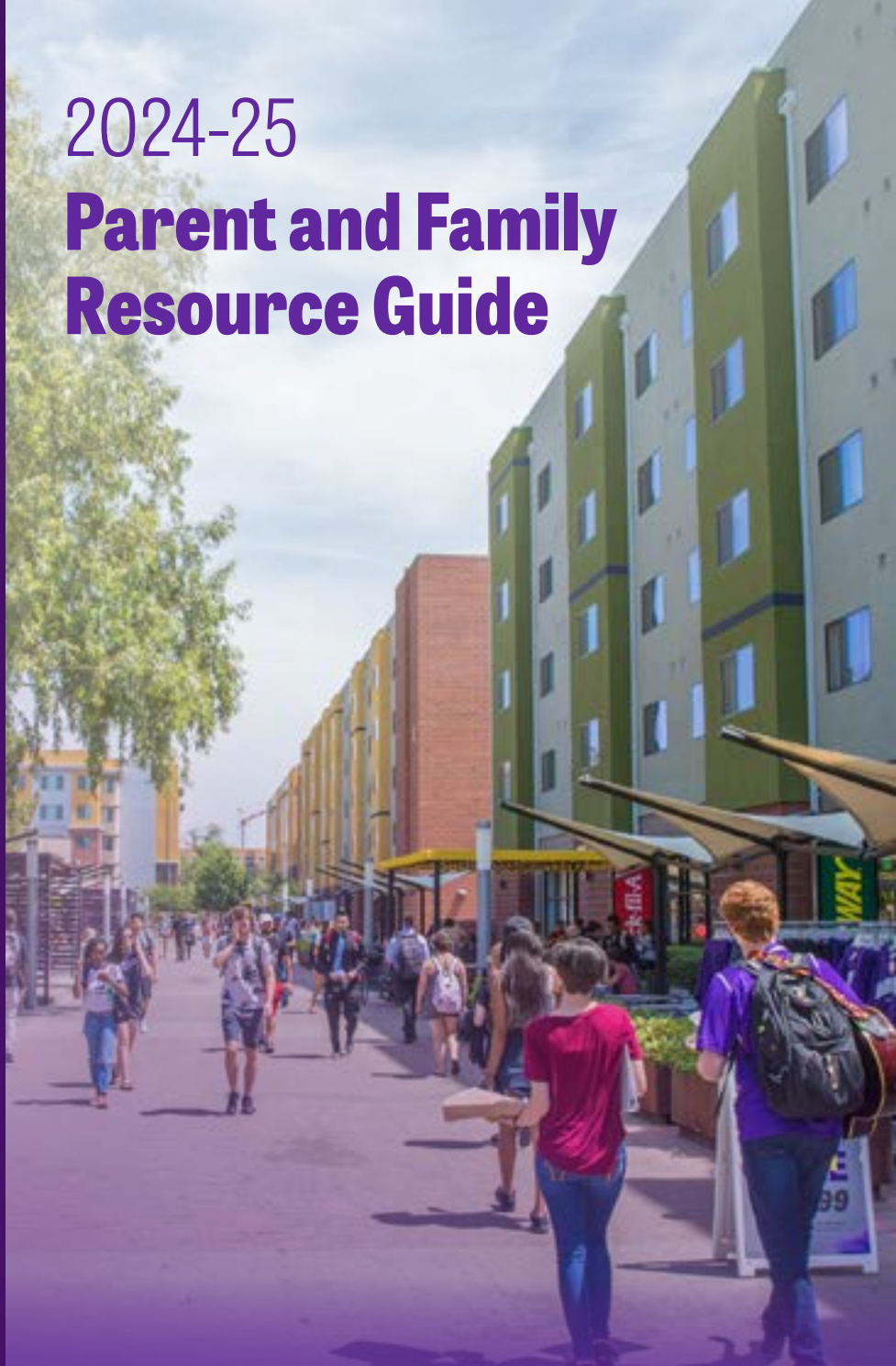


2024-25

Parent and Family Resource Guide



GRAND CANYON
UNIVERSITY®

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PARENT AND FAMILY PROGRAMS

LETTER FROM PARENT AND FAMILY PROGRAMS COORDINATOR

Welcome New Parents and Families,

College is a time of growth in your student's academic pursuits, personal development and spiritual formation. The role you have in your student's life plays an integral part in the success they will have on campus. We look forward to partnering with you in that endeavor!

We know that this is one of the last partnerships you will have in parenting your student. With this resource guide, we hope to explain the expectations and roles that you and the university will have in serving your student together.

There are three sections for you to explore: Parent and Family Programs, Academic Success and Campus Involvement. After each section, there will be a list of important conversations for you to have with your student. This is by no means an exhaustive guide including every detail. However, we will do our best to equip you with information on the [GCU Family Communication Portal](#).

We invite you to encourage your student to take advantage of the many opportunities offered to get involved at the beginning of the semester. We encourage residents to stay on campus over the first few weekends and commuters to stay beyond their class times. This extra time on campus will enable your student to connect to our Lope Family quickly. Please read the Student Resource Guide with your student and visit gcu.edu/family to look for ways that you can be involved as part of our extended Lope Family.

We pray that this year brings many blessings and we look forward to seeing you on campus!

— Parent and Family Programs Coordinator, Grand Canyon University





PARENT AND FAMILY PROGRAMS OVERVIEW

ABCs of Parenting a College Student

A – Available, Not Annoying

You and your student are embarking on your new normal. Part of that transition will involve less time together, whether your student is living on campus or commuting from home. Allow your student to embrace the independence that college life brings. Make a communication plan with your student that meets the needs of everyone. Let them know that you are available to talk but resist the urge to reach out more than you've agreed, as this can be perceived as annoying.

B – Believing, Not Belittling

As parents and family members, you will know a lot of the right answers. As young adults, our students will not. They simply have not lived long enough to have had the time to know. College life allows both the space and the time to make decisions, big or small. Trust your student. Walk with them in their choices, believing in them. The confidence gained through that experience will last forever.

C – Communicating, Not Controlling

Communication is crucial for the success of your student. They will need to advocate for themselves in the classroom, in their living situations, with friends and with family members. Conversations and discussions will help your student on their path to adulthood, whereas the desire to control your student's decisions or environment will hinder them.

Department of Advancement Parent and Family Programs

Student Advising Center Building 18
Grand Canyon University
3300 W. Camelback Road
Phoenix, AZ 85017



Office: 602-639-8254



Email: LopeFamily@gcu.edu



Website: gcu.edu/family



Website: [GCU Lope Family
Communication Portal](#)

PARENT EXPECTATIONS

Parenting a college student is different than parenting a high school student. As you read the chart below, your main contribution will comprise of supporting, coaching and role-playing with your student as they will be responsible for their academics, finances and personal choices.

PARENTS IN HIGH SCHOOL	PARENTS IN COLLEGE
You remind your student of their responsibilities and actively participate in their education.	Your student is responsible for setting their own priorities and making independent decisions.
You may have direct contact with your student's teachers and are provided feedback on their academic progress.	Professors work directly with students. Information pertaining to your student's performance and participation in class will not be communicated to you.
You will be notified if your student is not attending their classes.	Your student is accountable for their own attendance decisions.
You may play a role in disciplinary proceedings.	Disciplinary procedures will be conducted directly with your student. In the case of an alcohol or drug violation with a student under the age of 21, parental contact is required.

GCU Lope Family Communication Portal

GCU Family Communication Portal is designed to provide the information you need when you need it. You can stay up to date on campus news to keep you engaged and focused on what matters most — your student's success! [Sign up.](#)

Lope Family Groups

Parents and families across the country are invited to gather monthly to pray for their students. To learn more about a [Lope Family Group](#) near you or for more information about hosting your own, email LopeFamily@gcu.edu.

Family Weekend

This fun-filled weekend is a great opportunity for parents and families to visit their students and see our beautiful, growing campus. In the fall, we have fun activities your family can enjoy together as you experience Lope Life in the heart of Phoenix! Watch for Family Weekend details in the Lope Family newsletter and on theWatch for Family Weekend details in the Lope Family newsletter and [GCU Lope Family Communication Portal](#).



ACADEMIC SUCCESS

LETTER FROM DR. JENNIFER LECH DIRECTOR OF ADMISSIONS

Dear GCU Parent,

We welcome you and your family to Grand Canyon University! College is an exciting time filled with new opportunities and significant growth. Your loved one is experiencing social, emotional and academic development as they fully transition into adulthood. During this time, research indicates that it is vital that your student develops the ability to think independently, proactively seek out healthy relationships and learn how to effectively navigate life obstacles largely on their own.

Because of this, students own their academic experience and GCU encourages parents to promote their student's maturity and independence while in college to prepare for the workforce. Just as your student's future boss will not call you to discuss their performance, neither will university faculty and staff. In most cases, you will hear about your student's experiences directly from them. If your student does not know where to initiate the dialogue, their student services counselor (SSC) is the best starting point.

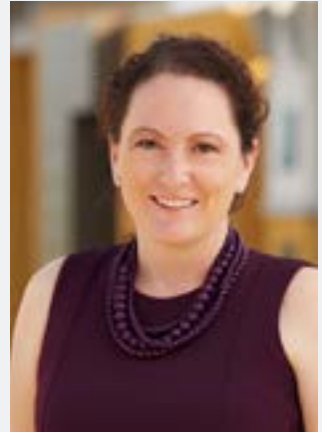
While at GCU, your student is responsible for their own academic, personal and spiritual growth. We look forward to working with them as they foster and develop these important life skills. We believe that the more familiar you are with college, the more you will be prepared to help your student effectively navigate their time at GCU. Our goal is to provide you with helpful information that will assist you in supporting your student's success.

Congratulations to you and your student's achievement of this amazing milestone!

Welcome to Lope Country. Go Lopes!



Dr. Jennifer Lech
Director of Admissions



STUDENT SERVICES COUNSELOR

Student services counselors, or SSCs, are responsible for all aspects of your student's academic scheduling and financial advising needs. They counsel on university policies and procedures, as well as ensure your student's academic journey is successful and timely. Your student can make inquiries related to their schedules and finances with their assigned counselor. Your student will be able to find their SSC's contact information in their GCU Student Portal.

PARENT CODE OF CONDUCT

While we anticipate that your student will be the primary point of contact while conducting business within the university, there may be situations where you participate in meetings with your student and university staff. Please remember, any person (including a parent or guardian or other third-party representative) is expected to act in an appropriate, courteous and professional manner toward university staff, faculty and other students. To promote a positive and productive educational environment, the following is a non-exhaustive list of behaviors that will not be tolerated:

- ▶ Disruptive behavior which interferes with normal operation of the university, including but not limited to: multiple and repeated phone calls to university staff without allowing for a reasonable response time of 48 business hours to return a call to the student.
- ▶ The use of hostile or offensive language, such as swearing or displaying an excessive amount of anger and aggression in person, on the phone or through any electronic means.
- ▶ Failure to comply with a reasonable directive from a faculty member or university representative.
- ▶ Threatening a member of the GCU community including physical violence, job status or any other way meant to intimidate to achieve a desired outcome.
- ▶ Accessing a student's portal, online classroom, physical classroom or any other system designed exclusively for student information and engagement.
- ▶ Completing a document for a student.

The university reserves the right to discontinue communication with those who engage in inappropriate, threatening or other unprofessional conduct toward a university representative. This includes ceasing all written, voice-to-voice and in-person interactions, regardless of whether a Student Information Release Form (SIRF) is on file. The university will continue to release education records to a person authorized on the SIRF form, recognizing that a release of records generally comes in the form of a paper document and does not provide permission for staff to discuss the document or any other part of the student's education record.

GCU IS COMMITTED

to protecting the privacy of your student's records.

FERPA

Grand Canyon University is committed to protecting the privacy of your student's records. Under the Family Educational Rights and Privacy Act of 1974 (FERPA), students who reach the age of 18, or who attend a postsecondary institution, are afforded the right to privacy as it pertains to their education record and have some control of the disclosure of information from these records. Although your student may opt to share certain information with you by completing the SIRF, parents are not automatically granted access to a student's records.

A SIRF permits the university to release a copy of an education record to an authorized third party such as a parent. However, it does not authorize a GCU staff member to have discussions about any portion of the student's education record or for the authorized person to take action on the account. A record is generally released as a paper document or digitally through the Parent Portal if applicable and with appropriate permissions.

TITLE IX: OUR COMMITMENT

GCU is committed to providing an environment free from discrimination or harassment on the basis of sex or gender. This includes pregnancy and/or disability discrimination based upon complications related to pregnancy. The university's Title IX policy and procedures, which can be found at gcu.edu/TitleIX, provide for a prompt and equitable response to reports of sexual misconduct.

CONSENT

Consent is an understandable exchange of affirmative words or actions, as long as those words or actions create mutually understandable clear permission regarding willingness to engage in (and the conditions of) sexual activity. Any sexual encounter that occurs without consent is in violation of GCU's Title IX Policy. If force, coercion or intimidation are used to gain consent, there is no valid consent. If a person is incapacitated, they cannot give consent. Silence does not necessarily constitute consent.

ACADEMIC RESOURCES

Academic support services and resources aren't just for students who may be struggling. Seeking out academic support is a smart decision for your student regardless of their level of academic performance. GCU's various academic and career support services can help your student with time management, research help, resume building, career guidance and subject-specific academic assistance.

In addition to class time, GCU faculty are available to meet with your student through office hours, email or phone. GCU faculty are committed advisors who are dedicated to helping your student grow academically, spiritually and personally.

ACADEMIC AND CAREER EXCELLENCE (ACE)

GCU has [ACE Centers](#) located throughout campus for campus students. These centers are available to support students from start to finish and help them get the most out of their college experience. Our academic resources include peer-to-peer support by ACE advisors, personalized success planning and coaching by our student success specialist, academic planning resources, After Dark Series drop-in support, exam review sessions and the online [Student Success Center](#). Our career support services help students build career portfolios and professional skills while connecting them with employment opportunities and industry representatives.

FIRST YEAR EXPERIENCE

GCU also offers support for all new-to-GCU students, regardless of class level. The First Year Experience (FYE) team is available to support students' academic transition to university-level learning. The FYE team is comprised of FYE LEADs who will meet with students one-on-one about their transition to GCU and help get them connected with the appropriate resources for their needs.

Additionally, a virtual FYE roadmap is available to help your student gain strategies on how to be a successful student and connect with all the resources on campus. The first year can be challenging and it is common to feel overwhelmed when making the transition to college. The [FYE ACE Center](#) is located on the 1st floor of Willow Hall Building 81.

As a parent, you can help promote the GCU academic support services that are available to your student through the ACE Centers, [GCU Library](#) and [Student Disability Services](#).

HIGH SCHOOL	COLLEGE
Students spend around 30 hours a week in class.	About one hour/credit hour per course is spent in the classroom each week. The workload outside of class will be greater.
A student's schedule is mostly arranged for them.	Students build their own schedule, with the assistance of their SSC.
A student's schedule is designed to lead to graduation and students are not solely responsible for knowing the requirements.	Graduation requirements are complex and differ depending on your student's program of study. Students are responsible for understanding graduation requirements and ensuring they make satisfactory academic progress.
Requirements for graduation are standardized.	Some programs may have additional requirements for acceptance, secondary acceptance or graduation. Students are responsible for understanding and meeting the requirements.
Teachers will give reminders about upcoming homework, quizzes and tests.	Professors may not provide reminders. Assignments, quizzes and tests will be outlined in the syllabus and the Halo classroom.
Teachers may approach a student who they feel needs additional assistance.	Professors expect students to seek out assistance if needed.
Teachers provide students with information and allow make-up work from when students are absent.	Students are responsible for whatever material was covered during an absence.
Teachers will outline what they expect students to learn from certain materials and what they will be responsible for knowing.	Students are expected to read all materials and draw their own conclusions about what is important and make connections to what is covered in class.
Extra credit points are often available to help raise grades.	No extra credit assignments are available. All gradable items are listed in the syllabus and will be graded accordingly.
Grades may be rounded within certain parameters.	GCU does not condone the rounding of grades. Furthermore, a student's GPA is calculated in accordance with the university grading scale.
Students generally graduate so long as required courses are completed with a D or higher.	Students must satisfy all academic and financial elements to be eligible for graduation.
Students will generally be told what to do and will be warned or corrected if their behavior is unacceptable.	Students are responsible for their actions and will be held accountable for their choices. It is their responsibility to understand the university's expectations regarding academics as well as conduct. Lack of knowledge of university policy will not be accepted as a defense for failure to meet university standards.

FAQ — ACCESS TO STUDENT INFORMATION

► Do I have the right to my student's records if I am paying their tuition?

At the postsecondary level, parents have no inherent rights to their student's education records, regardless of whether they are paying for the student's education. This means you may not obtain your student's education records, including grades, unless your student provides their consent through a signed SIRF form.

► Will I be contacted if my student is facing academic or disciplinary action?

In most cases, GCU will not contact you to provide any information related to academic or disciplinary actions. FERPA regulations allow, but do not require, parent notification if an underage student violates alcohol or drug policies. As part of the student conduct sanctioning process, parents are generally notified if their underage student is in violation of alcohol or drug policies.

► Can I log in to my student's classroom or otherwise use their login and password?

A SIRF release does not grant permission to log in or otherwise access university systems on behalf of the student. This is considered a violation of the Student Code of Conduct, regardless of whether SIRF authorization is on file. If the university is notified that anyone other than the authorized student accesses their online classroom or any other system, the student will be charged with a code of conduct violation.

► What if my student receives a bad grade?

You should not contact your student's faculty. Instead, encourage your student to discuss their grade and academic performance with their faculty directly. Students who discuss their academic performance with their faculty directly can often resolve any issues and receive excellent guidance for improving their performance. In addition, if your student needs to discuss their academic path or course selections, remind your student to reach out to their SSC.



CAMPUS INVOLVEMENT

Dear GCU Family Member,

Congratulations on your student's commitment to Grand Canyon University! I would like to personally welcome you to the Lope Family and to your new role as the parent or family member of a GCU student. Throughout their life, you have served an integral role in your student's success and growth and much of who they are is because of your support and investment. I hope you will continue encouraging your student on their path to adulthood through the commitment to academic success, the formation of new relationships, the engagement in activities on campus and their continued development into the person that the Lord desires them to be.

It is the goal of Student Affairs to provide relevant co-curricular programs that support students in their academic journeys. I hope your student will be encouraged by the many traditions and activities that GCU offers, including the numerous clubs, campus ministries, Life Groups and countless others. Our programs and activities are intentionally designed to reflect our joint commitment to the growth and success of your student. Their experience is what they choose to make it. I invite you to encourage them to step out of their comfort zones, especially in the first six weeks of their time on campus.

Whether your student will be living on campus or commuting, our professional staff and student leaders are committed to facilitating meaningful engagement. I hope your student will not only enjoy the unique culture at GCU but will commit to upholding the community standards and to making a constructive contribution to our thriving culture. It is the responsibility of every student, staff, faculty and guest to help maintain a positive and safe learning environment.

Up to this point, you have been the primary advocate for your student, but they will soon learn to build upon the foundation you've laid for pursuing solutions and resolving conflicts. We look forward to partnering with you as your student learns to advocate for their own needs in a healthy and productive way. Rest assured that the safety, care and well-being of your student is Grand Canyon's highest priority.

It is our honor and privilege to walk alongside your student, helping them achieve goals and encouraging the use of their gifts to serve each other and the surrounding community. When your student walks across the stage at their commencement ceremony, it is my hope that they have not only earned a degree but have gained the maturity and readiness to lead a life of purpose both personally and professionally.

We are excited to have you as GCU family and the invitation to campus connection extends to you as well. Please visit [gcu.edu/family](https://www.gcu.edu/family) to learn more about opportunities for you to be involved.

Lopes Up!



Tim Griffin, EdD
Vice President of Student Affairs
Dean of Students/University Pastor



COMMUNITY STANDARDS

GCU is first and foremost a Christian university and, as such, upholds a commitment to maintaining an atmosphere on campus that honors God. While students do not have to sign a Statement of Faith or be a Christian to attend GCU, they are expected to abide by the community standards. Violating any of the Community Standards below may subject the student to the Student Conduct Process.

- ▶ **Civility and Respect:** It is expected that all students demonstrate mutual respect and courtesy to one another, faculty and staff. Physical abuse, verbal abuse, bullying, threats, intimidation, harassment, coercion, retaliation, including social media and/or other conduct which threatens or endangers the health or safety of any person will not be tolerated.
- ▶ **Alcohol and Drugs:** GCU is a dry and drug-free campus, which means alcohol bottles and cans (filled or empty) are prohibited. This also means that drugs are prohibited on campus, including marijuana and shrooms, even for medicinal purposes.
- ▶ **Smoking and Electronic Smoking Devices:** E-cigarettes, vape pens and accessories and/or other legal smoking devices are allowed in designated areas on campus, but not in residential living areas.
- ▶ **Fire Alarm Policy:** Any student and their guests who do not immediately evacuate any living space once a fire alarm is sounded will be fined \$250. Any student and/or suitemates that activate the fire alarm may be required to take an educational class on fire safety.
- Any student or room that has tampered with the smoke detector/fire alarm (covering, disabling, etc.) will be charged a \$250 fine. In addition, any student who has non-approved items (including, but not limited to, appliances, electronic smoking devices or accessories such as a vape pen and vape paraphernalia) in the room when the smoke detector is triggered, will be charged a \$500 fine for the first offense and \$750 for the second offense. A third offense will be sent before the Student Conduct Board for possible removal from housing.
- ▶ **Failure to Comply:** It is expected for students to promptly comply with a reasonable university directive.
- ▶ **Visitation:** GCU has a visitation policy that helps ensure that living areas are safe and comfortable for all students on campus.
- ▶ **Weapons and Firearms:** Students possessing a firearm on campus are subject to immediate expulsion from the university and the expulsion is not subject to appeal. Law enforcement officers, on or off duty, are exempt from this provision.

UNIVERSITY CODE OF CONDUCT PROCESS

Academic integrity is at the heart of GCU's values and is integral to our university community. All students are expected to possess a high standard of conduct and personal integrity in the classroom and beyond. It is the responsibility of all GCU students to be familiar with the specific policies pertaining to student conduct and academic integrity that are outlined in the [University Policy Handbook](#).

STUDENT CONDUCT PROCESS

As a Christian university, GCU strives to offer loving accountability and to be redemptive in its approach to students who have violated the community standards. Residence Life's Student Conduct Process addresses such concerns. Decisions made by the Student Conduct office will be final, pending the normal appeal process. With any student conduct procedure, students are not permitted to be accompanied by third parties or attorneys and may not document the hearing by the use of a recording device.

The determination of a student conduct violation is made on the basis of the preponderance of the evidence, whether it is more likely than not that the student violated the community standards. Sanctions for Student Conduct violations range from mediation with both parties, up to removal from housing. The determined sanction will depend on the severity of the offense, as well as the student's conduct history.

Appeals of student conduct sanctions are only accepted within 72 hours of when they are informed of the decision.

PUBLIC SAFETY

Our 24-hour security staff includes certified police officers, uniformed security guards at each point of entry and a dispatch center to coordinate security efforts. In addition, GCU has partnered with the Phoenix Police Department on a neighborhood safety initiative to create a positive impact in the community surrounding GCU.

- ▶ In the event of an emergency, call **911**.
- ▶ For assistance from **Public Safety**, call **602-639-8100**.
- ▶ For non-emergency, general questions and more information, email security@gcu.edu.

SAFETY RESOURCES

- ▶ **Emergency Notification System:** GCU uses an emergency notification system to communicate time-sensitive information during an emergency to the campus community. Students can update their contact information to receive alerts through their [Student Portal](#) or by contacting their SSC.
- ▶ **Online TIPS Reporting:** If you or your student witnesses or is aware of a potential risk to another student, faculty or staff member, you may file a report through our online TIPS reporting tool. The appropriate university department will investigate all reports. Your information will remain confidential and you have the option to submit the form anonymously. Access to the TIPS incident reporting tool can be found at gcu.edu/PublicSafety
- ▶ **Emergency Blue Light Phones:** In the event of a safety concern or suspicious activity, students or campus guests can use the blue light phones found around campus. Safety officers always respond to campus emergencies.



DEPARTMENT OF STUDENT CARE

College presents a host of new responsibilities and challenges for students. As a result, your student may experience a mix of emotional reactions and may need some support to navigate some of the new stressors in their life. GCU is committed to supporting its students emotionally and academically. If your student is struggling, refer them to the Department of Student Care where they can be connected to counseling and support groups located on the 2nd floor of the Student Life Building 26.

Students commonly struggle with life changes, feeling homesick, anxiety and stress, relationships, self-esteem, depression, substance use, problems with eating and body image and grief/loss.

STUDENT CARE OFFERS

- ▶ Free counseling services for all traditional campus undergraduate students.
- ▶ Psychoeducation, group counseling, brief and solution-focused individual counseling, crisis counseling and outside referral consultation.
- ▶ Weekly gatherings that vary from semester to semester. The most popular offerings include groups centered on relationships, anxiety/stress, yoga, resiliency, grief/loss and coping skills.

All clinical experiences are confidential, thus not releasable as an education record. Please communicate with your student directly for information related to their counseling experiences.



HEALTH AND WELLNESS CLINIC

Here for Your Health Care and Convenience

The Health and Wellness Clinic, conveniently located on campus, provides a wide range of services and treatments. Qualified providers include board-certified registered nurse practitioners and physicians who specialize in excellent individualized care, preventative care and wellness education.

- ▶ Athletic trainer
 - ▶ Blood pressure checks
 - ▶ COVID-19 tests (PCR and rapid tests)
 - ▶ COVID-19 vaccinations
 - ▶ Dietitian
 - ▶ Ear lavage
 - ▶ EKG testing
 - ▶ Glucose tests
 - ▶ Illness diagnosis and treatment
- ▶ Immunizations (TB skin test, tetanus and flu)
 - ▶ Nebulizer treatments
 - ▶ Over-the-counter medications (free)
 - ▶ Ordering tests
 - ▶ Lab work at outside facilities can be paid with debit or credit, Apple Pay or billing insurance
- ▶ Physical exams for school, sports and employment
 - ▶ Pregnancy tests
 - ▶ Prescription medications
 - ▶ Radiology
 - ▶ Specialist referrals
 - ▶ Titters (MMR, Varicella and Hep B)
 - ▶ Travel health
 - ▶ Wart removal
 - ▶ Women's health exams

Visit gcu.edu/HealthCenter for a full list of services and treatments. For the [gcu.StudentHealthPortal.com](https://gcu.edu/StudentHealthPortal.com) — Use your student's GCU username and password to sign in.

Out-of-State Students: For services outside of the clinic (labs, urgent care visits or hospital visits), please check with your insurance for medical coverage in Arizona.

The health clinic will bill insurance for office visits or provide self-pay rates for under and uninsured patients. Please be prepared to pay any co-pay or deductibles at the time of visit.

Location: Southwest corner of Papago Apartments North Building 47
Hours of Operation: Monday-Friday: 7:45 am – 5:30 pm | Saturday and Sunday: Closed
After Hours and Weekend Nurse Advice Line: 877-602-7271





RESIDENCE LIFE

The Department of Residence Life provides a co-curricular experience for students through a community learning plan led by student leaders. Our programming provides students with a variety of ways to get connected with their peers, including frequent hall and all-building events. In addition to student leaders, resident directors are full-time staff who are present in living areas throughout the week to assist students with any needs they may have related to their living area, including roommate conflict management and community connection. We strive to help students living in university housing become Christ-like servant leaders through an awareness of self and engagement with others.

ROOMMATE CONFLICTS

Open and ongoing communication is the key to your student establishing and maintaining a positive and successful roommate relationship. Talk with your student ahead of time regarding roommate expectations, how to be flexible and how to proactively approach conflict. It will help your student be prepared to navigate their roommate relationships. For most students, this is their first time sharing a room and learning to live with someone who is not a member of their family. When a roommate conflict arises, the conflict will be resolved through the structure of the roommate conflict resolution process. The university has a very specific educational conflict resolution process. This process is used in campus housing university-wide.

Roommate conflicts are normal and healthy for students and are a very common part of your student learning to live autonomously. As their parent/family member, you will often be their first call when faced with the challenges of roommate conflict. When interfacing with your student about roommate conflict, it's helpful to:

- ▶ Remain calm.
- ▶ Listen and ask questions to understand what they are experiencing.
- ▶ Filter out your own emotions about the situation.
- ▶ Encourage your student to talk it out with their roommate(s).

Most conflicts result from a lack of communication between roommates. Remind your student that as a member of the residential community, they are guaranteed a safe, but not always comfortable, living environment. Encourage them to talk with their resident assistant (RA) for more assistance as GCU practices a three-step conflict resolution process. Remind your student that if the RA is unaware of the conflict, they are not able to step in and help give your student the tools to help resolve their conflict. Lastly, remind your student that conflict resolution does not happen overnight!

CONFLICT RESOLUTION: Before You Talk:



SELF-REFLECTION

Your actions may make the problem worse. Pay attention to your presence. What does your body language communicate? Avoid eye rolls and crossed arms.

PERSPECTIVE

Put yourself in your roommate's shoes. How would you approach this conflict if you were them?

STATE OF MIND

Prepare yourself to enter the mediation in a calm, solution-oriented state of mind. Reflect on how you have contributed to the conflict.

When You Talk:



LISTEN AND CLARIFY

Listen to what your roommate is saying and clarify with questions like, "What I am hearing is that you want me to take out the garbage once a week?"

AGREE

Find something to agree on. The conflict cannot be resolved until the issue is recognized.

ASK QUESTIONS

Ask questions like, "Why is this bothering you?" to understand your roommate's perspective.

TONE OF VOICE

Roommate conflict can be emotionally charged. Use statements like, "I feel frustrated when..." to talk about conflict.

Moving Forward:



SUGGEST SOLUTIONS

Suggest solutions and listen while your roommate does the same thing. You and your roommate don't have to be friends to live together.

AGREE ON NEXT STEPS

Create a plan to prevent the same conflict from repeating. This will require flexibility and compromise. What will you do if a different conflict arises?

CHECK IN

Ask intentional questions like, "Was I making too much noise last night?" Encourage each other to communicate as you learn to live together.

COMMUTER LIFE

Keeping You in the Know, on the Go

Students who live off campus can enjoy just as many features and benefits as students who live on campus. Our vibrant commuter student community can take advantage of extensive services and activities on campus. We value our commuter students and want to make sure you have every opportunity to be part of GCU Lope Life.

Commuter students are encouraged to connect with our thriving commuter community, featuring:

- ▶ Dedicated space for commuting students in the Commuter Lounge
- ▶ Monthly socials, lunches and/or events in the Commuter Lounge
- ▶ Quiet study room located in the Commuter Lounge
- ▶ Student leaders dedicated to commuter services

Office of Commuter Life

Kaibab Building 25
3300 W. Camelback Road
Phoenix, AZ 85017



Instagram: [@GCUCommuters](#)

HIGH SCHOOL	COLLEGE
High school is mandatory.	College is voluntary and has standards for entry and progression.
A student's time is structured by others.	Students are responsible for managing their own time.
Students need permission to participate in certain activities.	Students choose how to spend their time and what activities/co-curriculars to participate in.
Parents and teachers hold students accountable and guide their educational journey.	Students must manage their priorities and are ultimately responsible for their own success.

SPIRITUAL LIFE

The Department of Spiritual Life exists to support students by providing spiritual formation opportunities throughout a student's college experience. We organize worship services, small groups and ongoing outreach ministries.

Chapel, The Gathering and Sanctuary are three weekly worship services where GCU students, faculty and staff gather to hear teachings from the Bible and worship together. Worship is led by GCU students and speakers come from a variety of local churches and Christian organizations. Both Chapel and The Gathering can be viewed live online on the [GCU YouTube Channel](#).

The Department of Spiritual Life encourages students to be connected to a local church community and can assist students who are looking for more information or guidance.

Students are encouraged to visit the Spiritual Life office to learn about programs and opportunities, pray or talk with staff and student leaders and pick up a free Bible!

Department of Spiritual Life

Student Life Building 26, 1st Floor
602-639-6750
SpiritualLife@gcu.edu



Instagram: [@GCUSpiritualLife](#)



FAQ — PARENTING FROM AFAR

► What do I do when my student calls home homesick?

Assure your student that they are perfectly normal and that you miss them, too. Remind them of all the reasons they chose to attend GCU and how you are so proud of them.

► Will I be notified if my student is sick or hurt?

Parents are generally not notified if their student becomes sick or injured. However, in some emergency circumstances, such as a determination that a student is a danger to themselves or others, GCU will contact the student's listed emergency contact.

► Will I be notified if my student is charged with a violation of the Code of Conduct?

Parents do not receive notice from the university when conduct violations have been alleged against their students, although your student may choose to disclose this information to you. The proceedings and related documentation are confidential and are considered part of the student's education record, which is protected under FERPA.

► Can I call or meet with someone on my student's behalf or otherwise receive information about the Code of Conduct process?

Even if appropriate authorization has been designated to you through the SIRF process, FERPA is for release of records only and does not allow the authorized person to have discussions with GCU staff or take action on the account. Students are expected to act on their own behalf for all facets of their academic business, including conduct-related proceedings. Detailed information about the process is located in the [University Policy Handbook](#).

► Can I be present in the Code of Conduct conference?

Students are not entitled to representation by any third party, personal representative or attorney in the university disciplinary process.

► **Can my student appeal the Code of Conduct decision?**

A student can submit an appeal utilizing the university appeal procedures as outlined in the University Policy Handbook. However, there must be sufficient documentation to warrant submitting the appeal, as it is important to remember that disagreement with the decision does not justify submission of an appeal.

► **Will I be notified if my student is charged with a community standard violation with Student Conduct?**

You will be notified if your student has been held responsible for violating the alcohol or drug community standard and is under the age of 21. Other violations do not require parental contact.

► **What can I do as a parent if I have concerns regarding my student's mental health?**

If you believe your student is in immediate psychological danger, call **Public Safety** at **602-639-8100** describing the nature of your concern and a Wellness Check will be conducted immediately. Licensed therapists in the [Office of Student Care](#) provide short-term, solution-focused counseling support and as a result, it is not recommended that Student Care be used as a part of post-hospitalization or post-inpatient facility aftercare plan. Student Care builds daily crisis availability into their scheduling, but in the event that it is determined a student requires more consistent and ongoing clinical support than can be provided under their scope of practice, the student will receive a listing of preferred community providers to pursue locally (including low-cost options). Learn more about [Student Care for parents](#).



MAIL CENTER

Receiving care packages, birthday cards and other surprises in the mail at GCU is easy! The information below is a brief overview of our procedures and policies. Read the GCU Mail Agreement for further details. All students are required to read and sign up for the GCU Mail Agreement in their Housing Portal.

Package Pick Up

- ▶ Students will be notified via their GCU email address (@my.gcu.edu) when their package is ready for pick up. Students should not come into the Mail Center unless they received a notification.
- ▶ Students are required to scan their GCU-issued ID (same as for dining dollars) when picking up packages. If you are using your mobile ID, please make sure it includes a photo.
- ▶ Students who cannot pick up their packages may authorize someone else to do so. The student must send the authorization via email to MailCenter@gcu.edu including the authorized person's full name.
- ▶ Students must use their own means to transport anything from the Mail Center to their living area. Dollies and golf carts will not be provided or available to loan out.

Receiving Mail

- ▶ Each student living on campus will be assigned a mailbox. Depending upon which semester a student begins, fall or spring, it is the student's responsibility to pick up their mail key from the GCU Mail Center at the beginning of that semester.
- ▶ Students will not receive a notification when mail is put into the mailbox. Mail will be put out regularly. It is the student's responsibility to check their mailbox.
- ▶ It is important to ensure that all incoming mail/packages are addressed properly. Follow the sample address below:

First Name - Middle Initial - Last Name (No Nicknames)
Residence Hall/Apartment Building Name and Room Number
3300 W. Camelback Road
Phoenix, AZ 85017

Do not write "P.O. Box." Make sure that the writing is legible and is not missing any pertinent information, as this may result in a delay.

- ▶ **Tracking:** We highly recommend the use of tracking on all important packages and documents. If the package doesn't have tracking, there is no way of knowing if it has been delivered to us.
- ▶ **Non-Residents/Commuters:** If you do not live on campus, you will NOT be able to receive packages or mail. You can, however, send out packages at the Mail Center. You can also utilize the Amazon lockers located throughout campus.
- ▶ **Amazon Locker Locations:** There are four Amazon lockers at GCU available to all students 24 hours a day. GCU Mail Center does not operate Amazon lockers. Please contact Amazon directly for questions about Amazon locker packages.

- **Nicole:** Papago Apartments Building 48
- **Galactic:** Juniper Hall Building 84
- **Cassowary:** Diamondback Apartments Building 50
- **Advance:** Chaparral Hall Building 45

Follow us on Twitter [@GCUMailCenter](https://twitter.com/GCUMailCenter) to get updates and helpful tips.

Questions?

MailCenter@gcu.edu | 602-639-7905

LODGING

Pointe Hilton Tapatio Cliffs Resort

11111 N. 7th St., Phoenix, AZ 85020

800-947-9784 | TapatioCliffsHilton.com

Hampton Inn Phoenix Biltmore

2310 E. Highland Ave., Phoenix, AZ 85016

602-956-5221 | hilton.com

AC Hotel by Marriott Phoenix Biltmore

2811 E. Camelback Road, Phoenix, AZ 85016

602-852-6500 | marriott.com

DoubleTree by Hilton Phoenix North

10220 N. Metro Pkwy. East, Phoenix, AZ 85051

602-997-5900 | hilton.com

Embassy Suites Phoenix Downtown North

10 E. Thomas Road, Phoenix, AZ 85012

602-222-1111 | hilton.com

Marriott Courtyard Phoenix North

9631 N. Black Canyon Hwy., Phoenix, AZ 85021

602-944-7373 | marriott.com

LOCAL ATTRACTIONS

Arizona Science Center

600 E. Washington St., Phoenix, AZ 85004

602-716-2000 | AZScience.org

Desert Botanical Garden

1201 N. Galvin Pkwy., Phoenix, AZ 85008

480-941-1225 | dbg.org

Grand Canyon University Golf Course and The Lope House Restaurant

5902 W. Indian School Road, Phoenix, AZ 85033

623-846-4022 | GCUGolf.com

GCU Arena Box Office

GCU Athletics and College of Arts and Media Events

602-639-8979 | GCUArena.com

OdySea Aquarium

9500 E. Via de Ventura, A-100, Scottsdale, AZ 85256

480-291-8000 | OdyseaAquarium.com

Phoenix Zoo

455 N. Galvin Pkwy., Phoenix, AZ 85008

602-273-1341 | PhoenixZoo.org



LOCAL HIKES

Camelback: Cholla

Difficulty: Moderate

Distance: 1.42 miles

Access: 6131 E. Cholla Ln., Paradise Valley, AZ 85253

Camelback: Echo Canyon Trail

Difficulty: Extreme

Distance: 1.23 miles

Access: N. Echo Canyon Pkwy., Phoenix, AZ 85018

Papago Park: Hole-in-the-Rock

Difficulty: Easy

Distance: 0.2 miles

Access: 625 N. Galvin Pkwy., Phoenix, AZ 85008

Piestewa Peak: Freedom Trail

Difficulty: Difficult

Distance: 3.7 miles

Access: 302 Trailhead: 2701 E. Piestewa Peak Dr., Phoenix, AZ 85016

South Mountain Drive

Difficulty: Easy

Distance: 6.3 mile drive from base

Access: Dobbins Lookout 10919 S. Central Ave., Phoenix, AZ 85042

Thunderbird

Access: 55th Avenue and Pinnacle Peak Road, Phoenix, AZ 85308

Cholla Loop

Difficulty: Moderate

Distance: 3 miles

Flatlander

Difficulty: Easy

Distance: 1.25 miles

LOCAL EATERIES

Bobby Q's

8501 27th Ave., Phoenix, AZ 85017

602-995-5982 | BobbyQBBQ.com

Churn

5233 N. Central Ave., Phoenix, AZ 85012

602-279-8024 | ChurnAZ.com

Federal Pizza

5210 N. Central Ave., Phoenix, AZ 85012

602-795-2520 | FederalPizza.com

Flower Child

100 E. Camelback Road, Phoenix, AZ 85012

480-212-0180 | IAmaFlowerChild.com

Elly's Brunch & Café

100 E. Camelback Road, Phoenix, AZ 85012

602-603-9600 | EllysRestaurants.com

Joyride Taco House

5202 N. Central Ave., Phoenix, AZ 85012

602-274-8226 | JoyrideTacoHouse.com

Lou Malnati's Pizzeria

100 E. Camelback Road, Phoenix, AZ 85012

602-892-9998 | LouMalnatis.com

Postino

5144 N. Central Ave., Phoenix, AZ 85012

602-274-5144 | PostinoWineCafe.com

Sauce

25 E. Camelback Road, Phoenix, AZ 85012

602-845-7007 | SaucePizzaandWine.com

Shake Shack

100 E. Camelback Road, Phoenix, AZ 85012

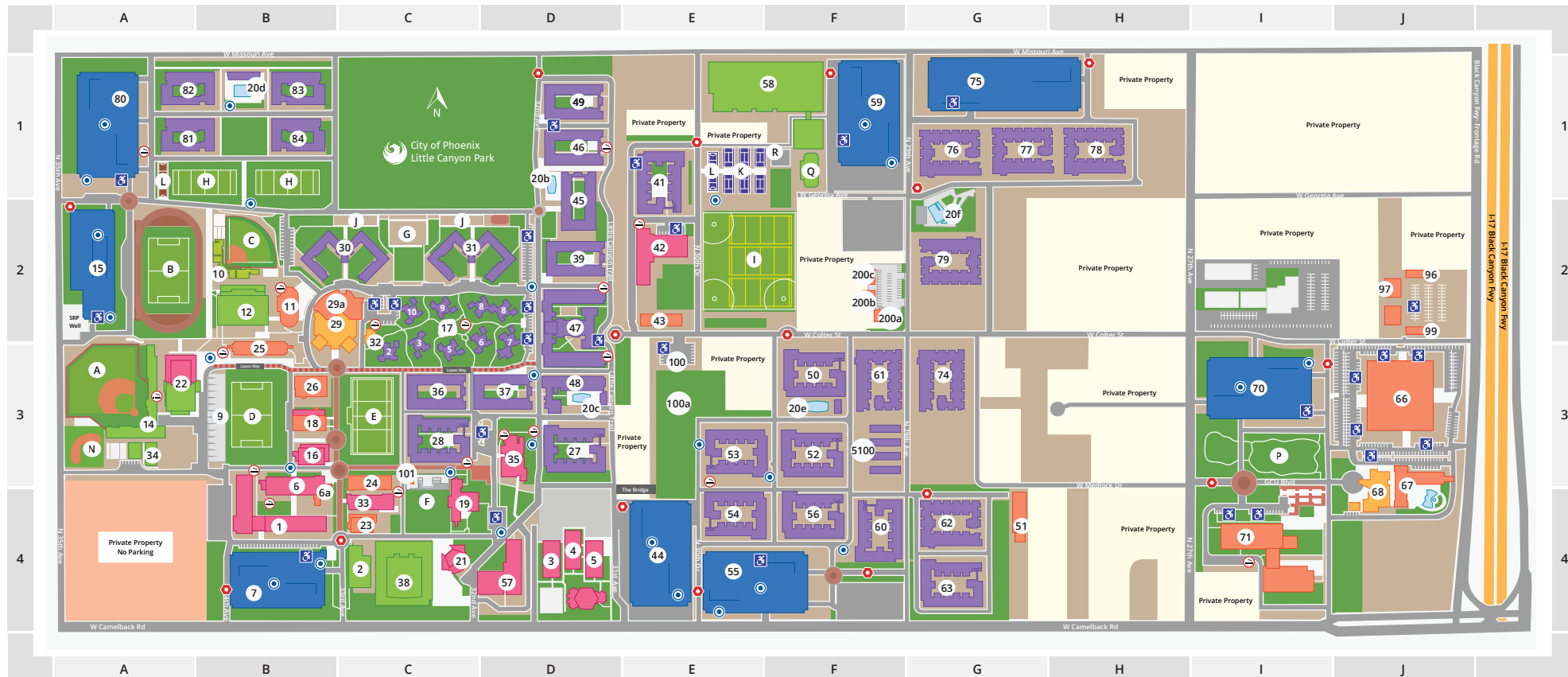
602-903-3240 | ShakeShack.com

Windsor

5223 N. Central Ave., Phoenix, AZ 85012

602-279-1111 | WindsorAZ.com





Campus Directory
 3300 W. Camelback Road, Phoenix, AZ 85017
gcu.edu | 800-800-9776 | www.gcu.edu/campusmap

- | | | | |
|--|--|---|--|
| Classrooms | Athletics | Private Property | Designated Smoking Area |
| Student Housing | Covered Parking | Security Booth | Accessible Parking |
| Food Services | Other | Blue-Light Security Station | Lopes Way |

Scan to view the campus map



CAMPUS DIRECTORY

Academic and Financial Advising	800-800-9776
Academic Career and Excellence (ACE) Center	602-639-8901
Admissions Counselor	800-800-9776
Campus Operations and Parking	602-639-6527
Campus Recreation	602-639-8241
Canyon Health and Wellness Center	602-639-6215
Center for International Education	602-639-9761
Club Sports	602-639-8163
Colangelo College of Business	602-639-7205
College of Arts and Media	602-639-6138
College of Doctoral Studies	602-639-6202
College of Education	602-639-6205
College of Humanities and Social Sciences	602-639-8301
College of Nursing and Health Care Professions	602-639-6405
College of Science, Engineering and Technology	602-639-8302
College of Theology	602-639-6755
GCU Library	602-639-6641
Honors College	602-639-8228
Housing Operations	602-639-6240
International Student Resources	602-639-7382
Mail and Copy Center	602-639-7905
Office of Academic Records	800-800-9776
Parent and Family Programs	602-639-8254

Public Safety 602-639-8100

Residence Life..... 602-639-6244

Spiritual Life 602-639-6750

Student Care..... 602-639-7007

Student Disability Services 602-639-6342

Student Engagement 602-639-7250

Technical Support 877-428-8447

Welcome Programs..... 602-639-6002





GRAND CANYON UNIVERSITY®

Department of Advancement Parent and Family Programs

Grand Canyon University
Student Advising Center Building 18
3300 W. Camelback Road
Phoenix, AZ 85017

Office: 602-639-8254

Email: LopeFamily@gcu.edu

Website: gcu.edu/family

GCU Lope Family Communication Portal



Grand Canyon University is accredited by the Higher Learning Commission (HLCcommission.org), an institutional accreditation agency recognized by the U.S. Department of Education. The information printed in this material is accurate as of JANUARY 2024. For the most up-to-date information about admission requirements, tuition, scholarships and more, visit gcu.edu. Approved by the Director of Annual Giving and Alumni Relations as of Jan. 2, 2024. ©2024 Grand Canyon University 23FAM0032