

PARENT AND FAMILY RESOURCE GUIDE

2020-21



WELCOME TO LOPE COUNTRY!

GRAND CANYON
UNIVERSITY®

GCU
LOPE FAMILY

GCU
WELCOME PROGRAMS

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**DUE TO COVID-19, INFORMATION
SUBJECT TO CHANGE.**

Parent and Family Involvement



Welcome New Parents and Families,

On behalf of the Department of Welcome Programs, I am excited to welcome parents and families to Lope Country! As your student begins their journey at Grand Canyon University, you are now officially part of our extended Lope family. The role you have in the life of your student over their college career plays an integral part in the success they will have on campus. College is a time of growth in terms of your student's academic pursuits, personal development and spiritual formation. We look forward to partnering with you in that endeavor!

We know this partnership is one of the last, if not the last, partnership you will have in parenting your student. We hope this resource guide helps to explain the expectations and roles that both you and the university will have in serving your student together. There are three sections for you to explore: Parent and Family Involvement, 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 each month in the Lope Family e-newsletter. The Lope Family Facebook page is also a fantastic resource for you to use to interface with other parents with questions that arise.

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 quickly connect to our Lope family! Please read the Student Resource Guide with your student, visit our website at gcu.edu/family and look for our monthly Lope Family e-newsletter for resources to help you encourage your Lope from home.

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

Robyn Hord
Parent and Family Programs Coordinator



ABC's of Parenting a College Student:

A – Available not Annoying

You and your student are embarking on your new normal and 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 for everyone. Let them know that you are available to talk but resist the urge to reach out more than what you've agreed as this can be perceived as annoying.

B – Believing not Belittling

As parents and family members, you are going to know a lot of the right answers. As young adults, our students are 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 decisions, 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.

Contact Information Department of Welcome Programs Student Affairs Division

Grand Canyon University
Juniper Hall, Building 84
3300 W. Camelback Road
Phoenix, AZ 85017

 **Office:** 602-639-6002

 **Email:** WelcomePrograms@gcu.edu

 **Website:** gcu.edu/family

 **Instagram:** @GCUWelcome

 **Facebook:** @GCUlopeFamily

Lope Family Newsletter

GCU parents and family members can stay up to date on campus news, stories and student opportunities by checking your inbox for our monthly newsletter. As a GCU parent you'll be automatically opted in, but if anyone else in your family would like to join, they can sign up at gcu.edu/family

Lope Family Groups

Launched in 2019, parents and families across the country are invited to gather together on a monthly basis to pray and assemble care packages for their GCU students, as well as serve with one another in their local communities. To learn more about a Lope Family Group near you or for more information about hosting your own, email LopeFamily@gcu.edu. You can also look for the sign-up link in our monthly e-newsletter.

As a parent of a GCU student, you will receive:

- Monthly Lope Family newsletters
- The opportunity to apply for Parent Council
- Many other volunteer opportunities



FAMILY WEEKEND:

Family Weekend is a great opportunity for you to visit your student and to see our beautiful, growing campus. We plan fun activities that your family can enjoy together as you experience Lope Life in the heart of Phoenix. Watch for this year's Family Weekend details in the Lope Family Newsletter and on the Lope Family Facebook Page.

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.

IMPORTANT CONVERSATIONS TO HAVE WITH YOUR STUDENT

Will you and your student communicate each week? How often?

Discuss the fact that your student will now take the lead on communicating with GCU professional staff members and professors, and that your role will be to support and help them (from home) with any questions they might have. If parent communication with the university takes place, it must include three parties: the student, the parent and the university.

Parent and Family To-Do List

- Like the Lope Family Facebook Page @GCUlopeFamily
- Register for Family Weekend at gcu.edu/family
- Volunteer to facilitate or sign up for a Lope Family Group

Academic Success



Dear GCU Parent,

We welcome you and your family to GCU! College is an exciting time filled with new opportunities, often coinciding with the substantial changes your loved one is likely to experience in their social, emotional and academic development as they fully transition into adulthood. Research indicates that during this transitional time 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, nor 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, and we look forward to working with them as they foster and develop these important life skills. We believe that the more familiar parents 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

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 which you participate in meetings with your son or daughter and university staff. Please remember, any person including a parent, guardian or other third-party representative is expected to act in an appropriate, courteous and professional manner toward university staff, faculty and other students. In order to promote a positive and productive educational environment, the following is a non-exhaustive list of behaviors which 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 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 someone 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 an assignment for a student

The university reserves the right to discontinue communication with those who engage in inappropriate, threatening or otherwise 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.

FERPA

GCU 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 through the Parent Portal if applicable and with appropriate permissions.

Commitment to Title IX

GCU is committed to providing an environment free from discrimination or harassment on the basis of sex or gender. This also 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.

Student Services Counselor (SSC)

Your student will be required to attend one mandatory appointment with their SSC. An SSC takes over for the admissions counselor once students are on campus at GCU. Throughout your student's time here, their SSC can help coordinate schedules, provide reminders about payment deadlines and more! Your student can find their SSC's contact information in the Student Portal.

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 assistance 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. The GCU faculty are committed advisors who are dedicated to helping your student grow academically, spiritually and personally.

Academic and Career Excellence (ACE)

GCU has Academic and Career Excellence (ACE) Centers located throughout campus for traditional ground 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 learning advocates (LEADs), ACE advisors, academic planning resources, an After Dark Series 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 (FYE)

This FYE roadmap is available to help your student gain strategies on how to be a successful student and connect with all of 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 first 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, library and student disability services.

GCU is committed to protecting the privacy of your student's records.

High School vs. College

HIGH SCHOOL	COLLEGE
Students spend around 30 hours a week in class.	Students spend about one hour per credit hour for each course each week in class and 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 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/LoudCloud 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/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.

FAQS

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.



IMPORTANT CONVERSATIONS TO HAVE WITH YOUR STUDENT

- **Make sure your student knows what college their major and/or classes are** in so that they know which ACE Center to visit for help when needed.
- **Ask your student where they like to study.** There are many quiet study places on campus including the library where the friendly GCU librarians are available for on-demand, personalized research assistance in-person, on the phone or through email and chat. Librarians can help with creating effective search strategies for locating resources on research topics, database navigation, proper citation formatting and more!
- **Ask your student about their understanding of consent.** Make sure they understand how to give and interpret valid consent. Many incidents of sexual assault are between people who know each other, which suggests that there is a serious issue with miscommunications between people regarding their expectations for their relationship or sexual encounter. Alcohol frequently plays a role in sexual assault cases. Your student should know that if a person is incapacitated, they are unable to give consent.

Parent and Family To-Do List

- Review the Parent Handbook



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. Know we are committed to the growth and success of your student, and all of our programs and activities reflect that goal.

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 activities for residents and commuters, alike. I coach students that their experience is what they choose to make it and 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 during their years at GCU.

Through your student's years at GCU, we will walk alongside them to help them achieve their goals and use 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 they have not only earned a degree, but have gained the maturity and readiness to lead a life of purpose both personally and professionally.

I hope you, like your student, will get connected within the GCU family. Please visit 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 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 campus, which means alcohol, bottles, cans, containers (filled/empty) and paraphernalia are prohibited. Consumption or storage of drugs or alcohol is a violation.

• Smoking and Electronic Smoking Devices:

E-cigarettes, vapes and accessories and/or other legal smoking devices are allowed in designated areas on campus but not in residential living areas.

• 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 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.





Office 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, mentally and academically. If your student is struggling, refer them to the Office of Student Care where they can be connected to counseling and support groups.

- Located on the second floor of Student Life Building 26
- Student Care offers free counseling services for all traditional campus undergraduate students
- Students commonly struggle with life changes, feeling homesick, anxiety and stress, relationship concerns, self-esteem issues, depression, substance use, eating and body image issues, grief and loss
- Provides students with psychoeducation, group counseling, brief, solution-focused individual counseling, crisis counseling and outside referral consultation
- All clinical experiences are confidential and thus not releasable as an education record, so please communicate with your student directly for information related to their counseling experiences
- Student Care groups are weekly offerings that vary from semester to semester. Our most popular offerings include groups centered on relationships, anxiety/stress, yoga, resiliency, grief/loss and coping skills



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 that can be found around campus. Safety officers always respond to campus emergencies.

Health and Wellness Clinic

Here for your health care and convenience

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



Students have full access to the following services to meet their health needs:

- ▶ Athletic Trainer
- ▶ Dietician
- ▶ Illness diagnosis and treatment including COVID-19 viral testing and antibody testing, medication prescriptions, ordering tests and specialist referrals
- ▶ Laboratory testing
 - ▶ If lab-work needs to be sent to outside lab for further testing, students can pay with cash/card or have AZ insurance billed.
- ▶ Physical exams for school, sports and employment
- ▶ Blood pressure checks
- ▶ Ear lavage
- ▶ EKG testing
- ▶ Free over-the-counter medications
- ▶ Low-cost prescription medications
- ▶ Pregnancy test
- ▶ Travel health
- ▶ Women's health exams
- ▶ Glucose test
- ▶ Immunizations (TB skin test, tetanus and flu)
- ▶ Nebulizer treatments
- ▶ Radiology
- ▶ Titers (MMR, Varicella and Hep B)
- ▶ Wart removal

Visit gcu.edu/HealthCenter for a full list of services and treatments.

OUT OF STATE STUDENTS:

For services outside of the clinic (labs, urgent care visits, hospital visits), please check with your insurance plan for medical coverage in Arizona.

Please note, at this time GCU does not bill insurance other than the student health plan (subject to change). Each visit is \$25.

For questions or to make an appointment, call or email:
602-639-6215 | healthcenter@gcu.edu

LOCATION: Papago Apartments North Building 47 (southwest corner)
HOURS OF OPERATION: Monday – Friday: 8 am – 5:30 pm | Saturday and Sunday: Closed
AFTER HOURS AND WEEKEND NURSE ADVICE LINE: 877-602-7271

Please note that if your student is under the age of 18, an additional authorization form will need to be completed in order to receive care from both the Office of Student Care and Canyon Health and Wellness Clinic.

Residence Life

The Office of Residence Life provides a co-curricular experience for students through a community learning plan led by student leaders. 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

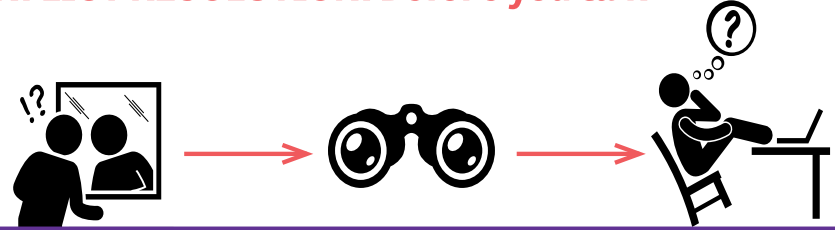
Open and ongoing communication is the key to your student establishing and maintaining a positive and successful roommate relationship. Talking with your student ahead of time regarding roommate expectations, flexibility and approaching conflict proactively will help your student be prepared to navigate 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 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:

- 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.

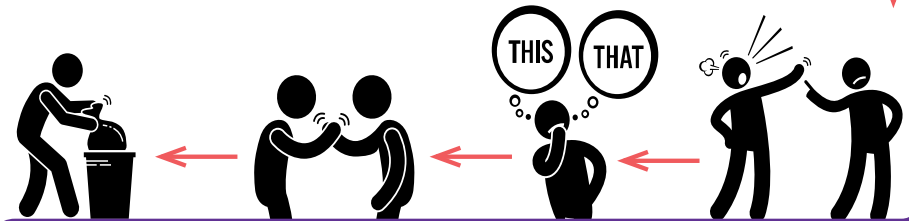
Perspective

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.

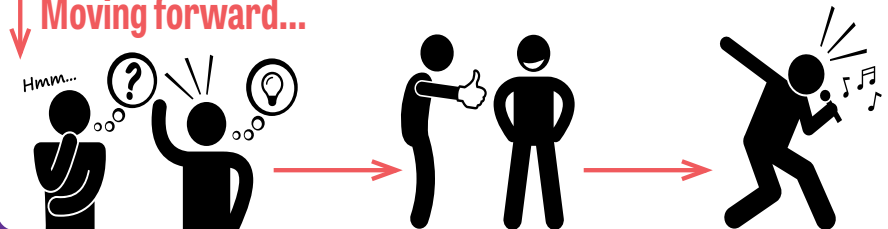
Ask questions

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 invited to participate in our vibrant commuter community featuring:

- Dedicated space for commuting students in the GCU 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
- Monthly incentives for students who carpool or take alternate means of transportation to school

Spiritual Life

Chapel and The Gathering are two weekly worship services where GCU students, faculty and staff gather to hear teaching 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 through gcu.edu/SpiritualLife

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.

FAQs

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?

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 a 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**, describe 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).

IMPORTANT CONVERSATIONS TO HAVE WITH YOUR STUDENT

- *Discuss the importance of campus involvement* and how your student plans to get connected on campus as either a resident or commuter student.
- *Discuss the importance of the Office of Welcome Programs*, their RA, Life Leader and the Commuter Lounge as resources for your student to use if they need help with getting connected on campus.
- *Discuss roommate expectations*, flexibility and approaching conflict proactively. This will help your student to be prepared to navigate their roommate relationships.
- *Discuss the importance of expecting the best from a person or situation until proven wrong.* This concept is especially helpful with living in community.

Additional Resources

Mail Services

Receiving care packages, birthday cards and other surprises in the mail at GCU is easy!

Campus Residents: Students that live on campus may receive packages at the Mail Center. All residents on campus will receive a mailbox number and a key upon checking into their housing.

Non-Residents: If you do not live on campus, you will not be able to receive packages. You can, however, send out packages at the Mail Center and utilize the Amazon lockers.

Mail Center Hours:

Monday – Saturday: 8 am – 5 pm
Sunday: Closed

Example of Correct Mailing Address:

First Name, Last Name
Box Number
3300 W. Camelback Road
Phoenix AZ, 85017

Amazon Locker Locations:

- Papago Apartments Building 48
- Juniper Hall Building 84
- Diamondback Apartments Building 50
- Roadrunner Apartments Building 28
- Chaparral Hall Building 45

Lodging

GCU Hotel
GCUHotel.com
84-HOTELGCU
(844-683-5428)

Hyatt Place Phoenix-North
10838 N. 25th Ave.
Phoenix, AZ 85029
602-997-8800

Wyndham Garden Phoenix Midtown
3600 N. 2nd Ave.
Phoenix, AZ 85013
602-604-4906

Hilton Garden-Inn Phoenix Midtown
4000 N. Central Ave.
Phoenix, AZ 85012
602-279-9811

The Clarendon Hotel and Spa
401 W. Clarendon Ave.
Phoenix, AZ 85013
602-252-7363

The Westin Phoenix Downtown
333 N. Central Ave.
Phoenix, AZ 85004
602-429-3500

Arizona Biltmore
2400 E. Missouri Ave.
Phoenix, AZ 85016
602-955-6600

Local Attractions

GCU Golf Course and Clubhouse
5902 W. Indian School Road
Phoenix, AZ 85033
623-846-4022
GolfCourse@gcu.edu

GCU Arena Box Office, GCU Athletics and College of Fine Arts and Production events
602-639-8979
GCUArenaTicketing@gcu.edu

Arizona Science Center
600 E. Washington St.
Phoenix, AZ 85004
602-716-2000
AZScience.org

Phoenix Zoo
455 N. Galvin Pkwy.
Phoenix, AZ 85008
602-273-1341
PhoenixZoo.org

Desert Botanical Garden
1201 N. Galvin Pkwy.
Phoenix, AZ 85008
480-941-1225
dbg.org

Top Golf
9500 Talking Stick Way
Scottsdale, AZ 85256
480-240-2402
TopGolf.com

OdySea Aquarium
9500 East Via de Ventura-A-100
Scottsdale, AZ 85256
480-291-8000
OdyseaAquarium.com

Local Hikes

Thunderbird: Flatlander
Difficulty: Easy
Distance: 1.25 miles
Access: 55th Ave. and Pinnacle Peak Road

Thunderbird: Cholla Loop
Difficulty: Moderate
Distance: 3 miles
Access: 55th Ave. and Pinnacle Peak Road

Camelback: Cholla
Difficulty: Moderate
Distance: 1.42 miles
Access: 6131 E. Cholla Lane

Camelback: Echo Canyon Trail
Difficulty: Extreme
Distance: 1.23 miles
Access: N. Echo Canyon Pkwy

Papago Park: Hole-in-the-Rock
Difficulty: Easy
Distance: 0.2 miles
Access: 625 N. Galvin Pkwy

Piestewa Peak: Freedom Trail
Difficulty: Difficult
Distance: 3.7 miles
Access: 302 Trailhead, 2701 E. Squaw Peak Drive

South Mountain – Drive
Difficulty: Easy
Distance: 6.3 mile drive from base
Access: Dobbins Lookout, 10919 S. Central Ave.

Local Eateries

Canyon 49 Grill
5115 N. 27th Ave., Phoenix, AZ 85017
602-639-8502 | Canyon49.com

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

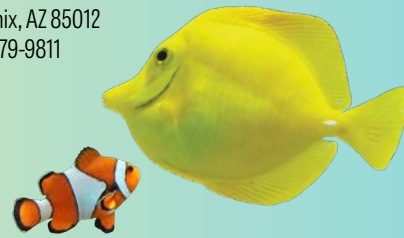
Lou Malnati's Pizzeria
100 E. Camelback Road, Phoenix, AZ 85012
602-892-9998 | LouMalnatis.com

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

Academic and Financial Advising
800-800-9776

College of Doctoral Studies
602-639-6202

Mail and Copy Center
602-639-7905

Academic Career and
Excellence Center
602-639-8901

College of Fine Arts and Production
602-639-6138

Office of Academic Records
800-800-9776

Admissions Counselor
800-800-9776

College of Humanities and
Social Sciences
602-639-8301

Public Safety
602-639-8100

Canyon Health and
Wellness Center
602-639-6215

College of Nursing and Health
Care Professions
602-639-6405

Residence Life
602-639-6244

Campus Operations and Parking
602-639-6527

College of Science, Engineering
and Technology
602-639-8302

Spiritual Life
602-639-6750

Campus Recreation
602-639-8241

College of Theology
602-639-6755

Student Care
602-639-7007

Center for International Education
602-639-9761

Honors College
602-639-8228

Student Disability Services
602-639-6342

Club Sports
602-639-8163

Housing Operations
602-639-6240

Student Engagement
602-639-7250

Colangelo College of Business
602-639-7205

International Student Resources
602-639-7382

Technical Support
877-428-8447

College of Education
602-639-6205

Library
602-639-6641

Welcome Programs/Parent
and Family Programs
602-639-6002

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