

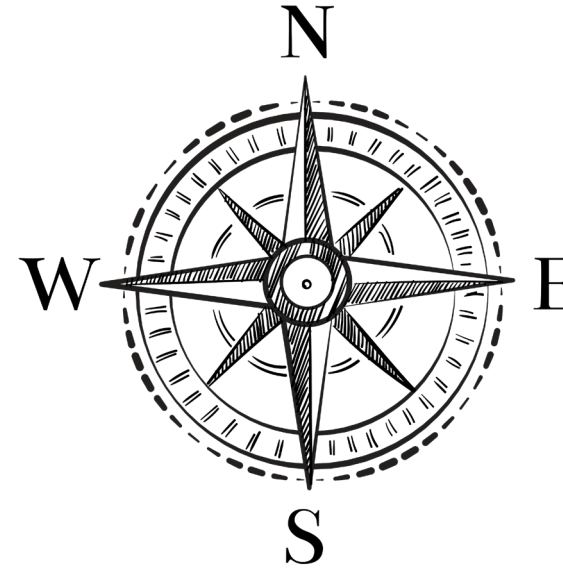


Radford  
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# Campus Voices Here Today



- Public Safety
- University Services
- Financial Aid
- The Bursar





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# Public Safety



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Department of  
Public Safety

# Who we are...

- The mission of the Department of Public Safety is to provide a safe and effective living, learning, and working environment for students, faculty, staff and visitors to Radford University.

## Core Values:

Integrity

Courtesy

Service

Professionalism



# University Police Department



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- Full-service, sworn, accredited law enforcement agency devoted to the welfare of the University community.
- Provides 24-hours a day patrol protection to the entire campus, parking lots, and other properties owned or controlled by the university.
- RUPD partners with area law enforcement for mutual aid and support
- University police officers provide traditional law enforcement services as well as;
  - Vehicle Services
  - Safety & Awareness Programs
  - Situational Awareness & Personal Safety Training
  - Adopt-A-Cop
  - Safety Escorts
  - Resource Referrals & General Questions
  - Medical & Fire Emergencies



# Office of Emergency Management



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- Instill a culture of preparedness by enhancing and improving;
  - Individual Preparedness, Departmental Readiness, Institutional Resiliency
- We develop and manage University level emergency planning including;
  - Crisis and Emergency Management Plan (CEMP)
  - Continuity of Operations Plan (COOP)
  - Building Emergency Action Plans (BEAPs)
- Provide training and exercise programs
  - Drills, Tabletops, Functional, Full-Scale Exercises
  - Host state and federal training
- Promote preparedness initiatives through presentations and other outreach methods

# Radford University EMS



- All-student, all-volunteer campus rescue squad providing emergency medical and rescue services.
- Supplements City of Radford Fire & Rescue during the academic year
- Strives to protect and improve the quality of life for the students, faculty, staff, and visitors of Radford University, as well as members of the surrounding community.
- RUEMS range of public safety services include;
  - 911 medical calls on campus
  - University events including athletic events, concerts, and commencement
  - CPR/AED/First Aid classes



# Safety at a glance...

- Clery Act and Annual Security & Fire Safety Report
- Dealing with major emergencies on campus (OEM)
- Report concerns so they can be addressed
- Public Safety Camera System



# Safety at a glance...



- Restricted access to Residential Facilities
- Emergency blue light phones
- Mass notification systems (Radford Alert)
  - SMS, email, phone
  - Outdoor warning system



# Radford Safe App



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- A safety app which provides;
  - Alerts,
  - Personal Safety Tools,
  - Access to Emergency Procedures,
  - Support Resources,
  - Tip Reporting,
  - Virtual Escort,
  - Work Alone / Study Alone, and
  - Acts as a Mobile Blue Light.



# What you can do...

- Theft is the number one crime reported on campus.
- Keep doors locked when sleeping or when out of your room. This includes “just going down the hall for a few seconds.”
- Report suspicious behavior to police or building staff immediately.
- See something, say something.
- Keep valuables locked in a safe place, out of view.



# And finally...

- Students' safety and security are critical to academic success.
- We are committed to working with students to help them be successful.
- We are a resource, not an adversary.
- We do these things while adhering to our core values which are integrity, courtesy, service, and professionalism.

# Contact Info:



Eric S. Plummer, Ph.D.

Radford University Police

Office Phone: 540-831-5740

Email: [eplummer@radford.edu](mailto:eplummer@radford.edu)

Twitter: @ChiefPlummer

Peter McCann, CBCP

Office of Emergency Management

Office Phone: 540-831-6696

Email: [pmccann@radford.edu](mailto:pmccann@radford.edu)

[www.Radford.edu/em](http://www.Radford.edu/em)

Scott D. Shaffer

Radford University Police

Office Phone: 540-831-5098

Email: [sshaffer@radford.edu](mailto:sshaffer@radford.edu)



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# University Services



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University Services



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# University Services



**ONE Card - Meal Plans - Laundry - Vending - Parking Services - Conference Services**



# ONE Card



- Radford University’s ID Card is the ONE Card, holds meal plans, debit account, and door access
- Debit Account (ONE Card account), is accepted on-campus in Dining, Laundry, Vending, Computer Lab printing, etc., and off-campus merchants.
- Information regarding your student’s account may be shared only with the cardholder, The Student.
  - If you lose your card, be sure to mark it lost by logging in to your account through the OneCampus portal.
  - Students must designate parents/guardians for “Guest Access” in the One Card system to be able to see charges.

<a href="#">🏠 PARENT/GUEST USERS LOGIN HERE</a>
<a href="#">👤 STUDENTS</a>
<a href="#">Deposit to ONE Card via credit card</a>
<a href="#">Deposit to Food Dollars</a>
<a href="#">Purchase Highlander Commuter Meals</a>
<a href="#">📄 GENERAL INFORMATION</a>
<a href="#">Manage Account Home</a>
<a href="#">Lost/Stolen Card</a>
<a href="#">Auto Deposits</a>
<a href="#">Explaining ONE Card &amp; Our Other Debit Plans</a>
<a href="#">Grant Additional Access</a>
<a href="#">Request Money</a>
<a href="#">Statements</a>
<a href="#">Change Guest Password</a>
<a href="#">Low Balance Settings</a>
<a href="#">FAQ</a>



# Dining Options

## Dalton Kitchen

- All-you-care-to-eat dining facility with varying main dishes and sides plus unique specials daily. Pizza, pasta, hamburgers, salad bar, deli bar, and breakfast served all day.

## Terrace Shops

- Tartan Pizza Co (New for Fall 2024)
- Wendy's
- Bowl Life and Market (New for Fall 2024)
- 1910 Café

## The Bonnie

- Chick-fil-a
- Hisso Sushi
- Honeycomb Commons
- Student Choice

## Hemphill

- Starbucks



# Meal Plans



Meal Plan Options	Semester Cost
<b>Highlander All Access</b>	\$2,927

Unlimited Meal Swipes in Dalton Kitchen ( at least 19 meals a week, 285 for the semester). Two meal swipes per day (retail value per swipe \$9.78 ) can be used at retail locations. \$264 in food dollars to be used a retail outlets.

<b>Highlander Residential</b>	\$2,705
-------------------------------	---------

Two meal swipes per day (210 for the semester) that can be used in Dalton Kitchen or as a \$9.78 exchange rate at retail locations; \$317 in food dollars to be used at retail outlets. Includes \$30 in vending. Default Residential Plan.

<b>Highlander Junior</b>	\$1,585
--------------------------	---------

105 meal swipes a semester to be used in Dalton Kitchen or retail outlets (retail value per wipe of \$9.78); \$428 in food dollars to be used at retail locations. Default University Apartment Meal Plan option.

<b>Highlander Commuter</b>	\$574
----------------------------	-------

Meal Plan starts with 25 meal swipes and \$261 food dollars. Students can purchase additional meal swipes or food dollars within the Commuter Plan as the semester progresses. Commuter students can also upgrade to a higher meal plan.

# Exchange Rate and Food Dollars



## Dining FAQ's *??!?!?!??!*

### What is an Exchange Rate?

The student exchange rate refers to the allotted value of a swipe in a retail location. One "meal" is equivalent to 9.78 to spend at any retail shop on campus.

### What are Food Dollars?

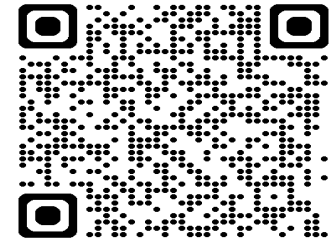
Food dollars are non-discounted dollars that spend like cash in any dining location. They are meant to supplement spending over the 9.78 exchange rate. Food Dollars are tax-free and can be added to all meal plans.

**Food Dollars carry over from one semester to the next but do not extend beyond the academic year. They are eligible for rollover only with the purchase of a Meal Plan for the following semester.**

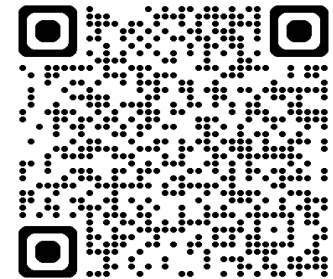
*ex:* Fall 2023 - Spring 2024  
Spring 2024 - Fall 2024



Residential Meal Plan FAQ



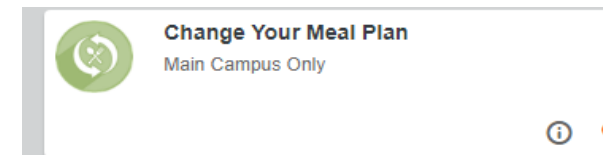
Commuter Meal Plan FAQ



# Important Dates and Info



- All students living on campus are required to have a meal plan. Descriptions and pricing for these plans may be found online at [www.dineoncampus.com/radford/residential-meal-plans](http://www.dineoncampus.com/radford/residential-meal-plans)
- Default meal plan may be changed prior to the first day of classes (Monday, August 26, 2024) without incurring an administrative fee.
- The option to change your meal plan will be available online on August 20, 2024. To change your plan:
  - Sign in to [OneCampus](#)
  - Search for “Change Your Meal Plan”.
  - Click on the link and follow the prompts.
- Changes may still be made in person until Friday, September 5, 2024, after paying a \$20 administrative fee. No meal plan changes will be accepted after that date. Absolutely no exceptions.





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# Don't be shy, self identify!

*Let us help with your food allergies.*

By creating an account in on Dine on Campus, you will alert our management staff to your food allergy needs. A Don't Be Shy card will be available for your cell phone or print one out to keep on hand. When you come into one of our dining halls, show an associate your card for personalized service.



<https://dineoncampus.com/radford/allergenfriendly-dining>



# Contact Info:



*Download our App*



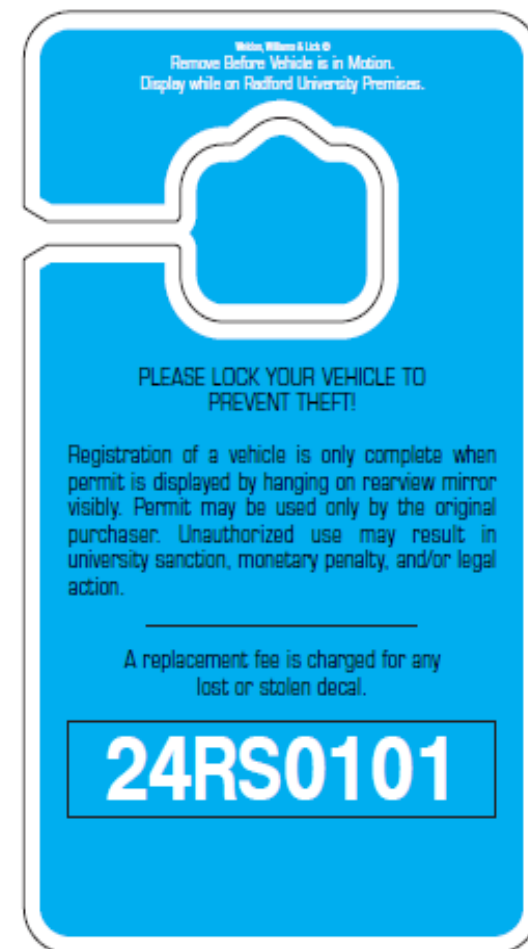
For more, visit:  
[www.dineoncampus.com/radford](http://www.dineoncampus.com/radford)

# Parking Services




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- All vehicles parked on university property must be registered with Parking Services.
- Parking permits are \$175 for the academic year.
- Beginning August 1 – Purchase permits & register vehicles.
  - OneCampus portal - search “permits”. Click on the permit link and follow the prompts. You will be given a temporary permit to print to use until your hangtag arrives in the mail.
- Parking permits are color coded to match their specific parking locations, as seen on the parking map.
  - Resident permits – Blue
  - Commuter permits – Yellow
  - University Apartment permits - Purple



# Parking Map

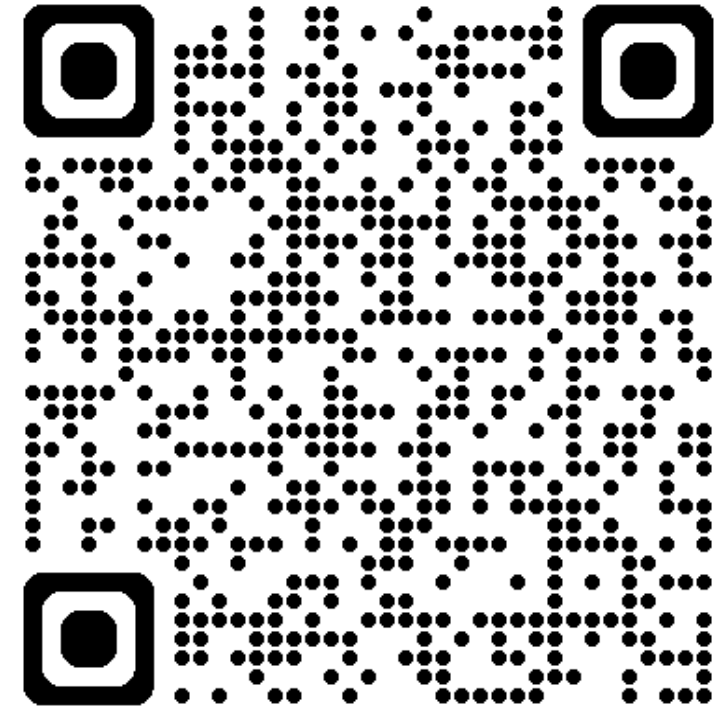


-  Emergency Phone
-  Police Department
-  Radford Transit
-  Faculty/Staff Parking
-  Disabled/Metered Parking
-  Commuter Parking
-  Resident Student Parking
-  University Apartment Parking



# Parking Services

- Parking regulations in all lots are enforced Monday – Friday from 7am – 6pm, including during breaks.
- Enforcement for parking on sidewalks/grass, handicapped spaces, double parking (taking up 2 spaces), University Apartment lots and parking on curbs is 24/7.
- Ticketing for all lots begins on the first day of classes. All students must be parked in their designated lot by 7am on Monday 8/26/2024.
- Daily permits purchased by students only allow the visitor to park in the student's assigned lot.
- Parking Meters must be paid even if you have a permit.



# Laundry



- Radford University offers free laundry to residential students who live in residence halls and university owned apartments.
  - Will not incur charges for laundry on their ONE Card account if they select ONE Card as the payment method.
  - If you select pay now and opt for another payment method (like a credit or debit card) the \$1.75/wash load or \$1.50/dryer load will be charged to the credit or debit card.
- Students may view washer/dryer availability through the RU Mobile App (laundry tile) or via the CSC GO App.



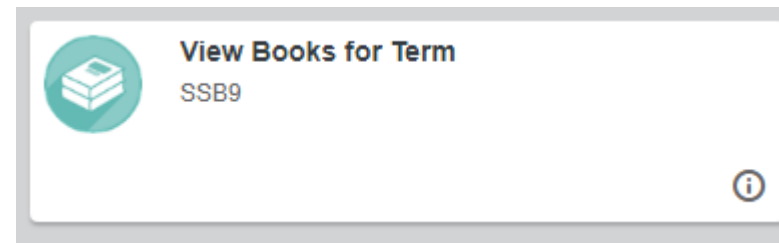
# Bookstore



- First Day - Inclusive Access:

- Select first year classes are included in the First Day program giving the student access to these courses on the first day of classes through D2L.
- These courses are billed to the student account at a reduced price and any financial aid will be applied to those course materials.
- You may opt out of the First Day program in D2L and buy elsewhere by paying out of pocket.

- To access the courses:
  - Go to your One Campus
  - Click on tile “View Books for Term”.
  - Courses will populate and show First Day listed course materials.



# Postal Service



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- Full-Service Post Office
  - Buy stamps
  - Mail letters and packages
  - Send certified mail
  - Buy flat rate boxes and envelopes
- Student mailboxes located here, mailbox combinations available on your OneCampus portal or at the PO front window
- Located on the bottom floor of Dalton Hall
- Open Monday – Friday 8:30am-4:30pm
- Accept cash, check, ONE Card account and Visa/Mastercard/Discover



# Mailing Items to Students



## Standard US Mail

Student's Name

P. O. Box #####

Radford, VA 24142

## Bulk Carrier

(FedEx, UPS, etc.)

RUS Box #####

801 East Main Street

Radford University

Radford, VA 24142



# Contact Information



- ONE Card office – 540-831-5054 or [onecard@radford.edu](mailto:onecard@radford.edu)
- Parking Services – 540-831-6361 or [parking@radford.edu](mailto:parking@radford.edu)
- Post Office – 540-831-5148 or [postoffice@radford.edu](mailto:postoffice@radford.edu)
- Barnes & Noble Bookstore – 540-831-5498 or [sm8165@bncollege.com](mailto:sm8165@bncollege.com)



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# Financial Aid



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Financial Aid

# FERPA Policy



- The Family Educational Rights and Privacy Act of 1974 (FERPA) protects student privacy and access to academic records including grades and financial information.
- The FERPA release designates individuals that can access these academic records.
- Without a FERPA release in place, faculty and staff will only be able to provide information about a student's accounts to the student.
- More information: [www.Radford.edu/ferpa](http://www.Radford.edu/ferpa)



# Financial Aid Next Steps



- Instructions as well as videos can be found online
  - <https://www.radford.edu/admissions/apply/admitted/tuition.html>
- Required next steps and information will be sent via email to student
  - Following Quest all emails will be sent to @radford.edu address

# Satisfactory Academic Progress Requirements



- Eligibility for financial aid requires Satisfactory Academic Progress (SAP).
  1. Maintaining at least a 2.0 GPA if student has attempted 48 or more credits
    - GPA requirements vary from a 1.0 to 1.8 if student has attempted less than 48 credits.
  2. Completion of at least 67% of all attempted credits
  3. Degree must be earned without exceeding 150% of credits required for program completion per the Radford University Catalog.
- If a student does not meet these requirements, they have a right to appeal their ineligible status if the reason qualifies as unforeseeable or extenuating circumstances beyond the student's control.

# Award Renewal Information



- Institutional Scholarships
  - Examples: Highlander Distinction Scholarship / Transfer Excellence / Phi Theta Kappa
  - Maintain a cumulative 2.5 GPA and complete at least 24 credits each year
- Foundation Scholarships
  - Complete scholarship application annually and Satisfactory Academic Progress (SAP)
- State & Institutional Need-Based Grants
  - Virginia Guaranteed Assistance Program or Commonwealth Grant
  - Maintain SAP and a 2.0 GPA, progress to next class standing annually, and maintain a permanent domicile in Virginia
- Federal Aid Grants, Loans, Workstudy
  - Including Direct Subsidized, Unsubsidized, and Parent PLUS Loans
  - Maintain SAP

# Financial Aid Communications



- Communications from the Office of Financial Aid will be conducted through these two channels:
  1. Email to the student's Radford.edu address from [finaid@radford.edu](mailto:finaid@radford.edu) or individual financial aid counselor email addresses
  2. The Financial Aid Dashboard on OneCampus (up-to-date 24/7 access)
- Students must regularly check their Radford email as well as OneCampus for important notifications, including required documents that may impact eligibility for financial aid.

# Financial Aid Summary



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- Discuss submitting FERPA releases for parents, guardians, relatives, etc.
- Know the requirements for your financial aid programs to be renewed.
- Understand how SAP impacts your financial aid eligibility.
- Watch your email and OneCampus for updates to your application.
  
- Complete and submit the FAFSA annually
  - For 2025-2026, FAFSA will open on October 1, 2024
  - Priority application deadline, March 1, 2025

# Contact Information



## Office of Financial Aid

All updates are posted to our website:

[www.radford.edu/finaid](http://www.radford.edu/finaid)

We email you from this address:

[finaid@radford.edu](mailto:finaid@radford.edu)

Office Hours: Monday – Friday 8:30 AM – 4:30 PM

Radford Office Phone: 540-831-5408

Roanoke Office Phone: 540-831-1000

Text: 540-328-9360



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# The Bursar



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Office of the Bursar

# Billing

- Semester bills will be available online through OneCampus.
- Payment Deadline:  
**August 14, 2024**
- Obligation to Pay



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**View & Pay Accounts**

Did you know that you may be eligible for a payment plan? [Sign up for a Payment Plan](#)

[Back to View & Pay Accounts](#)

**Student Account Charges Details** [Make a Payment](#)

**Current Activity** [Current Activity Details](#) **Latest Statement** [Statement Details](#) | [View PDF](#)

Current Balance: **\$11,960.00**

Statement Billing Date: **December 14, 2023**

Statement Due Date: **January 05, 2024**

[Current Activity](#) | [Statement History](#)

*This information is accurate up to Tue, Jan 2, 2024 at 3:30:12 PM, EST* [Print](#)

Student ID: 901123123  
Student Name: Rowdy Red  
Current Balance: 11,960.00

**Current Activities**

Activity	Term	Date	Description	Charges	Credits	Note
	Spring 2024	12/14/2023	E-Bill Generated	0.00		
	Spring 2024	12/12/2023	Tuition-Undergraduate In-state	-349.00		
	Spring 2024	12/06/2023	E-Bill Generated	0.00		
	Spring 2024	12/04/2023	Mandatory Technology Fee	60.00		
	Spring 2024	12/04/2023	Mandatory Comprehensive Fee	1,882.50		
	Spring 2024	12/04/2023	Tuition-Undergraduate In-state	4,549.50		
	Spring 2024	12/04/2023	Science Lab Fee	35.00		
	Spring 2024	12/04/2023	Meal Plan-Residential	2,557.00		
	Spring 2024	12/04/2023	Residence Hall-Multiple	3,225.00		



# Estimated Tuition and Fee Rates



Main Campus In-State Tuition		Main Campus Out-of-State Tuition		Carilion Campus In-State Tuition		Carilion Campus Out-of-State Tuition	
Tuition & Required Fees	\$ 6,599.00	Tuition & Required Fees	\$13,141.50	Tuition & Required Fees	\$ 6,599.00	Tuition & Required Fees	\$13,141.50
Housing	\$3,325.00	Housing	\$ 3,325.00	Patrick Henry Housing	\$4,400.00	Patrick Henry Housing	\$ 4,400.00
Meal Plan	\$ 2,705.00	Meal Plan	\$ 2,705.00				
Total Tuition, Fees, Room and Board	\$12,629.00	Total Tuition, Fees, Room and Board	\$19,171.50	Total Tuition, Fees, and Room	\$10,999.00	Total Tuition, Fees, and Room	\$17,541.50
Housing and Meal Plan rates are based on Double Occupancy Room & Highlander Residential Meal Plan				Housing rates are based on Multiple-Standard/Studio			



# Paying your account

- You may pay your account online with an e-Check or Credit Card.
  - **e-Check** is an electronic check which will draft your bank account.
    - No additional fees.
    - Must have the routing and account number of the checking or savings account that funds will be drafted from.
  - **Credit Cards and Debit Cards**
    - American Express, Discover, MasterCard and VISA
    - 2.8% service charge calculated based on the payment amount.
- You may also **mail your payment or pay in person**. We accept cash, check, and credit/debit cards (*2.8% service fee*).
- **Authorized Payer-** Students may grant access to trusted individuals to view and pay the account online by setting up an **Authorized Payer**.

# Payment Plans & Third-Party Payments



## Payment Plans:

- Easy Online Enrollment
- Monthly Payments
- No Interest
- Costs: \$50.00 nonrefundable enrollment fee

Available Plans	Enroll By
5 Payment Plan	June 24, 2024
4 Payment Plan	July 25, 2024
3 Payment Plan	August 14, 2024

## Third-Party Payments:

- Virginia 529
- Outside Scholarships- *Send us your award letters!*
- Other 529 Plans

Email: [bursar@radford.edu](mailto:bursar@radford.edu)

Fax: (540) 831-5501

**Deadline: August 14, 2024**

# Refunds & Tuition Insurance



## Getting a Refund?

Sign up for **Direct Deposit!**

- Enrollment is fast and easy on OneCampus.
- Direct Deposit is the fastest and safest way to get your financial aid refund.

## GradGuard's Tuition Insurance

can reimburse tuition, room, board, and other eligible fees if a student withdraws at any time during the covered term for a covered reason such as:



### Serious Injury or Illness

Such as mono, concussions or severe head injuries



### Chronic Illness

Such as diabetes or an auto-immune disorder



### Mental Health Conditions

Like depression, anxiety, suicide/attempted suicide

[gradguard.com/tuition](https://gradguard.com/tuition)

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Want to learn more about the benefits?





# Things to remember...

- Remind your student to read **all emails** sent to the @radford.edu account.
- **Authorized Payers-** register parents/guardians
- **Account Information-** review and update OneCampus account information.
- Sign up for **Direct Deposit**
- Complete the **FERPA** for those helping you pay for college.
- **Third Party Documentation-** Scholarship awards, 529 accounts, etc.



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## Contact

The Office of the Bursar

P.O. Box 6922

Second Floor Heth Hall, Fairfax Street

Radford, VA 24142

Phone: (540) 831-5417

Text (540) 208-1196

Fax: (540) 831-5501

Email: [bursar@radford.edu](mailto:bursar@radford.edu)

Web: [www.radford.edu/bursar](http://www.radford.edu/bursar)

Hours of Operation:

8:30 AM to 4:30 PM Monday through Friday







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## Contact

The Office of the Bursar

101 Elm Ave SE

Roanoke, VA 24013

Phone: (540) 831-5417 or 540-831-2241

Text (540) 208-1196

Fax: (540) 831-5501

Email: [bursar@radford.edu](mailto:bursar@radford.edu)

Web: [www.radford.edu/bursar](http://www.radford.edu/bursar)

Hours of Operation:

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