

NEUMONT FAMILY FREQUENTLY ASKED QUESTIONS

FOOD	
What food options are available to students?	<p>Option 1: Monday-Thursday, a catering service offers lunch for approximately \$5.00. Students can purchase meals with cash or meal passes. Meal passes are available in our student store throughout the quarter and may be purchased with a debit/credit card. For the first three weeks of every quarter, students may also charge the cost of the meal passes to their student account.</p> <p>Option 2: There are several restaurants within easy walking and driving distance of campus. Students may purchase a limited number of passes for two of these “walking distance” restaurants in the Neumont student store.</p> <p>Option 3: Students may pack a lunch and store it in their locker or the community refrigerator.</p>
HEALTH	
What if my child gets sick?	Many college students are covered by their parents’ health insurance plans. Others purchase individual plans through local insurance providers or purchase a monthly membership at a local “urgent care” clinic.
Who do I call if there’s an emergency?	<p>Hospitals within ten minutes of Neumont and the student apartments:</p> <ul style="list-style-type: none"> ▪ <i>Alta View</i> – 9660 South 1300 East, Sandy, 801.501.2600 ▪ <i>Jordan Valley</i> – 3580 West 9000 South, West Jordan, 866.431.9355 <p>Primary care physicians: There are several primary care physicians in the area. To make a selection, contact your health insurance and ask for providers in the 84095 zip code.</p> <p>Urgent care facilities:</p> <ul style="list-style-type: none"> • <i>After Hours Medical</i> (open 8:00 a.m. – 10:00 p.m.) 10433 South Redwood Road, South Jordan, 801.501.0500 <p>A member of the support staff is on-call 24-hours per day. For after-hours emergencies call: 801.783.9177.</p>
WELL-BEING	
Who will look out for my child?	<p>Every student at Neumont is paired with a full-time member of the Student Affairs Department (aka “support staff”). Advocates keep an eye on grades, check-in with students on occasion (or often, if needed), and generally look out for their students. Students will meet their Advocate (<i>Corrine: last names A-G; Alice: H – P; John: R – Z</i>) during their first week on campus.</p> <p>You are welcome to contact Advocates with questions and concerns. If you do not know who your child’s Advocate is, you can find out by e-mailing Student Affairs: studentaffairs@neumont.edu.</p>
Is there any way for me to monitor my student’s grades?	<p>Yes. Students submit homework and track their grades through Moodle, Neumont’s learning management system. Homework, test, and participation grades for each current-quarter course can be viewed in real-time, online. Grades for previous quarters can be viewed on the Neumont University Student Portal.</p> <p>Moodle: www.lms.neumont.edu Portal: www.portal.neumont.edu</p> <p>To access your child’s account, ask them for their login information, including username and password.</p>
What if my child is homesick?	Homesickness is a normal feeling for anybody who moves away from home. Parents can help their students by being supportive; encouraging them to get involved with activities; reminding them to talk with their Advocate, roommates and friends; and, sometimes, by telling them to ride it out. It takes time and it’s difficult, but it’s an important part of growing up. They will get through it.

Where can students go if they are struggling in a class?	Students are encouraged to take advantage of Neumont's free one-one-one tutoring, available upon request. They can also ask questions in class, talk to the instructor before or after class, and speak with the instructor during "office hours." Roommates and classmates are also a great source of help. As always, Advocates are also there to help.
TRANSPORTATION	
Is transportation provided between housing and campus?	Yes. Shuttle service is offered each morning and in the afternoon/evening. The schedule is given to students at Housing Orientation, which is held on move-in day. A schedule is also sent to students by e-mail during the first week of every quarter. Housing staff can provide information about the schedule and answer questions.
How do students without cars get groceries?	Each week, there are two scheduled trips to local stores. The schedule is based on student availability and interest. For the most current schedule, students can ask a Resident Assistant.
Does Neumont drive students to church, doctor offices, etc.?	No. Many students arrange car pools, ride a bike, walk, or use public transportation to meet their additional transportation needs. For bus and train schedules, go to: www.rideuta.com .
How do students get to and from the airport?	Many students use Xpress Shuttle: 877.2SHUTTL, www.expressshuttleutah.com . Cab service is also available (but is more costly). Carpooling is also a great option.
HOUSING PROGRAM	
Are there rules in the apartments? Is there supervision?	Students live on their own in the apartments, but there are basic rules: keep the noise down, respect other people and their property, keep the apartment fairly clean and alcohol free, and limit overnight guests. Three staff members live at the apartment complex: a full-time staff member and two student Resident Assistants (RAs). They are available to help resolve roommate issues, enforce rules, coordinate activities, and support student needs. Keep in mind: if there's a problem in an apartment, it's important for students to contact an RA or a member of the Student Affairs staff. If the issue can't be resolved, students are welcome to move to any apartment with a vacancy. (This generally occurs between quarters.) A member of the housing staff is on-call 24-hours per day: 801.634.5462.
Can students stay in their apartment during school breaks?	Yes. Students who will live in the apartment the following quarter may stay in their apartment during school breaks, including winter break (Christmas).
Who buys food for the apartments? Is there cable TV or internet?	Students are responsible for purchasing their own food. Most students make an arrangement with roommates to either split the grocery bill each month or to divide shelf space. Students are also responsible for making arrangements for TV and internet services. Most split the monthly bill.
STUDENT LIFE	
What kinds of events are available to students?	Neumont offers a variety of activities for students: hiking, biking, rock climbing, video game parties, employer presentations, study events, Nerf wars, and so forth. Students can also get involved in student organizations, such as clubs and orders. Orders are a hybrid between a club and a fraternity/sorority. Imagine the support system of a fraternity without the frat house.
FINANCES	
How can I see the balance on my child's account and monitor their financial transactions?	This information can be viewed on the Student Portal: www.portal.neumont.edu . You can also speak with a member of our Financial Aid staff: Phone: 801.302.2717 E-mail: financialaid@neumont.edu In-person: Neumont Third Floor
How do I know when I need to re-apply for financial aid?	Families must re-apply for financial aid every three quarters and complete a new FAFSA (Free Application for Federal Student Aid) by April 15 th each year. When it is time for a student to complete financial aid paperwork, they are notified by our Financial Aid staff. These notifications are sent to the student's Neumont e-mail account. Please remind your student to check this e-mail account daily for financial aid and other school notifications (such as activities and outreach from their Advocate).