S.A.F.S. Express Line Services

There are many transactions that can be handled quickly and efficiently. To better serve our students, JWU has instituted an Express Line where you can quickly:

- Obtain official academic and/or performance transcript
- Schedule, or check-in for, an appointment with an academic counselor
- Obtain enrollment verification letters
- Complete deferment forms
- Obtain a replacement ID
- Submit financial aid verification and loan paperwork
- Obtain a statement of account
- Complete/file international address verification form (AR-11)
- Request an international student enrollment verification letter
- Request Internship/Practicum/Food Service Lab course information

Student Services Center
274 Pine Street
Providence, RI 02903

Friedman Center
299 Harborside Boulevard
Providence, RI 02905

Student Academic & Financial Services (S.A.F.S.)
Phone: 1-800-343-2565
Fax: 401-598-4751
E-mail: sas.pvd@jwu.edu
E-mail: sfs.pvd@jwu.edu

International Student Services
Phone: 401-598-4669
Fax: 401-598-2267
E-mail: isa@jwu.edu

Study Abroad Programs
Phone: 401-598-1406
Fax: 401-598-2267
E-mail: studyabroad@jwu.edu

uconnect

As a student at JWU, you can complete many transactions online via uconnect. However, if you have any questions, or need assistance, S.A.F.S. team members are available in the Center to assist.
**Student Academic Services (S.A.S.)**

Our expert S.A.S. team members are available to assist students with everything from policy questions to veteran’s benefits. Examples of our services that can be conducted within 5–10 minutes include:

- Commencement preparation
- Declaring concentrations
- Full-time enrollment
- Registration and add/drop
- Requests for courses elsewhere
- Reviewing academic planners
- Standardized testing options (challenge, CLEP, portfolio assessment)
- Veteran’s benefits and services

Many advising issues and concerns can be handled within a 30 minute appointment with an academic counselor including:

- Academic and/or repeat course probation (academic standing holds)
- Academic policy questions
- Changing a major
- Confirming graduation
- Course/university withdrawal/Leave of absence
- Questions/requirements about concentration
- Satisfactory academic progress hold
- Transferring to another JWU campus

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**S.A.F.E.S. Customer Service Strategy Statement**

Our mission is to educate and counsel students to successfully manage their academic and financial needs. In accordance with the university mission, we will:

- Provide students with a professional and accessible environment in which to conduct business
- Advise students within a consistent framework of university policy and practice
- Exercise a clear, concise, professional and courteous approach to educate students and parents on university policy and practice
- Promote awareness of internal and external resources that are available to students and parents
- Advocate for students with other members of the university community
- Build a positive and professional relationship with members of the university community

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**Student Financial Services (S.F.S.)**

No matter what your financial question is, our financial planning counselors are ready to assist all JWU students. Here is a short list of our services and an estimate of how long each may take to complete.

- Assist with the Free Application for Federal Student Aid (FAFSA) and other financial aid documents (10 min.)
- Assist with establishing and maintaining an approved payment plan (20-30 min.)
- Assist with collecting required financial aid verification documents (10 min.)
- Help students with loan applications (10 min.)
- Release holds (10-30 min.)
- Handle special circumstance appeals (20 min.)
- Work on book charges, commuter meals and refunds (5 min.)
- Invoicing and planning worksheets (10 min.)
- Entrance interviews (10 min.)
- Exit interviews (20-30 min.)

Counselors are available to meet with students from 8:30 a.m. to 6 p.m.

**International Student Services**

Our international student services team is ready to help our diverse international population. The ISS team includes:

- Offers counseling regarding immigration status questions, resolving immigration status changes and issues, and assistance with related immigration applications (20-30 min.)
- Releases “international holds” (5-30 min.)
- Collects updated documents for student immigration files (visas, I-20s, etc.) (5 min.)
- Supplies and collects AR-11 address update forms and forwards to government (drop off*)
- Provides letters for Social Security and drivers’ license applications, etc. (drop off*)
- Provides updated I-20’s when academic major, graduation date or other changes occur. (10 min./drop off*)
- Gives guidance regarding the regulations about working on campus, CPT/OPT and economic hardship (30-60 min.)
- Offers cultural programming (I-Club, Buddy Program, Community Host)
- Assists with off campus housing (30 min.)

*Drop off processing times vary from 1-3 business days

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**Study Abroad Programs**

If you are looking for information on Study Abroad programs our team can:

- Provide individual advising regarding program choices, program features, credits, requirements, etc. (30 min.)
- Supply study abroad program information and application forms (10 min.)
- Collect required pre-departure documents from all participants (5-10 min.)
- Answer pre-departure preparation and program logistics questions (10-20 min.)