

AUBURN *Family*

RESOURCE GUIDE



PARENT AND FAMILY
PROGRAMS



WELCOME TO THE *Auburn Family*



We are delighted your student selected Auburn for their college experience. Your family will find that Auburn is a special place filled with faculty and staff ready to help, coach, and support your student.

Research shows that family involvement is critical to student success. We view you as a valued partner. We find that students benefit when they have family supporters who encourage them as they take responsibility for their actions and experiences.

Auburn University Parent and Family Programs

Parent and Family Programs is dedicated to helping families transition to university life and offering opportunities for families to partner more closely with us throughout your student's college experience. Just like you, we will be here to support and celebrate your student, who will grow in remarkable ways at Auburn.

Our team can help you:

- Stay informed with up-to-date campus news and messages through the Auburn Family Portal.
- Connect with and learn from other families.
- Join in treasured traditions and events on and off campus.
- Receive exclusive access to information and events.
- Take an active role in enhancing the Auburn Family by joining the Auburn University Parent and Family Association.

Parent and Family Programs provides family support throughout your student's time at Auburn. We are here to assist, guide, and walk alongside you during your journey as a member of the Auburn Family. We specialize in the really hard-to-find answers, so reach out anytime for help. We are the one office on campus designed specifically to serve you.

Contact Us

Parent Helpline

We understand that families need our office at various points in their student's journey at Auburn. Parents and families are invited to contact the Parent Helpline whenever they have a question or concern—big or small. In moments where you can't find an answer or just need guidance to find the right resource, make us your first point of contact.

Email us at parent@auburn.edu

Call us at 334-844-1493

University office hours are 7:45 a.m.—4:45 p.m.

Visit Us

Auburn University Parent and Family Programs
Melton Student Center, Suite 3231
255 Heisman Drive
Auburn, AL 36849

Follow Us on Social Media

Follow Parent and Family Programs on social media to stay up to date with all things Auburn. Whether we are highlighting campus resources, upcoming events, or providing tips to help your student be successful, these resources will provide you with important information.



Instagram & Facebook: AuburnParents



Connect with Your Student

/// Connect with Your Student

We know you still want to be closely connected to your student while they are at Auburn. Below are the ways you can ensure you are still connected to them once they leave home.

The Auburn Family Portal

The Family Portal provides both a platform and e-newsletter for Auburn family members with ongoing campus updates on student life, support services, upcoming events and deadlines, family-specific resources, education, and more throughout the year. You can access essential information through the Family Portal, including student grades, class schedules, newsletters, helpful tips, and more. The platform allows you to customize your experience to receive the types of information you want at the frequency that works best for you and your family.

To start, visit familyportal.auburn.edu to set up an account. You will need your student's name and email address to connect with them. Once your student grants you access, you can click on the graduation cap in the top right corner to review classes and grades. Please note that your student will have the option of granting you access to their educational information or not.

Note: You may set up an account at any time, but you will not be able to connect to your student in the Family Portal until after they register for classes.

Financial Information

Many parents and family members want the ability to view student financial information and make payments. There are a few different places where families need to be connected to make payments.

Student Accounts eBill

Each Auburn University student has a financial account with Student Business and Account Services. This is typically called their eBill. The eBill is where tuition, meal plans, student fees, parking permits, football tickets, and more are billed. For parents to access the eBill, your student will need to add you as an Authorized User on their account.



Your student can register you as an Authorized User on their eBill account to give you access to view financial records and to pay bills. To add you as a user, your student should log into their AU Access Account, click the “My Finances” tab, select the eBill icon, and select “Authorized Users.” Once added, you will receive a new billing statement each month if your student's balance is greater than \$0.00.

Student Business and Account Services also requires students to complete a separate FERPA Release if they want parents or family members to be able to speak to their staff.

Please note these are separate processes from connecting to your student in the Family Portal.

Meal Plans and/or Tiger Club Funds

Your student may also request additional dining dollars to be added to their meal plan or funds to their Tiger Club account. Any funds added to your student's account in addition to their required meal plan are placed in a separate account, The Tiger Club fund, and not added to the required plan. These additional Tiger Club fund dollars are refundable upon request.

Emergency Information

In the unlikely event of an emergency, you will want to be informed as soon as possible. Follow the steps below to ensure you are the first person to know important information about your student.

Emergency Communication

AU Alert is Auburn's official emergency communication system for students and the on-campus community. Auburn University takes the safety of its community very seriously.

Parents and families can opt-in to receive AU ALERT text messages by texting AuburnFamily to 226787 (CAMPUS). You will be enrolled indefinitely. You may text "STOP" to 226787 (CAMPUS) at any time to be removed from the system.

Families can also download the Auburn Safety app to receive push notifications when AU ALERT messages are issued. To verify notifications are enabled, go to "About/Preferences" then "Notification Settings" and verify that "Enable Notifications" is selected.

Emergency Contacts

It is important that your student registers you as an emergency contact by logging into their AU Access account and clicking on the "Emergency Contacts" card. Have your student keep this information updated so that Auburn has access to your information in case of a crisis.

Note: Every year, we hear parents ask if they need to purchase a power of attorney for their student. Here's the skinny—if we need to reach your student's emergency contact, we are going to reach out to the person they have listed. If you aren't listed there, we won't know who to call, so that paperwork isn't necessary.

Auburn University Parent and Family Association

As a part of the Auburn Family, you are already a member of the Auburn University Parent and Family Association (AUPFA). The organization gives parents and families the opportunity to connect with and support other parents and family members. The Parent and Family Association is led by a team of a dozen parents from around the country who provide guidance to Parent and Family Programs about the resources families need. Consider involving yourself in the organization as an ambassador or board member. Participating in AUPFA is an excellent way to be an engaged member of the Auburn Family and to support your student.

Board of Directors

The Auburn University Parent and Family Association is led by a Board of Directors made up of parents and family members of current students. The Board advises university departments on issues of particular interest to parents. Board members plan events for Auburn families, make recommendations for family resources, and answer individual questions from parents and families of Auburn students.

Fall Family Weekend

All Auburn Family members are invited to campus for a weekend of activities, programs, and the chance to watch the Tigers play in Jordan-Hare Stadium. Each year, Fall Family Weekend is aligned with the Homecoming football game. We encourage you to make plans to be in Auburn to experience campus life while enjoying some beloved traditions like the homecoming parade, pep rally, and tailgating.

The Parent and Family Association hosts a tailgate every year on Cater Lawn. Last year, over 3,500 family members visited, making it the largest tailgate on the plains!

Specific details and ticket information for Fall Family Weekend will be highlighted on the Family Portal and social media.





Set the Stage for Success

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Expectations

It is important to directly discuss expectations with your student each semester. Open and honest communication prevents confusion and lays the groundwork for positive outcomes. Setting expectations is most successful if it is a two-way conversation.

Grades

Discuss your student's expectations for grades, schedule, course load, and campus involvement. Listen and notice where your expectations align with those of your student and negotiate differences. When setting expectations, keep the following things in mind:

- **Be realistic.** If a student was a B student in high school, it's unlikely they will earn a 4.0 each semester—especially their first semester.
- **Be adventurous.** Auburn has over 500 student organizations and extracurricular activities; encourage your student to try something new!
- **Be consistent.** Get into the routine of discussing and revising expectations each semester. This could become a valuable check-in process for you and your student.

Finances

It's important to talk to your student openly about finances prior to them arriving on campus. Your student will make financial decisions every day. They need to know how these decisions will affect them.

Discuss whether you will contribute to their college education. If you do plan to contribute, be very clear about how much that contribution will be, and how often you will provide it (weekly, monthly, semesterly, etc.). If your student needs additional funds (grants, scholarships, or loans), discuss their responsibility to obtain, manage, and repay them.

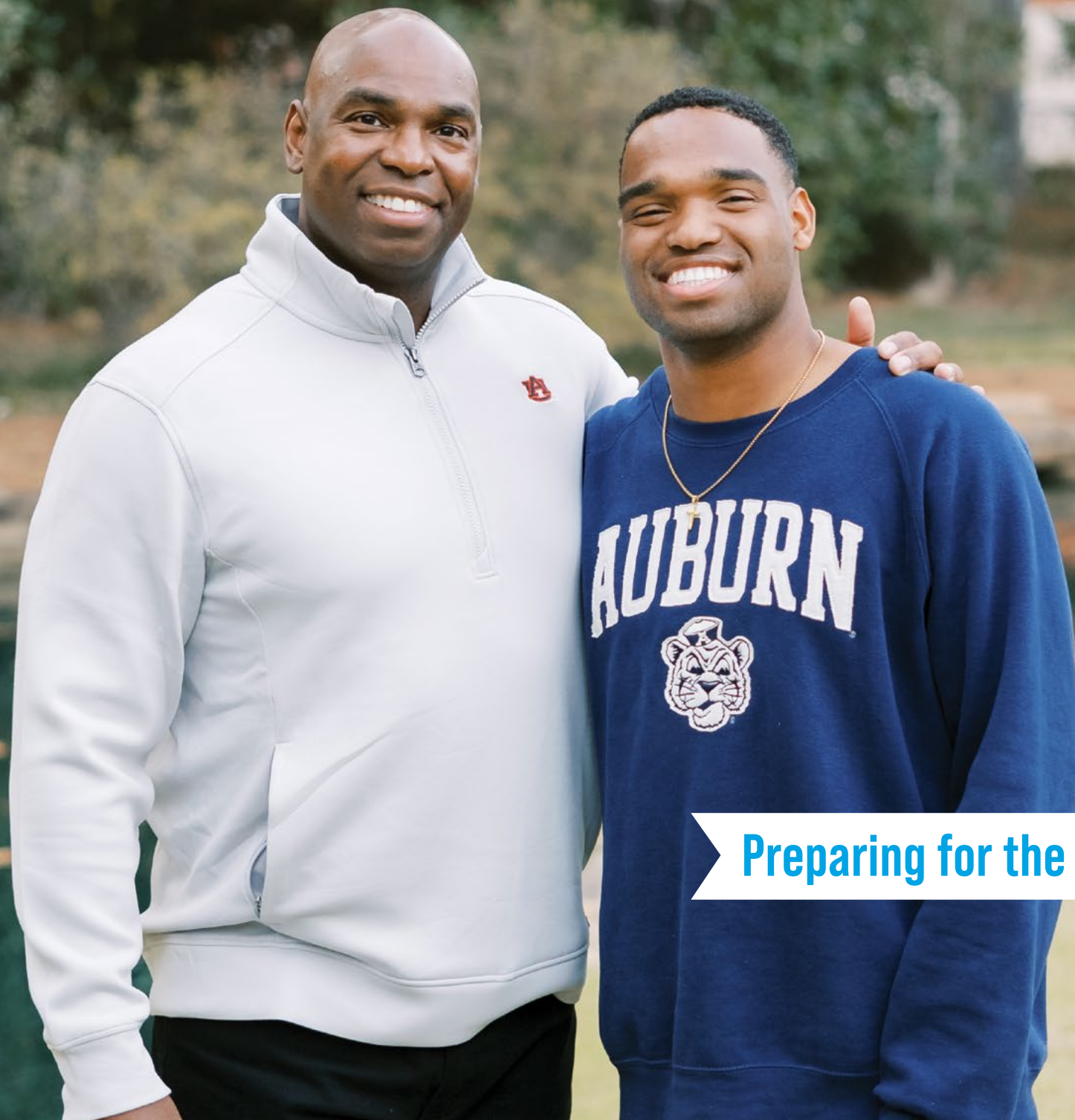
Extracurricular Activities

While college is meant for academic learning, experiences outside the classroom are crucial to your student's success. Participation in meaningful co-curricular activities helps your student feel at home on campus, leading to a higher retention rate and an increased likelihood your student will graduate.

When talking to your student about activities, encourage them to participate in different types of programs:

1. **Academic.** It's important to do something that connects to their major or future career.
2. **Active.** College students need to remain active, so encourage activities like intramural sports or group fitness classes.
3. **Spiritual.** Students need to take care of their minds in addition to their bodies. Participation in group therapy, meditation classes, or a church group can be very beneficial.
4. **Fun.** It's also important for students to have activities that are social. Joining a Greek organization, a gaming team, or anything else that is fun is important, too!





Preparing for the Transition

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Starting college is a big milestone, and it brings a lot of change for your student. One of the best ways to support them during this transition is by helping them feel confident and prepared. Being familiar with the topics listed below can help your student hit the ground running. Think of it as giving them a head start!

Banking

Something that often falls through the cracks when sending your student to college is discussing who will handle the money. Find a bank that allows both student and parent access. It helps to have a physical bank location in the student's hometown, as well as Auburn. Review the following "How-To" skills with your student:

- Make a deposit
- Endorse a check
- Get cash
- Write a check
- Pay a bill
- Monitor your balance
- Follow a budget

Automotive Basics

Whether your student drives their own vehicle or rides with a friend, they need to know how to respond in unexpected situations. Make sure your student has photos of both sides of their car insurance card and their vehicle registration on their phone, and talk with them about these situations before they come to Auburn.

- Having a mechanical problem on a busy road
- Having a mechanical problem in a parking lot
- Getting a parking ticket
- Being pulled over by police
- Maintenance and upkeep of the vehicle

Correspondence

In a collegiate setting, it is generally expected that students communicate directly with others on their own behalf. If your student is facing difficulties in a class, encourage them to discuss it with their professor after class, send an email, or visit their professor's office hours, which are listed on the course syllabus. It is always best for professors to communicate with students rather than with parents. Effective communication takes practice; be sure your student arrives at Auburn ready to:

- Write a respectful email
- Make an appointment by phone
- Address, stamp, and mail an envelope

Household Adulting

Refine skills and have your student prove their household adulting prowess while reaping the benefits before they head to college. Provide opportunities for your student to:

- Clean a bathroom sink, shower, and toilet
- Wash, dry, and fold laundry, including towels and bedding
- Turn off water to a sink or toilet
- Know how to use a plunger
- Demonstrate basic cooking and food safety

Health Insurance & First Aid

Many students arrive at Auburn with almost no knowledge about health insurance. It is time to provide some foundational information about how it works. Be sure your student understands what a co-pay is and choose local providers before your student is sick. Have your student take a picture of BOTH sides of their insurance card so they have it on their phone. Be sure your student can:

- Clean and bandage a wound
- Use over-the-counter medications in the proper dosage

Talk with your student about when to go to urgent care versus the emergency room. Review circumstances when it is advised to call 911.



I love you;
go to class.

Parenting Tips from the Backseat

/// Parenting Tips from the Backseat

Soon after the excitement of move-in has passed, your student will be “in the driver’s seat” actively navigating their college experience. While you have not been kicked out of the car completely, it may take some trial and error to learn how to influence and support from the backseat. Parent and Family Programs has compiled a few tried-and-true tips to help make your transition smoother.

I love you; go to class.

This one is simple. End every conversation with, “I love you; go to class.” One of the key factors of student success is whether they are regularly attending class. This simple phrase serves as a gentle reminder of the importance of attending class. It may sound silly, but each year, we have parents who let us know that they use this little trick, and it makes a huge difference!

How are you going to handle that?

As a parent, it is so easy to swoop in and save the day. Now that your student is in college, it is time to buckle up in the backseat and let your student start to figure things out on their own. Development and maturity come from thinking critically to solve problems.

Rather than solving problems for them, ask supportive questions that encourage them to find a solution. A great thing to say is, “How are you going to handle that?” An open-ended question like this one encourages dialogue, often leading to a discussion of the options available and possible solutions. Your student will grow from learning how to handle problems on their own. When your son’s roommate refuses to do the dishes, or when your daughter just realizes that she has a paper due tomorrow morning, they will learn valuable problem-solving skills.

Homesickness

Homesickness is experiencing a longing for home during a period of absence. This is a feeling that your student may face during college. For many students, this is the first time they have been away from home for an extended period, and it is very common to miss family and friends from back home.



If you think your student is homesick, encourage them to seek involvement opportunities. Friendships grow out of shared experiences and repeat exposure. Joining an organization, attending University Program Council events, going to group fitness classes at the Rec & Wellness Center, or even talking to another student in class are great ways to meet people. It is amazing what making a few friends will do to help distract your student from missing home.

Consider sending a thoughtful care package to let your student know that home isn’t quite the same without them. A little piece of home can help ease the sadness.

We know that you love to have your student home, but returning home can prolong homesickness. If you feel as though your student is coming home too often, set a schedule. If they come home on an off weekend during football season, challenge them to stay at school until the next away game or Thanksgiving break. After all, your student needs to be on campus to meet friends and find opportunities for involvement.

If your student doesn’t seem homesick, don’t worry! The transition from high school to college is a huge one, and there is a lot on your student’s plate. Your student may be more focused on acclimating to this new life rather than missing home—which is completely fine.

Share Resources

This tip piggybacks on asking, “How are you going to handle that?” Exploring campus resources arms you with information to help your student when the opportunity presents itself.

If it is mid-semester and your student is stressed about their first big history exam, send a link to Study Partners and Supplemental Instruction rather than signing them up and telling them to go. If your student wants to send you their paper for revisions, encourage them to also reach out to the University Writing Center for feedback.

Auburn has numerous resources to help your student succeed academically, and a few well-timed tips from the backseat can put these services on their radar. Remind yourself that while you cannot “make them” use these resources, gently providing information can remove barriers and make it easier for your student to take advantage.

Newfound Freedom

For many students, college is the first time they are completely on their own. Decisions that you have helped your student make their entire lives are now up to them. Your student is deciding what they are going to eat and when, what their sleep schedule will be, and how much time they are spending on their phone. This can be overwhelming for some students and anxiety-producing for parents. As they adjust to their newfound freedom and schedule, be flexible.

Living in an age of technology at our fingertips, it is easy to pick up the phone and call your student or send texts multiple times during the day. Remember, just because you can do something doesn’t mean you should.

As your student adjusts to their schedule, they will find times in their day that are better than others for catching up. After the first few weeks of school, talk to your student about ideal times to call during the week. Setting a schedule early on will help both you and your student have consistency, as well as keep you from calling during the middle of class.

Build a Trusting Relationship

Just as you once braced yourself and pumped your invisible brake while your student learned to drive, there may be times when you have the immediate urge to intervene. Building a trusting relationship can be difficult at first. Convey to your student that you trust them to make good decisions, and to handle struggles that arise. Your student is more likely to be open and honest with you if you support their decisions than if

they feel like you are trying to catch them doing something wrong. Having trust as the foundation for your relationship on both sides is critical for promoting a positive college experience.

Use open-ended prompting as a tool to convey your genuine interest in your student. Questions that require a yes or no answer are going to get a yes or no answer and little more. For richer conversation, listen to what your student chooses to share, and then encourage them to elaborate with prompts like “Tell me more about that,” “What was that like for you?” “That sounds stressful,” “How exciting,” etc.

Share your suggestions when they are requested or required, but know that trust is a must, and unsolicited advice is usually taken as criticism.

Expect Change

It is inevitable. Your student will change while they are in college. As a parent or family member, your role in this process is to help them to the best of your ability. College years are formative years, and they impact individual students differently.

Changes may seem drastic or minimal, but all students are gaining a larger perspective in a mature environment that will stretch them. Anticipating change will help both you and your student navigate this new journey. When your student returns home, it is common for them to live the same way they do on their own. Your student may have developed their own patterns around things like sleep schedules, curfews, and acceptable housekeeping.

Find the balance between honoring changes and holding your student to household expectations. If there are important rules in your home, you may want to remind your student about your expectations before they return for a visit or the summer. For example, if your student started vaping while they were living on their own, it is ok to hold them to a rule of no vaping in your home when they return.

Trust your Gut

As a parent or family member, you have known your student longer than anyone else. If you have a gut feeling that something is wrong, don’t ignore that feeling. Laying eyes on your student can go a long way to putting your mind at rest or confirming your concerns. Consider popping in for a visit, if possible, or make an unexpected FaceTime call. If your internal alarm is telling you that something significant is off, and your student will not discuss it with you, call Parent and Family Programs. We will direct you to resources that can help.



Academic Basics

/// Academic Basics

Student Course Load and Schedule

The typical student course load is 15 credit hours. For your students to graduate on time, it is important that they take 15 hours every semester. If a student falls below 12 credit hours, it could affect their status with financial aid, scholarships, Greek Life, and their eligibility to serve in student organization leadership positions.

The maximum number of hours that students may take in one semester is 18 credit hours. It is helpful to consider these parameters and have a conversation about how many hours your student will take per semester to graduate in a timely manner. Also, it is worth noting that the tuition rate remains the same for 12+ credit hours.

Student Classification

Freshman	30 or fewer semester hours
Sophomore	31–60 semester hours
Junior	61–90 semester hours
Senior	91 or more semester hours

Classification is important when registering for classes and for scholarship consideration. Student classification depends only on the number of credit hours a student has earned, not how many semesters they have attended. The classification may determine whether your student is eligible to take needed classes.

Course Syllabus

In every class, your student will receive a syllabus. This document outlines the entire class for your student. The class attendance policy, required textbooks, grading policies, and assignments are found on the syllabus. Talk to your student at the beginning of each semester about the courses that they are taking. Encourage them to plan out their classes by mapping out assignments. Not only will this help teach your student time management, but it will also help them plan ahead for busier times in the semester.

Class Attendance Policy

One of the most important factors in academic success is attending class and ensuring that your student is mentally present while there. Sleeping or browsing the internet during lectures is the same as not attending the class at all. It is crucial to make attendance and attentiveness a habit early on; your student's grades depend on it.

Individual attendance policies are left to the discretion of the professor and are clearly listed in each course syllabus. Students who fail to comply with the course attendance

policy risk earning an “F” in a course, or it can be classified as an “FA” on their academic transcript, which means failure to attend.

Though attending class is the foundation of academic success, unforeseen circumstances may arise. If this happens, remind your student to contact his or her professor(s) as soon as possible with documentation to excuse their absence.

How to Calculate a Grade Point Average

Your student's grade point average, or GPA, is an indication of academic achievement. Auburn University uses a 4.0 grading scale. The following grades and the grade values associated with them are used to determine grade point average. To determine a student's GPA, multiply the grade value by credit hours, then divide by the total number of credit hours. See the example below.

Grading Scale/Associated Values

- A (superior) equals 4.0
 - B (good) equals 3.0
 - C (acceptable) equals 2.0
 - D (passing) equals 1.0
 - F (failure) equals 0.0
 - FA (failure due to absences) equals 0.0
 - WF (withdrawn failing) equals 0.0
- (D is failing for graduate students)*

Example:

Course Name	Grade Earned	Credit Hours	Grade Value x Credit Hours	= Quality Points
English Composition	A (4.0)	3	4 x 3	12
Calculus	B (3.0)	4	3 x 4	12
Biology	C (2.0)	3	2 x 3	6
Biology Lab	A (4.0)	1	4 x 1	4
Spanish	B (3.0)	4	3 x 4	12
		Total Credits: 15		Total Grade Points: 46
Divide Quality Points / Total Credits = 3.07 GPA				

Course Add/Drop/Withdrawal Policy

The first five class days of Fall and Spring semesters allow for students to add or drop classes to adjust their schedule without penalty. As a practical matter, if a student wishes to add a course, it is strongly recommended that they do so no later than the first day of the semester.

Students may drop or withdraw from a course up to the date listed in each term's Academic Calendar. Students should review the Academic Calendar prior to dropping a class to clarify whether the time of the withdrawal will result in course drop fees, a grade being assigned or a "W" notation on the student's transcript, potential tuition refund, or other impacts. Grades of "W" are not used in calculating the term or cumulative GPA at Auburn University. A "WF" (withdrawal failing) occurs if your student officially drops a course with the permission of their dean after the official drop date but is failing at the time of withdrawal. If a "WF" is recorded, it is considered the same as an "F" and will be calculated as such.

If a student is under the care of a licensed healthcare professional and needs to withdraw from their courses due to a documented physical and/or psychological condition, the student should reach out to the Auburn Cares Office to discuss the medical withdrawal process.

Academic Warning and Suspension

Academic Warning occurs when a student's cumulative GPA falls below 2.0. If your student is placed on Academic Warning, they must do one of two things to avoid Academic Suspension. Your student must earn a semester GPA of 2.2 or higher or earn a cumulative GPA based on the table below:

If your student has earned this amount credit hours...	...they must meet or exceed this Auburn cumulative GPA to avoid suspension.
0–30.999 (freshman)	1.50
31–60.999 (sophomore)	1.80
61–90.999 (junior)	1.90
91 or more (senior)	1.97

If your student is unable to meet the requirements of this scale, they are placed on Academic Suspension. During this time, your student cannot be enrolled at the university for a minimum of one semester, not including summer semester. If your student is placed on Academic Suspension for a second time, they must wait two semesters to re-enroll, not including summer semester. A student who receives a third Academic Suspension will be expelled from Auburn.



Important Policies

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/// Important Policies

Student Conduct

Student Conduct is responsible for the administration of the Code of Student Conduct. It provides a fair and educational conduct process for students and student organizations. Student Conduct educates the Auburn University community about student responsibilities, rights, and expectations. Additionally, they process Dean's Certification documents and disciplinary clearance requests.

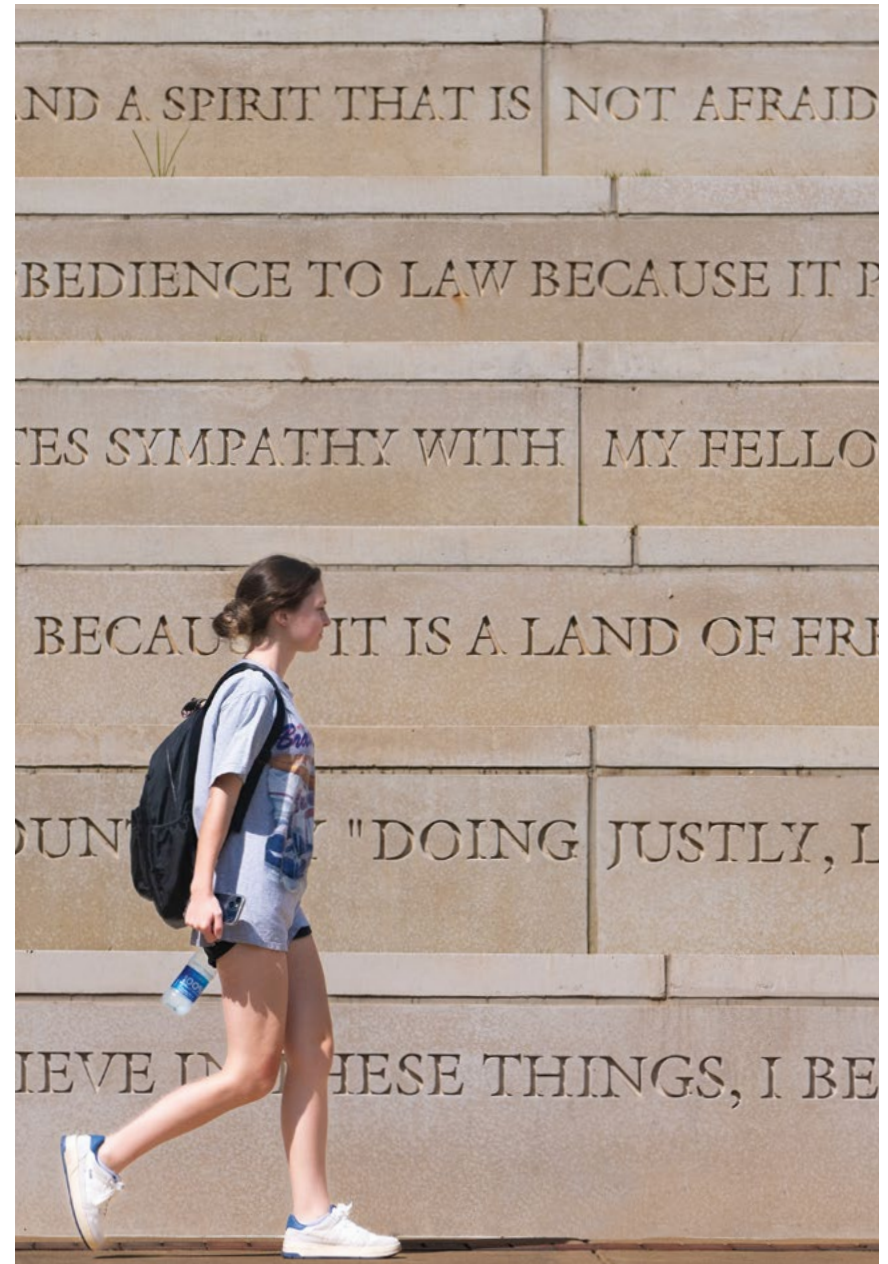
If your student is referred to Student Conduct, your role is to support them and encourage active participation in resolving the issue. The most common violation of the Code of Student Conduct relates to the underage consumption/possession of an alcoholic beverage or public intoxication. Students found responsible for violating the alcohol policy may be required to participate in Tiger Education Screening Intervention (TESI), an Auburn University-sponsored alcohol education program. Students could also be assigned community service or disciplinary probation. Students who are found in violation of the alcohol policy at an Auburn University athletic event will be removed from the event and may face the loss of student ticket privileges in addition to the above sanctions.

When students under the age of 21 are found responsible for an alcohol or drug violation of the Code of Student Conduct, parents/guardians are notified in writing by Student Conduct. The letter will contain information regarding the violation of the code that occurred.

Family Education Rights and Privacy Act (FERPA)

Many parents want to find out their student's grades or ask about their student's academic performance. Access to this information falls under the federal Family Educational Rights and Privacy Act (FERPA), which limits the right to review educational records. Once your student is enrolled, regardless of age, you will not have access to their educational information unless your student specifically grants it to you through the Auburn Family Portal.

It's worth reading the FERPA information and then discussing with your student the types of protected information and how they will share that information with you.





Visiting Auburn

THE
LAUREL
HOTEL & SPA

/// Visiting Auburn

Auburn/Opelika

Visiting your student during their time at Auburn is a great way to build memories, experience the campus culture, and participate in a wide variety of events throughout the year. We hope you make plans to visit Auburn and visit often!

Accommodations

Hotels & Airbnbs

If you are planning a trip to the Auburn/Opelika area, we encourage you to book your stay as early as possible. The hotels closest to campus are The Hotel at Auburn University, Graduate Auburn, AC Hotel Auburn, and The Collegiate. However, there are other great options for places to stay when visiting your Auburn student.

Auburn-Opelika Tourism provides a comprehensive list of hotels and accommodations.

There are times, like commencement weekend, when it can be hard to find a hotel in Auburn. There are several nearby communities you might consider when looking for a place to stay.

Here are some ideas:

- Lake Martin, Alabama
- LaGrange, Georgia
- Columbus, Georgia
- Lake Harding, Alabama/Georgia

Also, Auburn is considered a vacation destination for many people, so there are a number of homes and condos available through Airbnb, VRBO, and other short-term rental sites.

Places to Eat

There are some fantastic restaurants to enjoy when you visit Auburn. In addition to downtown Auburn, there are some great places in Opelika, Waverly, and the surrounding area. Visit the Auburn-Opelika Tourism website for a full list of local restaurants.

Keeping Active

When you visit Auburn, we want to make certain you can still stay healthy and strong. Auburn is a very active place, so if you are looking for a place to exercise, there are many options.

Running/Hiking Trails

There are some great trails to hike or run in the area. Chewacla State Park, Kiesel Park, and the Kreher Preserve are a few of the great places to go. Alltrails.com provides a great list of places to consider.

Rec & Wellness Guest Pass

Exercising with your student might be a great way to catch up while you are in town. You can visit the Auburn University Recreation and Wellness Center with your student for a small fee.

Flying In?

Auburn is conveniently located 90 minutes from the Hartsfield-Jackson Atlanta International Airport (ATL), so most students use it as their airport hub. If your student flies into Atlanta, don't forget to account for the one-hour time difference between Auburn (CT) and the Hartsfield-Jackson Atlanta International Airport (ET) when booking travel arrangements.

Other airport options include Montgomery Regional Airport (MGM), Birmingham-Shuttlesworth International Airport (BHM), and the Columbus, GA Airport (CSG).





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255 Heisman Drive, Suite 3231 | Auburn, AL 36849
aub.ie/parentandfamily