



University of California, Merced

New Student Orientation



Welcome to UC Merced



1. What is your name?

2. Where are you coming from today?

**SFC provides support for: Admissions, Financial Aid,
Registrar and Billing Services.**

Call us! 209-228-7178

- Mon - Th 8:30am to 4pm & Fri. 8:30am to 3pm

Schedule a virtual zoom appointment (15 min)

- Tue - Th 4pm-5pm.
- <https://studentsfirst.ucmerced.edu/contact-us-0>

Email us

- studentsfirst@ucmerced.edu

Chat with our Rufus Bot

- studentsfirst.ucmerced.edu

In-Person Services

- In ADMIN Building across from the Welcome Center
- Mon - Th 8:30am to 4:30pm & Fri. 8:30am to 3pm
 - Note we also have student staff 8-5 in our lobby for *limited* services.



FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

FERPA is a federal law that protects the privacy of student education records.

- Privacy applies to all education records, including:
 - Grades
 - Billing Information
 - Class Schedule
 - Financial Aid status



REQUIREMENT	STATUS	OFFICE
☒ Release of Information to Parents	Received and Authorized	Financial Aid

**Student
Account**

FERPA

**Financial
Aid**

- Scan above for more info on FERPA

Satisfactory Academic Progress (SAP)

SAP STANDARDS:

UNDERGRADUATE STUDENTS

Cumulative GPA: 2.0
Cumulative PACE: 66.7%

$$\frac{\text{UCM Completed Units} + \text{Accepted Transfer Units}}{\text{UCM Attempted Units} + \text{Accepted Transfer Units}}$$

MAXIMUM TIMEFRAME:
180 UNITS

UCM Attempted Units + Up to 70 Accepted Transfer Units

SAP APPEAL:

Written Statement

- Explain the reason(s) for failing to meet SAP requirements.
 - Death/hospitalization of a relative or other significant person
 - Major medical issues
 - Personal tragedies that were beyond your control, etc.

Supporting Documentation

- The documentation should support your written statement.
- Students without supporting documentation may work with OFAS staff to find a solution.

Improvement Plan

- Explain the strategies you will use to meet the SAP requirements by the conclusion of the outlined timeframe.

BILLING

Fall fees were due on August 19, 2026. Please make sure your students account is paid to avoid holds or being dropped from classes. The Deferred Payment Plan (DPP) enrollment is open and splits the total balance into 4 monthly payments.

Account information can be viewed in the MyBill Portal. Students can add authorized users to the MyBill Account.

Authorized Users Access includes:

1. Make Payments Online
2. Enroll in the Deferred Payment Plan
3. Enroll in text message alerts
4. View Billing Statements
5. View account activity

Payment Options:

- Online
- In Person
- By Mail





My Account

Overview

Activity Details

Payment Plans

Make a Payment

Transactions

Statements

Help

Sign Out

Overview

JB

Joanne Basick
UC Merced (Training)

Balance
\$24,183.68

Summary

202430 (Fall Semester 2024)
Minimum due

\$14,398.63
\$0.00

Balance
Minimum due

\$24,183.68
\$8,318.55

Previous Term Balance

\$30.00

Current Charges and Payments

\$23,167.58

Authorized Financial Aid

\$0.00

Total Amount Due

\$23,197.58

* Authorized Aid cannot be applied to previous term balance

View statements

View activity details



University of California, Merced
**New Student
Orientation**



Office of Leadership, Service and Career (OLSC)



University of California, Merced
**New Student
Orientation**

Margo F. Souza Student Leadership Center



**Start here, Lead
Anywhere!**

lead@ucmerced.edu
Studentleadership.ucmerced.edu

Kolligian Library (KL) 172



@ucmleadership

Margo F. Souza Student Leadership Center

The Margo F. Souza Student Leadership Center helps UC Merced students develop leadership skills, build community, serve others, and make a positive difference on campus and beyond.



Yosemite Leadership Program (YLP)
We celebrate our 20th anniversary for our program this fall!



Student Leadership Conference
Friday, September 18 at 3 PM | UC Merced Ballroom



Visit our website!



University of California, Merced
**New Student
Orientation**

Student Career Center



**Meet your Career
Specialist!**

careercenter@ucmerced.edu
[Hire.ucmerced.edu](https://hire.ucmerced.edu)

Kolligian Library (KL) 184



@ucmcareercenter



University of California, Merced New Student Orientation

The Student Career Center (SCC) has a team of Career Specialists and Employer Relations Professionals that can help you:

- Gain Experience
- Meet Employers
- Find a Mentor
- Discover Careers
- Secure Internships and Jobs
- Apply for Graduate School



To take advantage of these resources and learn about upcoming events, sign into your Handshake Account with your UC Merced Single-Sign On credentials. On Handshake, you'll have access to:

- Scheduling an appointment with your career specialist
- Applying for on and off-campus jobs and internships
- Registering for upcoming events like our upcoming Student Part-Time Job Fair





University of California, Merced
**New Student
Orientation**

Community Engagement Center



Service is Leadership in Action!

Communityservice@ucmerced.edu
cec.ucmerced.edu

Kolligian Library (KL) 190 (Look for the dad joke!)



@ucmercedcec

Community Engagement Center (CEC)

The CEC connects UC Merced students with meaningful service, leadership, and community-based opportunities that help you make a positive impact while building skills, relationships, and real-world experience for your resume and careers after UC Merced.



Visit our website!



One-Time Service Opportunities

- Park Clean-ups
- D Street Shelter
- Food Distributions
- Health Community Fairs
- Senior Centers
- MLK Day of Service



Long-Term Service

- College Corps
- Bright Spark Program
- Lift While You Lead
- Seeds of Connection (Alternative Spring Break)
- Leadership & Service Living Learning Community





**OFFICE FOR THE
PREVENTION OF
HARASSMENT &
DISCRIMINATION**

OPHD OVERVIEW

OPHD is a neutral office that addresses complaints of discrimination and harassment (including sexual violence and harassment) through Preventative Educational Conversations, Alternative Resolutions, and Formal Investigation processes.

We educate and train on OPHD policies

And provide resources, including consultations, for the UC Merced Community



OPHD Policies

SVSH Policy

All members of the UC Merced Community (students, employees, guests) have the right not to be sexually harassed or assaulted. The SVSH policy prohibits all forms of Sexual Violence and Sexual Harassment.

Encourage your student to do their **SHAPE training** ASAP; it's on their checklist on CatCourses.

The OPHD Director (Title IX Officer) can implement supportive measures to help or protect your student.

***Retaliation is strictly prohibited in both the SVSH policy and Anti-Discrimination policy.

Anti-Discrimination Policy

All members of the UC Merced community (students, employees, guests) have the right not to be harassed or discriminated against because of/based on one or more of their actual or perceived Protected Categories.

Harassment – Is unwelcome conduct **based on** an actual or perceived Protected Category

Discrimination – Is unfavorable action taken **because of** an actual or perceived Protected Category (has to be “under University Authority”)

Failure to Accommodate – Is failure to provide reasonable accommodations to individuals when required by law (disability/religion), including a failure to refer

FILING A REPORT



Ways to File A Report:

- Email ophd@ucmerced.edu
- Call (209) 413-4652
- File a report online at ophd.ucmerced.edu/report
- In-person – KL 323 – see ophd.ucmerced.edu for hours
- Can file on behalf of someone or something you saw

Please include the following information, if available

- Names of those involved
- Details provided by the Complainant or 3rd party
- Whether the Complainant requests any action be taken (e.g., change in class or discussion section)
- If any action was taken

Complainants can also file a report directly with OPHD: KIM OVERDYCK

Director and Title IX Officer | koverdyck@ucmerced.edu | (209) 285-9510



Basic Needs Services and Programs:

- Bobcat Pantry (food/hygiene items)
- Professional Clothing Closet
- CalFresh Assistance
- Nutrition Education Workshops
- Campus Community Garden (volunteer opportunities)
- Connect to campus and community services – Financial Wellness Center, VITA, WIC, First Five, etc.



Bobcat Pantry

Any actively enrolled student at UCM can access the pantry.

Where and How

- Terrace Center 131
- Appointment based (30-minute slots)
- Fall Hours- Mon-Thurs 12:00 pm - 5:30 pm
- Available to all actively enrolled UC students
- 1 visit per week (appointment based)

Food Support Students Can Expect

- Fruits/Vegetables
- Dairy/Dairy Alternatives
- Grains
- Canned items
- Snacks
- Baby food available upon request
 - (WIC referral)

Available Toiletries

- Deodorant, toothbrush/paste, floss, body soap
- Health Promotion/ASUCM: Wellness Hot Spot

Signs will indicate quantity limits per item – will vary due to inventory



Connect with Us!



BASIC NEEDS CENTER - TERRACE CENTER 106



BOBCAT PANTRY - TERRACE CENTER 131



Basicneeds.ucmerced.edu



Basicneeds@ucmerced.edu



[@ucmbasicneeds](https://www.instagram.com/ucmbasicneeds)



**BASIC
NEEDS
SERVICES**



Student Accessibility Services

UNIVERSITY OF CALIFORNIA, MERCED



Our Mission

The mission of Student Accessibility Services (SAS) is to promote equal educational access and full participation by and for students with disabilities in the rich academic and campus life environment at UC Merced.



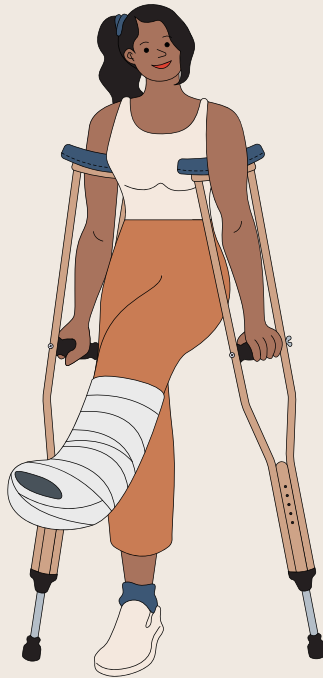
Accommodation Overview



Housing



Academic



Dining



Temporary / Short-Term
(Ex: Transportation)



STUDENT ACCESSIBILITY SERVICES

The mission of SAS is to promote equal access and full participation by and for all students (undergraduate & graduate) with disabilities in the rich academic and campus life environment at UC Merced. SAS staff are available to answer questions and provide useful information to facilitate equal academic access to students with disabilities

- 1 COMPLETE ACCOMMODATION REQUEST FORM
- 2 SCHEDULE MEETING WITH OUR DIRECTOR
- 3 LEARN ABOUT DIFFERENT ACCOMMODATIONS IN MEETING
- 4 COMPLETE A MYACCESS WALKTHROUGH WITH FRONT DESK

WHAT WE OFFER



ACADEMIC ACCOMMODATIONS



HOUSING ACCOMMODATIONS



DINING ACCOMMODATIONS

SCAN FOR OUR WEBSITE! →



209-228-6996

access.ucmerced.edu

access@ucmerced.edu

ACS-140 Cubicle 128

209-228-6996

Mon-Fri 8:00am-5:00pm

Food Allergies or Dietary Support?



We're here to help you navigate dining safely and with confidence.

Start with Culinary Wellness to get support sooner

Intake with Culinary Wellness team

- Scan the QR code to connect directly!
- Meet one-on-one to discuss food allergies or dietary needs



Step 1:

Step 2:

Get Connected With Student Accessibility Services (SAS)

- The Culinary Wellness team will help you connect with SAS via email



Book an Appointment With a Dietitian

- Individualized nutrition counseling
- Support for complex medical or dietary needs

Step 3:



DINING SERVICES





Thank you



ACS 140, Cubicle 128



209-228-6996



access.ucmerced.edu



access@ucmerced.edu

Office of the Dean of Students

Campus-wide Collaboration

- Work collaboratively to serve, support, and empower students and other members of the UCM community
- Support student success through intentional and holistic programs & initiatives
- Address barriers that may impact student success

Student Advocacy & Support

- Serve as advocate to students & their support networks in times of personal, academic or financial challenges
- Connect students to appropriate campus & community resources
- Serve as a liaison between students & faculty/staff when challenges arise

Non-Clinical Case Management

- Provide a centralized resource to help students navigate difficult situations and develop strategies for overcoming barriers
- Students may be referred to DOS by staff, faculty, or community members OR students may self-refer

DOS Office Team



Associate Vice Chancellor
and Dean of Students



Assistant Dean for
Student Advocacy and
Retention



Case Manager of the
Dean of Students Office



Business Manager of the
Dean of Students Office



Special Assistant to the
Dean of Students



Bright Success Center



At the Calvin E. Bright Success Center (BSC), we seek to make sure that every scholar feels as if they belong at the University of California, Merced and have the resources to thrive academically, personally, and professionally. The BSC has a dual purpose of supporting the retention and success of every UC Merced scholar, while also supporting the most resilient, determined, and systemically oppressed student populations that exist in higher education today. This is challenging & rewarding work that requires intense collaborations (with campus and community partners) and intentional community building strategies to ensure students experience our programs and services as supportive and enhancing to their college experience.

PROGRAMS

Bobcat Underground Scholars (BUS): caters to both formerly incarcerated and system impacted scholars;

Benefits and services include, but are not limited to:

- Peer mentorship
- Guaranteed On-Campus Housing During AY
- Student Success Funds
- Textbook Assistance
- Social Events



Guardian Scholars Program (GSP): supports students who have experienced foster care, kinship care, and similar backgrounds by providing resources, community, and academic guidance;

Services provided include, but are not limited to:

- Move-in support packages
- Priority housing and course registration
- Personalized mentorship
- Student Success Funds
- School & Hygiene supplies
- Graduation Packets



Success Mentor Program (SMP): empowers UC Merced students to develop strategies & skills that will advance academic, intrapersonal, and interpersonal development through one-on-one mentoring; all students (incoming first-years, continuing, and transfers) are eligible to apply;

Benefits and services include, but are not limited to:

- Peer mentorship
- Qualifying workshops
- Social events with peers



INVITATION -BASED

Fiat Lux: Four-year program for income-eligible, first-generation undergraduate scholars at UC Merced; includes a Fiat Lux Living Learning Community (LLC) for 1st year scholars in the program



Gateway Scholars: Provides cohort-based peer mentoring support, workshops, monthly socials, networking, and community building to help Merced County students thrive;

Benefits and services include, but are not limited to:

- Mentor/Mentee 1:1 Meetings
- Individual/Group Development via Peer Mentoring
- Study Sessions
- Socials & Events
- College Readiness Program



Connect with us:

Locations: Kolligian Library 222

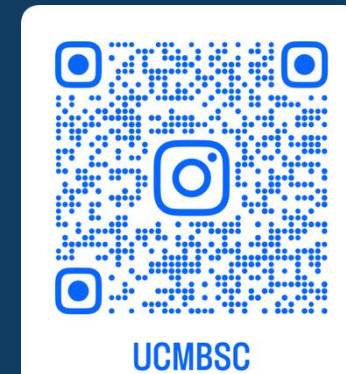
Office Hours: 9:00AM - 5:00PM, Monday - Friday

Email: learning@ucmerced.edu

Website:



Follow us on Instagram:





CAPS

Counseling and
Psychological Services



Health & Athletics Center 2nd floor



www.counseling.ucmerced.edu



(209)228-4266



After Hours Crisis:
(209)228-4266 Option 1



M-F 8am - 4:30 pm



@ucmercedcaps

1



**Student
Accessibility
Services**

UNIVERSITY OF CALIFORNIA, MERCED
ACCESS@UCMERCED.EDU

INDIVIDUAL COUNSELING
GROUP SUPPORT
COUPLES COUNSELING*
CONSULTATION
CRISIS INTERVENTION
OUTREACH & WORKSHOPS

*both must be UCM students

We treat:
General conditions
Anxiety
Depression
Post Traumatic Stress
Bipolar Conditions
Schizophrenia Spectrum
Adjustment
Substance Use
Eating Disorders
Navigating Relationships
Academic Difficulties

Services are offered in multiple languages
(i.e. Spanish, Mandarin, & Tagalog)



CAPS

Counseling and
Psychological Services



Health & Athletics Center 2nd floor



www.counseling.ucmerced.edu



(209)228-4266



After Hours Crisis:
(209)228-4266 Option 1



M-F 8am - 4:30 pm



@ucmercedcaps

Fall 2026

Opportunities for Connection & Support



Express yourself! Arts & crafts

Tap into your creativity! Join us for hands-on arts and crafts activities designed to foster self-expression, boost mental well-being, and connect with fellow students in a relaxed, welcoming space.



Healing Through Horticulture

Nurture your growth through nature. Led by a licensed psychologist and master gardener, this supportive group blends hands-on gardening activities with trauma-informed guidance to encourage healing, self-care, and connection.



Social Game Changers

Level up your connections! Gather with peers for board and card games in an engaging, supportive setting designed to help you build social skills, make friends, and strengthen your overall well-being.



DBT Skills

Master practical strategies to navigate life's everyday challenges. Learn core Dialectical Behavior Therapy (DBT) skills- including mindfulness, distress tolerance, emotional regulation, and interpersonal effectiveness- to improve your relationships and peace of mind. (By referral only)



Queer Chat LGBTQ+ Support (@ Pride Center)

Find community, connection, and conversation. Join Dr. Abear and Dr. Ramirez for an uplifting weekly hour dedicated to supporting LGBTQ+ students and allies in a safe, inclusive environment.



Navigating Change

Adapting to campus life or facing a big transition? Connect with peers on a similar journey to share experiences, learn practical coping strategies, and discover helpful campus resources to guide your path forward.



Body Tea

A safe, supportive environment for students to explore body image concerns, build self-compassion, and foster a healthier relationship with their bodies.

Workshops & Special Events



*Nourish
& Flow*
A NUTRITION & YOGA
WORKSHOP TO SUPPORT
MENTAL HEALTH

SATURDAY, 8/29
10 AM-12:30 PM
pre-registration required



Sept 30



*Hocus pocus
FIND YOUR
FOCUS
Escape Room!*
10/29/26

& more
TBA!



UC SHIP INSURANCE

Contact Information:
Business hours: 8:30 am to 4:30 pm

Email Via Email:
<https://health.ucmerced.edu/insurance/insurance-contact>

Response time: 7-10 Business Days

In-Person or Zoom appointments available

Monday thru Friday 1:30 to 4:15.



UC SHIP

Fall Coverage: 08/15/26 – 01/11/27

Spring Coverage: 01/12/27 – 08/14/27

Enroll dependents via website:

www.health.ucmerced.edu/insurance-rates-and-dates



University of California, Merced

New Student Orientation

UC SHIP INSURANCE

UC SHIP is ACA(Affordable Care Act) compliant.

Anthem Blue Cross: Medical and Vision

Delta Dental: Dental

Optum RX: Prescriptions

Managed PPO Plan Network (Insurance can be used anywhere in US & Overseas where Anthem Blue Cross is accepted).

Student Health Center is UC SHIP Students PCP.

Can download Insurance cards through App Store or Google Play

Sydney Health App

Delta Dental App (must register online first).

Student can use Health Center whether they have UC SHIP or own insurance.

We charge small fee (Office Visit \$10, Point of Care Test \$10, etc..).

REFERRALS ARE REQUIRED

Exceptions: ER, OB/GYN, Urgent Care, Optometry, Dental.



University of California, Merced

New Student Orientation

UC SHIP INSURANCE CONTD...

Medical Outside of SHS:

\$30 copay for Doctor visits. \$35 for specialist visit.

REFERRALS ARE REQUIRED for all services outside of SHS

Exceptions: ER, OB/GYN, Urgent Care, Optometry, Dental.

Vision:

\$10 vision exam, \$120 allowance for glasses or contacts.

Dental:

2 free cleanings a year (1 every 6 months).

\$1100 allowance PPO providers.

\$700 for PPO Premier providers

Once \$1100 have been used student is responsible for remaining balance

PPO provider pricing.

Prescription drugs: carved out to OptumRx

Retail (30 day supply): Retail only* (no SHS Pharmacy)

Generic: \$5

Brand: \$25

Non-Formulary: \$40

Specialty: 10% up to \$250

Mail order (90 day supply)

Generic: \$15

Brand: \$75

Non-Formulary: \$120

Announcements



E-mails

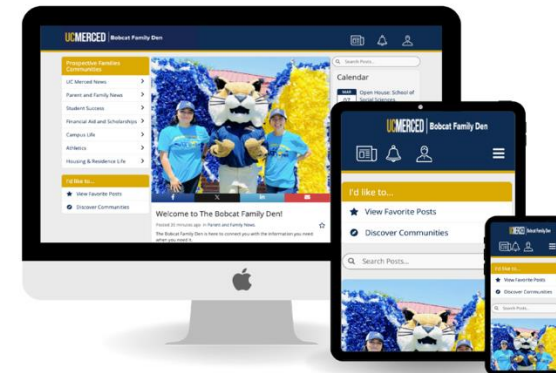
Important Dates
and Deadlines



Welcome to The UC Merced Bobcat Family Den!

The UC Merced Bobcat Family Den is your go-to source for updates, resources, and guidance from application to graduation. It's built to deliver the right information at the right time, helping you stay engaged and focused on what matters most: your student's success.

Sign up: ucmerced.campusesp.com



Newsletters

UCM Connect Module

There is a Family and Friends Community



FAMILY AND FRIENDS

Join the Family & Friends Community to stay informed of all the great things happening at UC Merced >>