

# USAHS New Student Guidebook

## Summer 2023

Congratulations on your acceptance into the University of St. Augustine for Health Sciences (USAHS)! We have developed a Guidebook with information, checklists, and resources to prepare you for your term start. There are many items you need to complete to finish the enrollment process. This Guidebook will help guide you as you begin your journey here at USAHS. Be sure to read each item carefully and reach out to the appropriate department with any questions.

### **Be sure to read this document in its entirety.**

Meeting deadlines is important as you embark on your professional journey! There are some potential consequences for a missed deadline or if documents are missing, incomplete, or out-of-date. A hold may be placed on your USAHS student account which may affect your financial aid and can prevent you from:

- Accessing Blackboard
- Registering for classes
- Starting your clinical experience
- Viewing grades and transcripts

We hope this guidebook helps you stay on top of the required information and deadlines. Please reach out to someone on the University Contacts page if you have any questions or require more information.

**EXPERT TIP:** Submitted documents can take 7 to 14 days to be verified.

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## GET SET FOR A STRONG START

Watch for these communications containing the information and instructions you need to set up your usa.edu email account and access the MyUSA portal.

**Check off these items as soon as possible** for a strong start to your first term!

- Receive an email from IT containing your usa.edu email address, which you will use to access the MyUSA portal. This email will also include instructions to set up your USAHS email account. Two additional emails will be sent containing your temporary password and student ID number. For technical assistance, visit [help.usa.edu](https://help.usa.edu).
- Pay your tuition deposit via the [MyUSA](#) portal within 30 days of acceptance to secure your seat. If admitted 30 days or less before term start date, pay your tuition deposit within 7 days.
  - Log onto the [MyUSA](#) Student Portal.
  - Select the Student Services Tab.
  - Click on Bursar's folder, titled "Make a Payment," located on the left-hand side of the page.
  - Click on "Make a Payment" at the top of the page and follow the prompts.  
*Tip: Click on the dollar amount next to Accounts Receivable (and your campus), even if it shows zero.*
- Receive a welcome email from your Student Success Advisor (SSA) approximately 2 months before your start date.
- After receiving this welcome email, schedule a virtual New Student Q&A session with an SSA [here](#).
- Watch your usa.edu email account for important documents such as parking and ID badge forms that need to be completed.
- Register for a Financial Services [Virtual Information Session](#).
- Register for a Medical Records [Virtual Information Session](#).

## YOUR USA.EDU EMAIL AND THE MyUSA PORTAL

Please note that all emails sent to you from USAHS Student Services, Student Accounts, Clinical Services, Financial Aid, IT, and your professors will come through your usa.edu email account. Please continue to check your personal email for important emails from your Enrollment team as some may require an immediate response.

### SET UP YOUR USA.EDU EMAIL ACCOUNT

- Access your usa.edu email by logging into the USAHS Okta Dashboard at <https://login.usa.edu>. When you log in for the first time with the user name and password sent by IT, you will be prompted to set up multifactor authentication ([MFA](#)) to secure your account.
- Once you have set up your account, including establishing your "Forgotten Password" question and mobile number, you can change your password at any time by using the Forgot Password option at the Okta Dashboard Login screen or following the instructions located [here](#).
- To connect your email account to your mobile device, visit [help.usa.edu](https://help.usa.edu) for step-by-step instructions.

- For reference, you can find your email address on the MyUSA portal by reviewing your Personal Info, located next to your name at the top right of the screen.

### ACCESS MyUSA

Access the MyUSA portal using your usa.edu email address and password. Take a few moments to review the information on MyUSA. It will be a valuable resource to you during your time at USAHS.

- Go to the MyUSA portal at <https://my.usa.edu/ics>.
- Click on the Login button. This takes you to an Okta login page.
- Sign in using your usa.edu email and password as credentials.
- Once your credentials are authenticated, you will be redirected to the MyUSA homepage.

### INPUT YOUR CONTACT INFORMATION IN MyUSA

**Each student must have up-to-date contact information in their MyUSA profile.** University staff will use this information to contact you as needed, including through the emergency notification system if a university or campus emergency should occur.

- Click [here](#) to update your contact information.
- Be sure to complete all fields, including your current address and Social Security number (SSN).** Your SSN is used as your identification with the Department of Education (DOE) and **is necessary** for university communications with the DOE, including those regarding financial aid.

## ADMISSIONS AND ENROLLMENT

To reserve your place in the program, complete and return the below documents and pay your tuition deposit **as soon as possible**:

- Complete your Enrollment Agreement and Essential Functions form via DocuSign within 30 days of receipt before it expires. These documents are typically sent to new students 10 to 12 weeks before the start of classes.
- Purchase your CastleBranch Package (please see page seven) within 30 days of making your deposit. Items in this package are time-sensitive and must not be done more than 6 months before your term start. Criminal background, drug screen and fingerprint results are requirements for admissions and must be received by the fourth week of the trimester for OT and PT, but we highly recommend that they are received before Orientation Day. SLP is required before Orientation Day. Extensions will be granted for any late admits. If these documents are not received you may have your admissions rescinded and may be removed from the program.
- Contact your Enrollment Advisor (EA) regarding any missing documents, such as transcripts.
- Attend Immersion Day. This incorporates every aspect of student life and brings information alive through interactive engagement. Your EA will be reaching out with more information.
- All official transcripts, including if you were admitted before completing your undergraduate degree or with pending admission prerequisite courses, must be received by the end of the fourth week of the trimester. Any missing items can impact your financial aid disbursement and ability to register for classes. Failure to comply with this expectation will result in the revocation of your admission and removal from the program.**

## NEW STUDENT ORIENTATION

Your Student Success Advisor will communicate this information to you.

- Residential students** – Mandatory orientation is typically held on the Friday before classes begin for the term. **This is an all-day event, please plan accordingly.** You are required to attend orientation in person. Watch your usa.edu email account for event details.
- Flex and MS-SLP students** – Mandatory orientation is held virtually the week before classes begin for the term. Watch your usa.edu email account for event details.

## STUDENT WELFARE AND ACCESSIBILITY

- Review the [Student Handbook and Catalog](#).
- If you will require reasonable accommodations at any point during your program, please review the [accommodation process](#) and email Accessibility Services at [accommodations@usa.edu](mailto:accommodations@usa.edu) with any questions.
- Required Compliance Training: Once your username and email are set up with the University, you are automatically enrolled in the University's compliance training modules. The University uses Vector Solutions to deliver these required trainings. You will need to complete your assigned trainings in the Vector platform within 60 days of assignment that include:
  - 1) Sexual Assault Prevention for Graduate Students,
  - 2) AlcoholEdu for College: Primary,
  - 3) Diversity, Inclusion & Belonging.

Refer to your usa.edu email account for communication about training assignments, due dates, and reminders. If you have questions about these required trainings, please email [usastudentaffairs@usa.edu](mailto:usastudentaffairs@usa.edu) for support.

- Complete these [forms for incoming students](#):
  - FERPA notice
  - Draped Exposure/Physical Contact Consent

## CLINICAL SERVICES REQUIREMENTS

Before engaging in clinical/fieldwork activities, every student must meet certain health and legal requirements. The table on page 11 will guide you on where to upload the various documents. **You must complete all the requirements outlined in this section according to the timeline set by your program.**

	Due by Day 1 of Term 1	Due One Term Prior to First Clinical Rotation
DPT	<ul style="list-style-type: none"> <li>• Background check</li> <li>• Drug screen</li> <li>• Fingerprints</li> <li>• OSHA, HIPAA &amp; Elder Abuse course</li> <li>• Fingerprint disclaimer form</li> <li>• Proof of medical insurance</li> </ul>	<p><u>Residential</u> – Term 5 is the first clinical term. The following are <b>due by Term 4.</b></p> <p><u>Flex</u> – Term 8 is the first clinical, <b>due by Term 7:</b></p> <ul style="list-style-type: none"> <li>• CPR cards</li> <li>• Vaccinations/immunizations</li> <li>• Physical exam</li> </ul>
MOT/OTD	<ul style="list-style-type: none"> <li>• Background check</li> <li>• Drug screen</li> <li>• Fingerprints</li> <li>• OSHA, HIPAA &amp; Elder Abuse course</li> <li>• Fingerprint disclaimer form</li> <li>• Proof of medical insurance</li> </ul>	<p><u>Residential</u> – Term 3 is the first clinical term. The following are <b>due by Term 2.</b></p> <p><u>Flex</u> – Term 4 is the first clinical, <b>due by Term 3:</b></p> <ul style="list-style-type: none"> <li>• CPR cards</li> <li>• Vaccinations/immunizations</li> <li>• Physical exam</li> </ul>
MS-SLP	<ul style="list-style-type: none"> <li>• Background check</li> <li>• Drug screen</li> <li>• Fingerprints</li> <li>• OSHA, HIPAA &amp; Elder Abuse course</li> <li>• Fingerprint disclaimer form</li> <li>• Proof of medical insurance</li> </ul>	<p>Due by END of Term 1</p> <ul style="list-style-type: none"> <li>• CPR cards</li> <li>• Vaccinations/immunizations</li> <li>• Physical exam</li> </ul>

We are here to guide and support you through this important process. [Attend a Virtual Information Session](#) about Clinical Service Requirements to learn more or to get answers to your questions.

*If you are a late admit and unable to meet a deadline outlined on this table, please contact the corresponding email contact on the contact sheet at the end of this Guidebook.*

## CHECKLIST OF STEPS

**These steps outline the activities to be completed.** Look for the links containing further details and access to helpful forms.

### CASTLEBRANCH – What to do right away!

- Order your [CastleBranch](#) package (fingerprint report, background check, and drug screen). **These reports expire in 6 months, so do not order them prior to 6 months before your start date.**
- Download the **CastleBranch** app, bookmark the website and set up your account.
- Once you enter your information, **CastleBranch** will conduct a local background check which USAHS will retrieve from their system.
- Locate an approved laboratory, download, and print the Drug Screen Chain of Custody Form from **CastleBranch**. Arrange to drop off a urine sample and the form at the lab. USAHS will also retrieve the results from **CastleBranch**.
- Initiate the Fingerprint process. Depending on your state and international status, the process may vary. Read the instructions very carefully. **CastleBranch** subcontracts with a company called DAON/DTIS. You will be redirected to their website from the **CastleBranch** website to set up an account with DAON/DTIS.
- If you are a Florida resident, fingerprint results will be sent to DAON/DTIS digitally from the location prints were taken, and then results are sent directly to USAHS. If you are a non-Florida resident, you must mail in a physical fingerprint card to DAON/DTIS, and once the results are ready, DAON/DTIS will email you with a 1-time link. While you are awaiting the results, log into your DAON/DTIS account every few days and check for a green banner across the top of the page notifying you the results are ready and have been sent to you. Save the results from the email and upload them into **CastleBranch**. Your admission to USAHS is conditional until you upload all the required forms.
- It may take up to a week for the information in **CastleBranch** to sync with our systems. Email us at [backgroundchecks@usa.edu](mailto:backgroundchecks@usa.edu) if you have questions.

## CORE/ELMS

- About 2 months before your Term start, you should receive an email in your usa.edu account with a username and a password from CORE/ELMS, which is our clinical education database. Create your account and set up your profile. Eventually, this is **where you will upload your clinical placement information and other forms such as medical records**.
- If you don't see the email, be sure to check the secondary inbox and the Spam/Junk folder in your USAHS email account. If you still can't locate it, contact them at [support@corehighered.com](mailto:support@corehighered.com)
- From the links in the Welcome Incoming Packet, print, fill out, scan, and upload into CORE/ELMS the following required documents:
  - Medical Insurance Verification form (proof of insurance)
  - Fingerprint and Background Check Reports Disclaimer form



Refer to the table on Page 6 and locate your program to see when the remaining medicals, vaccines, and immunization documents are due in **CORE/ELMS**. To begin the Background Check Process, click on the link on the image below, which will take you to the USAHS portal on **CastleBranch**.

**CastleBranch**

University of St. Augustine for Health Sciences  
**How to Place Order**

Welcome to **myCB**

**To place your order go to:**

<https://portal.castlebranch.com/UQ58>

Package Name (if applicable):  
Choose the package that includes Background Check, Drug Test and Fingerprint

**PLACE ORDER** → **SELECT PROGRAM** → **SELECT PACKAGE**

To place your initial order, you will be prompted to create your secure myCB account. From within myCB, you will be able to:

- ✓ View order results
- ✓ Upload documents
- ✓ Manage requirements
- ✓ Place additional orders
- ✓ Complete tasks

**Please have ready personal identifying information needed for security purposes.**

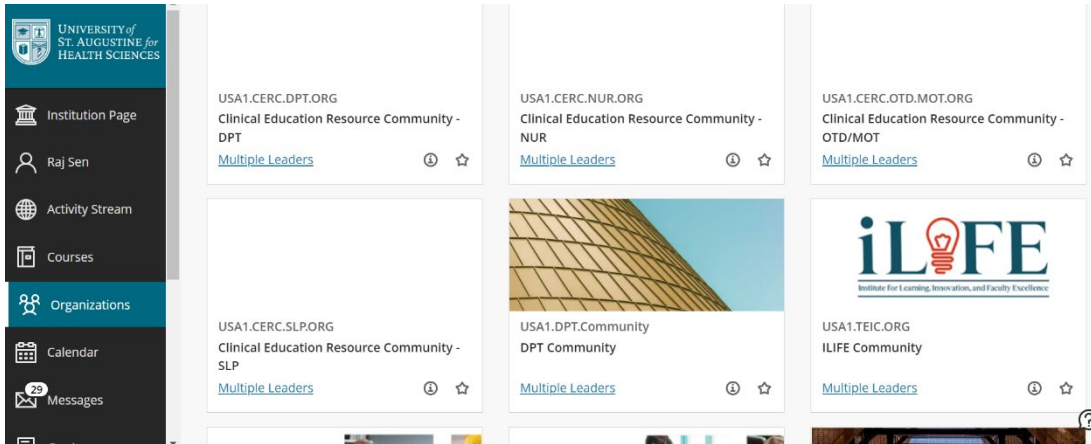
**The email address you provide will become your username.**

Contact Us: **888.914.7279** or [servicedesk.cu@castlebranch.com](mailto: servicedesk.cu@castlebranch.com)

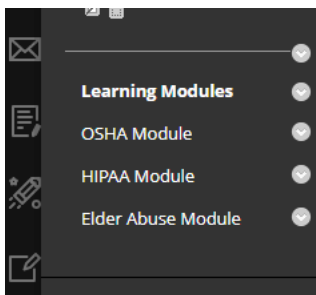
## BLACKBOARD COURSE ON OSHA, HIPAA, AND ELDER ABUSE

**Complete the required course**, which features OSHA, HIPAA, and Elder Abuse modules.

- Once you have access to Blackboard, (typically 6 weeks prior to term start) complete the OSHA, HIPAA, and Elder Abuse Modules.
  - To find these Modules, go to the “Organizations” tab on the left navigation menu (right below the “Courses” tab) in Blackboard.



- Click on the “Clinical Education Resource Community” for your program. Scroll down the navigation bar on the left menu (towards the bottom) and you will see the three required modules under “Learning Modules”.



- [Watch a demo video on how to access.](#)
- A score of 70% for each quiz is required. You are allowed 10 attempts.
- You have the first 30 days of Term 1 to complete this assignment.
- Once you complete the course successfully, Clinical Services staff will check within Blackboard and clear the requirement. You do not need to upload your certificate.

## AMERICAN HEART ASSOCIATION CERTIFICATIONS



- You are required to complete the American Heart Association’s (AHA) Basic Life Support (BLS) course, which includes cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) training, as well as adult, child, and infant rescue techniques. You must also complete Heartsaver First Aid training. You are responsible for the associated costs of this training, and it is recommended that you **take the courses at your earliest convenience, and they must include an in-person component.**

When you receive your AHA Basic Life Support and Heartsaver First Aid training cards, scan and upload them into **CORE/ELMS**. USAHS students must be certified by the AHA. Certification programs by other providers, such as the Red Cross, are not accepted. You can find information about recommended course providers [here](#).

### PHYSICAL EXAM

- You will need to have an initial Physical Examination from a healthcare provider prior to participating in clinical rotations. This will also be uploaded into **CORE/ELMS**.
  - [Physical Exam Form](#)

## REQUIRED VACCINATIONS

USAHS requires students to provide verification of each vaccination listed in the checklist below. These requirements are completed at your expense and are necessary for participation in University-sponsored activities, including attending classes and clinical or fieldwork experiences. Per HIPAA regulations, the University will not share your vaccination records with any third party. Contact [medicalrecords@usa.edu](mailto:medicalrecords@usa.edu) with questions.

Immunizations	Details	Due/Renew	Where to Upload
<b>Tuberculosis Testing</b> (form provided in incoming packet and on BlackBoard)	<ul style="list-style-type: none"> <li>• <u>Option 1</u> – Skin Testing to establish a baseline negative: Initial 2-step PPD conducted 1-3 weeks apart (requires 4 trips to Practitioner, 2 tests &amp; 2 readings) or updated chest x-ray if PPD positive. Chest x-ray results will only be accepted with verification of a history of positive PPD testing. Chest x-rays must be less than 5 years old.</li> <li>• <u>Option 2</u> – Initial QuantiFERON blood test to establish baseline negative. Students who have previously received the BCG vaccine should choose this option.</li> </ul>	<p>PT &amp; OT – <b>1 Term BEFORE</b> clinical experience.</p> <p>SLP – <b>By End of Term 1</b></p> <p>Once a negative baseline is established, annual renewal is accomplished with submission of TB Questionnaire unless the student has traveled internationally, or the site requires a more recent test.</p>	CORE
<b>Hepatitis B Vaccine</b>	Series of 2 or 3 injections depending on name brand, with at least 4 weeks between doses 1 and 2. The complete series takes about 6 months. A Declination Form is available.	<p>PT &amp; OT – <b>1 Term BEFORE</b> clinical experience.</p> <p>SLP – <b>By End of Term 1</b></p> <p>No need for this vaccine if titer proves immune</p>	CORE
<b>Hepatitis B Titer</b>	A blood test is used to determine immunity to Hepatitis B. Without prior Hep B vaccine or a non-immune titer, it is performed 1-2 months after the last Hepatitis B vaccine injection to determine immunity.	<p>PT &amp; OT – <b>1 Term BEFORE</b> clinical experience.</p> <p>SLP – <b>By End of Term 1</b></p> <p>If immune, no need to renew unless exposed to Hepatitis B</p>	CORE
<b>MMR</b> (measles, mumps, rubella)	Set of 2 immunizations 28 days apart <u>or</u> a titer for all 3 to prove immunity. We will accept childhood records.	<p>PT &amp; OT – <b>1 Term BEFORE</b> clinical experience.</p> <p>SLP – <b>By End of Term 1</b></p> <p>No need for this vaccine if titer proves immune</p>	CORE
<b>Tdap</b> (tetanus, diphtheria, pertussis)	One-time injection that is renewed every 10 years	<p>PT &amp; OT – <b>1 Term BEFORE</b> clinical experience.</p> <p>SLP – <b>By End of Term 1</b></p> <p>Only renewed if expires at some point during the program</p>	CORE
<b>Varicella</b> (chickenpox)	Set of 2 immunizations 28 days apart <u>or</u> a titer to prove immunity. We will accept childhood records.	<p>PT &amp; OT – <b>1 Term BEFORE</b> clinical experience.</p> <p>SLP – <b>By End of Term 1</b></p> <p>No need for this vaccine if titer proves immune</p>	CORE

<b>Varicella Titer</b>	A blood test to check for immunity to varicella.	PT & OT – <b>1 Term BEFORE</b> clinical experience.  SLP – <b>By End of Term 1</b>  If immunity is determined through a titer, no further renewals are necessary	CORE
<b>Influenza “Flu Shot”</b>	One-time injection annually or completed Declination Form	October 15 annually while student is in clinical setting	CORE
<b>Bacterial Meningitis</b>	One-time injection every 5 years until age 21 – Texas campuses only	PT & OT – <b>1 Term BEFORE</b> clinical experience.  SLP – <b>By End of Term 1</b>	CORE

USAHS does not currently require this vaccine, but individual clinical sites may require it. [Click here](#) for more information on our re-entry to campus process.

Any student who has taken the COVID-19 vaccination and has been advised by their healthcare provider to delay other vaccinations by 2–4 weeks will be granted that extension.

Since this vaccination is not a regular required part of the medical record, the documentation is under a miscellaneous category on the Core/ELMS medical requirements page.

## FINANCING OPTIONS

USAHS offers many resources to assist you with funding your education, including dedicated financial aid advisors. Our financial aid advisors are available to assist you by email, phone, or appointment at any point in the process.

All new students are encouraged to arrange a personal appointment with a financial aid advisor, if you have questions about a funding plan and/or need assistance completing financing forms. Your advisor can provide you with information and suggestions to get the most out of your educational investment.

**Register for a Virtual Information Session that provides an overview of financing options offered at USAHS: [Click here](#)**

**To make an appointment to meet with a Financial Aid Advisor once you have been admitted: [Click here](#)**

Regular office hours are Monday through Friday, 8 a.m. to 8 p.m., EST.

## FEDERAL FINANCIAL AID

If you are planning to fund your education using federal financial aid (Title IV loans), be sure to follow these steps:

- Through the MyUSA student portal, review the cost of attendance.
- Log onto the [MyUSA portal>My Info>My Contact Info](#) and update your social security information.
- Submit your Free Application for Federal Student Aid (FAFSA) for the relevant academic year at <https://studentaid.gov/h/apply-for-aid/fafsa>. Enter USAHS' school code: G31713.
- Complete and submit the Entrance Counseling form on the Federal Student Aid website by logging into [www.studentaid.gov](http://www.studentaid.gov). Select our school to be notified.
- Sign a Direct Subsidized/Unsubsidized Master Promissory Note for USAHS on the [Master Promissory Note](#) page of the website. Enter USAHS' school code: G31713.

*The maximum loan amount for the Federal Direct Unsubsidized loan is \$20,500 per academic year (less the federal origination fee) for eligible students. The total loan amount is divided equally over three trimesters (an academic year).*

- Review and select any necessary additional funding from a private lender or Direct Grad Plus Loan by reviewing and comparing lenders and applying for additional funds.

*If you are applying for a GAP loan, we encourage you to look at all your options (private versus Direct Plus). [Private loan options](#) and [Federal Direct Plus](#) loans are available to cover the GAP and your living expenses. Let the Financial Aid office know your preference. All loans must be requested and packaged at the same time.*

- After completing Steps 1–5, schedule an appointment with a financial aid advisor by using this [link](#).

Refer to this list of [frequently asked questions](#) for further information. Also, please note that **any portion of tuition/fees that you plan to pay out of pocket will be due no later than the Friday prior to the first day of classes.**

## USAHS SCHOLARSHIPS

USAHS offers scholarship opportunities to new students enrolling in the entry-level programs. Scholarship awards are applied to tuition and fees only. Students can learn more about requirements and how to apply at [usa.edu/admissions-aid/financial-aid/](https://usa.edu/admissions-aid/financial-aid/).

## VETERAN'S EDUCATION BENEFITS

USAHS is eligible for most VA education benefits:

- **Chapter 30** - Montgomery GI Bill (Active Duty)
- **Chapter 31** - Vocational Rehabilitation Benefits
- **Chapter 33** - Post-9/11 GI Bill and Yellow Ribbon
- **Chapter 35** - Survivors and Dependents Assistance
- **Chapter 1606** - Reserve GI Bill

Submit your Certificate of Eligibility to [contactfinancialaid@usa.edu](mailto:contactfinancialaid@usa.edu).

For questions about Veteran's Education Benefits eligibility, call the VA at 888-GIBill1 (888-442-4551), Monday through Friday, 7 a.m. to 6 p.m., CT.

## TUITION PAYMENT OPTIONS

To help you get your tuition payments under control, Cashnet offers convenient payment plans.

You can use a payment plan to pay all or part of your tuition and avoid the high-interest rates that normally come with a traditional loan.

- Set up a plan to cover your entire bill or just the balance left after financial aid
- Simple enrollment process to ensure your account is set up properly with the school
- Payments are conveniently made electronically – no postage to worry about
- Easy access to manage your account online

## IMPORTANT REMINDER

The University MUST receive all completed admissions, medical records, and financial aid documents to disburse federal financial aid and distribute credit balance refunds to students. Until all completed documents have been provided, students are responsible for providing an alternative source of funding to pay tuition and fees.

## STUDENT READINESS ORIENTATION

- Complete the mandatory online Student Readiness Orientation by Orientation.

USAHS has developed an online course called “*Learning at USAHS: Student Readiness Orientation*” to help you prepare to succeed at USAHS. In this required self-paced course, you will learn the essentials to maximize your learning experience and participate in interactive activities. The orientation is an invaluable opportunity to make connections with your peers, program leaders, and faculty from across our five campuses.

To best prepare for your academic transition, it is recommended that this mandatory orientation course be completed by orientation. *Learning at USAHS* is an introductory course delivered in Blackboard, the system that is used for all virtual learning experiences at USAHS. The course will remain on your Blackboard course list throughout your enrollment at USAHS, so you can return to it at any time to reference or review support materials.

The course provides activities and interactions specifically designed to equip you for success in our learning environment. Through discussions, interactive multimedia, and synchronous sessions you will gain experience using the core USAHS systems, tools, and technologies.

### HOW TO ACCESS “LEARNING AT USAHS”

As an incoming student, you are automatically enrolled in the *Learning at USAHS* course. Access to the course will be provided approximately 6 weeks prior to the start of the term, and the course concludes 30 days after the term start. The course stays in your Blackboard course list, so you can always revisit it to review information.

- Go to <http://login.usa.edu> and navigate to Blackboard to access the course. Use the same username and password you set up for your @usa.edu account.
- Once you log in, you will see the *Learning at USAHS: Student Readiness Orientation* course listed.
- At the time you are enrolled in the orientation, you are also enrolled in the Clinical Education Blackboard Community, an information hub for clinical education requirements and processes.

The *Learning at USAHS* course is self-paced, but we strongly recommend logging in as often as you can. In addition to active discussion boards, the orientation also includes a wide variety of opportunities for live sessions on topics of interest to new students, as well as important reminders and timely information leading up to the start of term.

### FOR QUESTIONS AND SUPPORT

- Visit the [Blackboard Ultra Base Navigation](#) for additional resources.
- For immediate technical support, join the [Virtual Kiosk](#) anytime between 9 a.m. and 5 p.m., EST, 7 days a week. Visit this [link](#) for more ways to get IT help.



## EXPLORE THE MyUSA PORTAL AND IT SUPPORT

- If you establish a new local address, update your personal local contact information under [My Info on the MyUSA portal](#).
- Review the [Student Services](#) page.
- Review our [laptop requirements](#).
- Download your University-provided access to [Microsoft Office](#).

## ADDITIONAL SUPPORT FOR YOUR SUCCESS

### HOUSING AND CAMPUS PARKING

Currently, USAHS does not provide student housing. We do have several resources to support you in your search and to help you find roommates. [Select your campus](#) to locate relevant housing information. Additionally, don't forget to:

- Join your campus Facebook group when you are sent the link in your Welcome email from your SSA.
- Access the [Student Housing portal](#) once you have activated your usa.edu email account.
- Select your campus below to access available housing in the area:
  - [San Marcos, CA Campus](#)
  - [St. Augustine, FL Campus](#)
  - [Miami, FL Campus](#)
  - [Austin, TX Campus](#)
  - [Dallas, TX Campus](#)
- Decide if you will obtain a [general](#) or [CAP](#) (Commuter Alternatives Program – Residential and Flex students only) parking permit. Your SSA will send you information at a later date with instructions on how to sign up.

## UNIVERSITY CONTACTS

Keep this list handy and reach out whenever you have questions.

### STUDENT SUCCESS ADVISORS (SSAs)

Your campus-based student success advisor will reach out to you as described above. The SSAs lead Orientation and are here to guide you on your path towards graduation. All inquiries can be directed to [advising@usa.edu](mailto:advising@usa.edu).

### CLINICAL EDUCATION

Medical Records (Health Insurance, CPR/First Aid Certification, OSHA, HIPAA, Elder Abuse) – [medicalrecords@usa.edu](mailto:medicalrecords@usa.edu)

Background Check/Fingerprints/Drug Screen – [backgroundchecks@usa.edu](mailto:backgroundchecks@usa.edu)

CORE/Edubrite – [clinedsa@usa.edu](mailto:clinedsa@usa.edu)

### ADMISSIONS, ENROLLMENT, AND DOCUMENT MANAGEMENT

All Campuses – [enroll@usa.edu](mailto:enroll@usa.edu)

### FINANCIAL AID

All Campuses – [contactfinancialaid@usa.edu](mailto:contactfinancialaid@usa.edu)

904-423-2010

[Virtual Appointment](#)

### BURSAR

All Campuses – [bursar@usa.edu](mailto:bursar@usa.edu)

### CAMPUS IT AND BLACKBOARD

Blackboard Issues – [support@usa.edu](mailto:support@usa.edu)

General IT – [support@usa.edu](mailto:support@usa.edu)

Virtual Kiosk – [Virtual Kiosk](#)

### REGISTRAR

All Campuses – [registrar@usa.edu](mailto:registrar@usa.edu)

### ACCESSIBILITY SERVICES

All Campuses – [accommodations@usa.edu](mailto:accommodations@usa.edu)

## HELPFUL LINKS

<a href="#">Academic Calendar</a>	<a href="#">Link your USA Email to an Apple device</a>
<a href="#">Student Catalog/Handbook</a>	<a href="#">Link your USA Email to an Android device</a>
<a href="#">PT Clin Ed Handbook</a> (Make sure you are logged into MyUSA to access)	<a href="#">Password Reset</a>
<a href="#">OT Clin Ed Handbook</a> (Make sure you are logged into MyUSA to access)	<a href="#">Apply for Scholarships</a>
<a href="#">SLP Clin Ed Handbook</a> (Make sure you are logged into MyUSA to access)	<a href="#">Affordable Care Act (Health Insurance Options)</a> (Make sure you are logged into MyUSA to access)
<a href="#">Blackboard Tour</a>	<a href="#">Enrollment Verification Form (Deferring Current Loans)</a> (Make sure you are logged into MyUSA to access)
<a href="#">iLEARN - Learning Resources for Students</a>	<a href="#">USAHS Library</a>
<a href="#">USAHS Technical Support</a>	<a href="#">Student Success Services Overview</a>