

# Recommended Knowledge Sources

## Retention Use Cases

### Student Life / Services

- Clubs & Organizations
- Campus Events / Calendar
- Tutoring, Writing Centers
- Campus Security / Police
- Campus Dining/Meal Plans
- Student ID Card
- Transportation (i.e. busses)
- Food Insecurity Resources
- Housing Insecurity Resources
- Mental Health Resources
- Health / Medical Services
- Commencement / Grad Info
- Bookstore
  - Contact
  - Hours
- Library Information
  - Contact
  - Hours
- Housing Information
  - On Campus
  - Off Campus
  - Graduate (if applicable)

### About your Institution

- Demographics
- History
- Mascot / Colors / Fun Facts
- Faculty / Staff Directory
- Campus Map

### Financial Aid, Billing, Payments

- SAP Appeals
- 1098T
- Types of Available Aid
  - Grants (fed, state, other)
  - Scholarships
  - Loans
- Special Circumstances
- FAFSA
- Financial Aid Deadlines
- Verification Process
- Verification Forms
- How to Pay Tuition Bill
- Payment Options
- Payment Plans
- Cost of Attendance
- In- and Out-of-state tuition
- Tuition Due Dates
- Bursar / Billing Office Contact Info
- Graduate Funding (if applicable)
  - Graduate Assistant opps
  - Research grants / funding
  - Fellowships
- Financial Aid Contact Info
  - Hours
  - Making an Appointment

### Academics / Majors

- Program / Department Pages
- Course catalogs
- Academic Calendars
- Registering for classes
- Adult learner information
- Auditing classes
- Registrar Office
  - Contact information
  - Hours
- Academic Advising
  - Contact information
  - Making an appointment
- Transcript Requests
  - Official
  - Unofficial
- Athletics Main Page**
- Parents / Families Page**
- Information Technology**
  - IT Helpdesk
  - Student Email
  - Student Portal
  - Password Resets

