

Health and Counseling Center

Health Insurance, Immunizations,
and Well-Being



New Student & Family Programs
UNIVERSITY OF DENVER



Welcome!

Find the **Q&A** feature in the menu bar of the Zoom call

Don't see it? Click the three dots "More" icon and select from menu



- **SAY HI!**

Introduce yourself in the chat and take the "Welcome" poll.



- **ASK QUESTIONS**

Use the Q & A feature for questions.



- **CONNECT**

The chat is open for us to share links and for connections.



- **FOLLOW UP**

Email families@du.edu with any follow up questions!



Where to Find Slides and Recording:

- Available on our website and in [DU Family Experience](#)
 - They'll be posted in the [Fall Orientation 2026](#) community
- Posted within 2 business day of the webinar
 - Today's slides/recording will be available [Tuesday by 5 pm](#)

Today's Webinar

1 DU Family Experience – Family Communication Platform

2 Summer Webinar Series – Family Summer Orientation

3 Office Introduction: New Student and Family Programs

4 Overview of immunizations, health insurance, and the Health and Counseling Center (HCC) + affiliated programs

5 Facilitated Q & A





DU Family Experience

Online family engagement hub for staying informed and connected throughout your students transition to DU.



What is it?

DU Family Experience

- Family communication platform with an online platform or email engagement.
- Emails you information tailored to your interests and preferences.
- Find webinars, deadlines, and campus information by topic.

Fall Orientation 2026 Community

- Catalogs all information sent to you on one webpage .

The screenshot displays the 'DU Family Experience' website. At the top left is the University of Denver logo and the text 'UNIVERSITY OF DENVER | Family Experience'. On the right side of the header are icons for a calendar, a bell (notifications), and a user profile. Below the header is a search bar labeled 'Search Posts...'. The main content area features a large image of a graduation cap on a stack of books with a pen and glasses. Below this image are social media sharing icons for Facebook, Twitter, LinkedIn, and Email. The article title is 'Understanding Student Loan Repayment', posted about 22 hours ago in 'Third Year Families, Fourth Year and Beyond Families'. A star icon is visible to the right of the title. The article text includes a bolded note: 'This post is from Federal Student Aid | Estimated Reading Time: 7 minutes'. Below the text is a 'Write a comment...' input field with a user profile picture. To the right of the main content is a 'Calendar' section showing dates for November and December, with a highlighted event for December 21st: 'December Webinar: "Candid Conversations: Navigating Tough Topics with Your College Student"'. Below the calendar is a 'Register Here' link. At the bottom right, another date 'DEC 25' is highlighted under the heading 'Winter holiday'.



Summer Webinar Series

A collaborative series featuring campus partners who support incoming DU students and families.



Goal:

- Provide timely information, resources, and next steps so support systems can confidently support their student's transition to DU.
- Aligns with information shared with new students via DUBound Newsletter and Discoveries Summer Experience Canvas Course

Upcoming Webinar Schedule

Registration Links are on DU Family Experience OR our website

Webinar Title	Webinar Date	Campus Partners
Welcome to DU: Next Steps for You and Your Student	Thursday, May 29th 2pm MT	New Student and Family Programs (NSFP) Office of the Registrar
DU Money Management: Billing, Payment Options, and Financial Aid Basics	Wednesday, June 10th 2pm MT	Office of Student Billing Financial Aid Career and Professional Development
Health Insurance & Immunizations – Overview of Health and Counseling Center (HCC) Services	Monday, June 22nd 2pm MT	Health and Counseling Center (HCC)
New Student Advising & Registration Kickoff	Tuesday, June 30th 2pm MT	Office of Academic Advising
Preparing for Move-In & Discoveries Orientation	Wednesday, July 22nd 2pm MT	Housing and Residential Education (HRE)
Student Disability Services and Accommodation	Thursday, July 30th 2pm	Student Disability Services (SDS) Learning Effectiveness Program (LEP)
Accessing and Utilizing Counseling Services at the Health & Counseling Center	Thursday, August 6th 2pm MT	Health and Counseling Center (HCC)
Grow Through a Student Job at DU <i>Student Centered Webinar</i>	Tuesday, August 11th 2pm MT	Office of Student Employment

New Student & Family Programs

NSFP



Office Overview:

NSFP is committed to the **successful transition** of new students and families into the University of Denver campus community and the ongoing support of student success.

Our Parent & Family Philosophy:

*We view parents and families as **partners** in your student's education journey. We want to work together to support your student's success.*



Where can I see upcoming deadlines?

Date	Action Item
June 22nd	Priority Deadline to <u>submit our Housing Application or request a release</u>
June 22nd	Priority Deadline to <u>submit an accommodation request</u> through Student Disability Services (SDS)
June 22nd	Priority Deadline for official college transcript(s) to be received to have college transfer credit applied before new student registration
July 1 st	Final Deadline to submit ALL official high school and college transcript(s) to Undergraduate Admission
July 1st	Priority Deadline to submit <u>proof of immunity</u>
July 7 th – 17 th	Attend a virtual small-group academic advising session (appointments open June 30)
July 20 th -24 th	Incoming student registration
July 27 th	Housing assignments released
August 22nd	Tuition for Fall Quarter due
September 1st	Move-In and Family Orientation
September 8th	First day of classes

Use [this webpage](#) for important dates and deadlines for students starting in the Fall 2026



Discoveries Summer Experience is on Canvas:

What's in the Canvas course?

- Transition resources and support before arrival
- Summer action items, deadlines, and next steps
- Required trainings for all incoming students
- Early experience using Canvas, DU's learning platform

Why it matters?

- Helps students arrive prepared and informed
- Supports a safe and healthy DU community
- Includes important health, safety, and harm reduction training
- 4D Peer Mentors follow up with students who have incomplete modules

When do these modules need to be completed?

All modules must be completed by September 1

- One module is recommended each month
- Modules release in May, June, July, and August
- Content aligns with important summer action items and deadlines.

Where is my student learning webinar information?
Great question, this Canvas Course!

Winter quarter registration hold – will be placed in October and lifted 24 hours after completing required modules



Welcome & Transition to DU

General Intro +
4D Experience

Community
Standards,
Honor Code, DU
Help Website

Getting Started:
Student
Essentials

May

Academic Advising & Registration

Academic
Advising

Exploring the
Curriculum

Preparing for
Registration

Student
Success
Coaching

June

Health, Safety, & Well-Being

HCC, HP, and
SJE content on
Well Being,
Substance Use,
Consent &
Respect, Identity
& Community

Campus Safety
Info & App

Vector Modules

July

Student Experience & Next Steps

Engagement &
Involvement
Opportunities +
Resources

Move In &
Discoveries
Orientation

4D Peer
Mentorship, First
Ascent + Weekly
Discoveries

August



Discoveries Summer Experience Overview



Is there a checklist for my student? Yes!

- **2026 New Student Checklist in the My4D Portal**
 - Widget on their *My4D* Dashboard (their DU Portal)
 - + icon will extend to share specific steps
 - Includes action items, links, and resources to complete tasks
- **New Student Communication**
 - DUBound Newsletters
 - Emailed to student's personal and DU email
 - Note: Student's must check DU emails for all other communications
 - Posted in DU Family Experience day after
 - Follow our Instagram page [@uofdenverfp](#)
 - Post critical updates, deadlines, and information

New Student Checklist 2026

> Getting Started

> Prepare For Advising

> Register For Classes

> Before Arriving To Campus

> After Arriving To Campus



High School Transcripts

Use [this webpage](#) for important dates and deadlines for students starting in the Fall 2026.

High School Transcripts:

- If you are a first-year student, request your high school to send DU your final official high school transcript, either before the end of your senior year or just after graduation.
- A final high school transcript must include a graduate date/degree conferred date and all four years of high school.
 - If you do not submit a transcript with all this information, the document will not be considered a final transcript, and a potential hold will likely be placed on your account.
- Official high school transcripts must be received via a secure online transcript service like Naviance or Parchment or in a sealed envelope directly from the high school to be considered official.

Emails and any other unofficial electronic or paper transcripts will not complete this requirement. Official high school transcripts are due by July 1.

Questions about transcripts? Contact admissions at admission@du.edu or 303-871-2036

AP/IB Scores

Use [this webpage](#) for important dates and deadlines for students starting in the Fall 2026.

AP/IB Scores: If you took AP or IB courses, you need to confirm that your official scores are submitted directly to DU. If you are an incoming student, submit your AP and IB scores and college transcripts ***before registration*** so that we can award credit and help place you in your correct courses.

To see if your AP/IB scores will transfer in as credit, please visit the DU Registrar: (registrar@du.edu or 303-871-4095)

Official AP and IB scores should be requested to be sent to DU as soon as possible for transfer credit to be awarded before new student registration.

To request that your AP scores are sent to the University of Denver, you should do so on the day of your exam(s), but you can also make the request afterward through the AP portal. DU's school code is 4842.

For official IB scores, you should contact your school's Diploma Program Coordinator to have them submit a request to IB on your behalf.

If you are requesting scores late, please note that after July 5, IB graduates can request that their transcripts be sent to colleges directly by placing a request through the IB portal.

Health and Counseling Center

HCC





Jose Reyes, MBA (he/him)
Director – Budget, Finance &
Operations



Erica Mischke (she/her)
Associate Director - Business Healthcare
Operations

HCC Mission:

- Provide exceptional, inclusive, integrated health care
- Promote student success and wellness through education, advocacy and outreach to the DU community
- Provide culturally competent clinical services, medical treatment, outreach programming, advocacy and training opportunities



Daniel L. Ritchie Center for Sports and Wellness
(HCC main location is on the 3rd floor)



HCC Structure:

Prevention

Treatment

Advocacy

Thrive
Health
Promotion

Medical
Service

Counselin
g Services

CAPE (Center
for Advocacy,
Prevention, and
Empowerment)

Administrative Support Team

Immunizations: Submit by JULY 1st

Per Colorado state law, DU requires vaccination evidence/exemption for each student, *before attending classes*:

- Measles, Mumps, Rubella (MMR) <-- all in person students
- Meningococcal ACWY (Meningitis) <--on campus residents

Must submit sufficient proof of vaccination once OR request exemptions at least *annually* (based on exemption expiration), else holds are placed on class registration.

Requirement details and submission instructions at www.du.edu/hcc > Medical Services > Immunizations

- also linked in announcements on HCC homepage

Annual COVID and influenza (flu) vaccinations are NOT required, but are recommended. Students can submit these as part of medical records.

Students submit records through myHealth account (link on HCC homepage) or by emailing hccinfo@du.edu



Medical Services (primary care)

- Comprehensive integrated care for acute and chronic conditions (illness and injury)
- Same-day access/nurse triage (call ahead!)
- On-site psychiatrists, referrals to community providers
- On-site laboratory services and basic medicine dispensary
- Travel health (Study Abroad) / STI testing
- Eating disorder recovery
- Sexual and reproductive care
- Common immunizations

- **Confidential FERPA and HIPAA protections**

- **NOT a drop-in, urgent or emergency care**



Medical
Services



Counseling Services (Mental Health)

- **Individual, couples, and group therapy options**
 - Type and length of services based on student need (no max limit on sessions)
- Referrals to community providers available
- *Some* drop-in, same-day consultations (without a scheduled appointment): on weekdays **between 1-3pm** at the Ritchie location
- Group workshops and outreach also available
- **After-hours providers available via HCC main phone**
- All our services are **confidential** – no information is released to anyone without the student's written consent, except in the case of a life-threatening emergency or when it is otherwise required by law.
- **Will do additional webinar just on mental health on Thursday, August 6th!**



Health Promotion: Thrive

Sexual Wellness & Healthy Relationships

Provides active bystander education, community awareness, and prevention outreach on topics including sexual assault, dating and relationship violence, sexual harassment, and stalking. Provide sex-positive education, free STI tests, and safer sex supplies/resources.

Mental Health & Suicide Prevention

Under the umbrella encompassing emotional, psychological, and social well-being, we focus on suicide prevention, stress management, and mindfulness initiatives.

Alcohol and Other Drugs (AOD)

Using a harm reduction approach, we provide education, prevention, and supplies to make informed and safe choices around substances.

Wellness Coaching

DU Well Coaching provides students with 1:1 coaching with a trained well-being coach to help you set and achieve your health and well-being goals.

Additional content and engagement available on healthy masculinities, nutrition and balance eating, accountability and rejection.



Thrive Peer Educators tabling with Sexual Wellness Jeopardy during Sexual Assault Awareness Month

Center of Advocacy, Prevention, & Empowerment (CAPE)

Promotes healing through advocacy for those impacted by sexual assault, relationship violence, stalking, and sexual harassment.

All CAPE services are confidential and free of charge to all DU community members.

www.du.edu/cape

cape@du.edu



Safe Housing



Academic Supports



Financial Resources



SANE or Medical Care



Legal Resources &
Court Accompaniment



Reporting to Police/Title IX

Student Health Fee (HCF)

Similar to technology or student activity fee

Supports campus-wide, all-student health education and wellness services, like CAPE and Thrive Health Promotion, along with public health infrastructure, and helps standardize HCC clinic service costs.

\$258 per quarter (\$387/semester)

automatically billed each enrolled term

cannot be waived

FYI, previously called "Health & Counseling Fee," so you may see that reference.



Student Health Insurance Plan (SHIP) through Anthem BCBS

Plan Premium 2026-27	\$4400
In-Network Deductible	\$500
In-Network Co-insurance	15%
In-Network Out-of-Pocket Max	\$200

QUARTER	Coverage Period	Waiver Deadline
Fall	09/01/2026 - 03/31/2027	9/25/2026
Spring	04/01/2027 - 08/31/2027	4/16/2027

Questions?

www.du.edu/hcc

insurance@hcc.du.edu

DU students are required to have health (medical) insurance, by

1. enrolling in DU SHIP, OR
2. requesting waiver by providing proof of adequate coverage, by posted deadlines. (Int'l based and short-term plans are usually insufficient.)

- While most convenient, the on-campus HCC does not have to be the primary care provider for SHIP.
- SHIP is platinum-level plan at bronze price (vs CO marketplace)
- SHIP covers across the US and for DU Study Abroad.
- There still will be *some* out-of-pocket costs for copay and many services.
- **Students with own insurance** can also use HCC services; cost will vary based on insurance coverage.*

Semester/Law dates and HCF rates differ slightly.

We also offer *optional* dental and vision insurance plans.

Information regarding enrollment periods and explanation of benefits available online and sent to all eligible students in mid/late summer.

To schedule an appointment:
du.edu/hcc

The login button and text links are present across the HCC website.

Students can also call 303.871.2205 during business hours.

Log in to MyHealth

Appointments • Secure Messages • Contact Providers



Health & Counseling Center

myHealth Login

Medical Services

Counseling Services

Insurance & Fees

Health Promotion

Survival Advocacy

Health & Counseling Center

[Schedule an Appointment \(myHealth\)](#)

[Check Test Results \(myHealth\)](#)

[Submit Immunization Records](#)

[Parent/Family Resources](#)

[Wellness Resources](#)

[Pay Your HCC Bill](#)

[Email Us](#)

HCC:

www.du.edu/hcc

303.871.2205

**Center for Advocacy, Prevention,
and Empowerment (C.A.P.E.)**

www.du.edu/cape

Health Promotion (HP/Thrive)

www.du.edu/thrive

Administrative questions

insurance@hcc.du.edu

hccinfo@du.edu

Ritchie Center Hours

Monday	8am – 5pm
Tuesday	9am – 5pm
Wednesday	8am – 5pm
Thursday	8am – 5pm
Friday	8am – 5pm

CLOSED

Saturday, Sunday & University
Holidays



**Stay Connected
with us!**

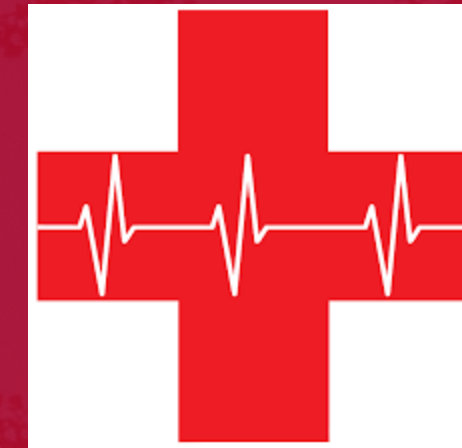


Health & Counseling Center
UNIVERSITY OF DENVER

When the HCC is closed?



Call 303.871.2205
to speak with an on-call medical
provider or counselor



**Urgent Care
Emergency Room
Call 9-1-1**

Care Now Urgent Care
1405 E Evans Ave
(beyond Birdcall restaurant)
720-449-8050

***Colorado Mental Health
Crisis Services:***
1-844-493-8255 (TALK)
or text TALK to 38255

Porter Adventist Hospital
2555 S Downing St
Denver, CO 80210
303-765-6380

Actions for new students:

- Submit immunization records ASAP and make SHIP decision online (waiver request system active by 8/1).
- Be informed of personal and family history, including any existing conditions, allergies, and medications.
- Bring a basic home first aid kit with OTC medications, and an initial supply of any prescriptions.
- Carry your government and DU IDs, and insurance card at all times.
- Take ongoing actions to help prevent illness/injury, to promote well-being, and to seek help when needed.
- Be honest with health providers, and share your concerns and questions.



Actions for new students:

All summarized at **Starting at DU page**, linked on HCC homepage

Resource for Parents/Families:

du.edu/hcc > About Us > Parent & Family FAQ



Conversations to Consider this Month:

- Do you know how to schedule a doctor's appointment for yourself?
- Discuss when to schedule a doctor's appointment, when to go to urgent care, and when to go to the emergency room.
- How do you manage your stress? What makes stress better, what makes stress worse? What are some signs you might need to talk with someone?
- Discuss a plan to fill and pick up any prescription meds, identify any over the counter medications to have on hand.
- Discuss their insurance card, how to navigate the insurance webpage, find providers, and important insurance identifiers on the card.



Discoveries Orientation



Schedule-at-a-Glance:

- Tuesday, September 1, 2026: Move In & Discoveries Orientation Begins, Family Orientation Sessions
 - Families can anticipate to be on campus all-day with the welcome BBQ (open to all) ending around 8pm
- Wednesday, September 2, 2026: Discoveries Orientation & FSEM time
- Thursday, September 3, 2026: Discoveries Orientation & FSEM time
- Friday, September 4, 2026: Discoveries Orientation & FSEM Destinations
- Saturday, September 5, 2026: Discoveries Orientation - optional community building activities
- Sunday, September 6, 2026: Discoveries Orientation (optional community building activities) & Student Involvement Fair
- Monday, September 7, 2026: Discoveries Orientation - optional community building activities
- Tuesday, September 8, 2026: First Day of Classes

[More information here](#)

Families are welcomed on Tuesday, September 1st and then encouraged to leave so their student to acclimate to campus independently for the remainder of the week

Family Orientation



Schedule-at-a-Glance:

- 9am-5pm Family Welcome Lounge with Wish Wall
 - Write a wish to send your student off to their time at DU
 - Art installation will stay up for the first month of the quarter
- 1pm-4:30pm Family Orientation Sessions in Community Commons:
 - Coaching your Student through College
 - Well-being During the Transition
 - Navigating the Transition
 - Navigating Student Privacy & Support
- 2:30pm-4:30pm Resource Fair in Community Commons
- 5pm-6pm New Student Convocation
- 6pm-8pm Crimson Cookout on Campus Green
 - Dinner provided - open to anyone on campus

Move In Times will vary by student – more specific details will be shared in our July 22nd webinar

Families are welcomed on Tuesday, September 1st and then encouraged to leave so their student to acclimate to campus independently for the remainder of the week

What is First Ascent?

First Year Experience at Kennedy Mountain Campus

[Link to Video](#)



An extended orientation opportunity open to all first-year and new transfer students at **no cost to students**

- In 2025 season we hosted just under 800 students

Programming is student led and designed to help students relax in nature, connect with peer mentors, and build relationships with classmates

No outdoor experience is needed!

Indoor cabins with beds, heating, and running water

Delicious catered food provided

Registration opens with July DUBound Newsletter

Students can register throughout fall quarter



When are the First Ascent trips?

First Year Experience at Kennedy Mountain Campus

- Most students attend within the first four weeks of the quarter
- Registration opens beginning of July
 - Activating quickly increases trip preference
 - Waitlists will be available for every trip
- Students can move/cancel their registrations up to 2-weeks before trip
- Encouraged to check FSL dates, if interested in intake/recruitment

Trip Dates	Trip Details
Trip 1: August 28th – 30th*	Pre-Orientation Trip – Registrants would be granted early move-in <i>Move-in information will be shared directly with registrants – do not buy flights until registration is confirmed</i>
Trip 2: September 4th – 6th	New Non-Traditional Students: Transfer, Graduate, Veteran <i>*not open to first-year students</i>
Trip 3: (Week 1) September 11th – 13th	Open to all first-year students <i>*Multicultural Greek Council Welcomes You Home occurring on city campus</i>
Trip 4: (Week 2) September 18th – 20th	Open to all first-year students <i>*Interfraternity Council (IFC) Recruitment occurring on city campus</i>
Trip 5: (Week 3) September 25th – 27th	Open to all first-year students <i>*Panhellenic (PHN) Recruitment occurring on city campus</i> <i>*Students interested in IFC are encouraged to avoid this weekend as there tends to be overlapping programming for new members</i>
Trip 6: (Week 4) October 2nd – 4th	Open to all first-year students
Trip 7: (Week 6) October 17th – 18th	Open to all first-year students 1-night pilot experience!



Summer Opportunities to Engage

- **Hosting Small Welcome Events**

- Hosted by Family ambassadors and DU Families across the country
- Small events to welcome and connect with new families and students
- Actively planning! Dates and more information to come
- Current locations:
 - Seattle, WA (8/16, time TBA); McLean, VA (7/15 6:30pm-8:30pm) ; Chicago, IL (7/19 - invitations to come); Denver, CO (7/12 3pm-6pm)

Summer Baseball Series:

- Hosted by DU's Regional Engagement team the summer baseball series is open to new students and families, current families, staff, and DU Alumni

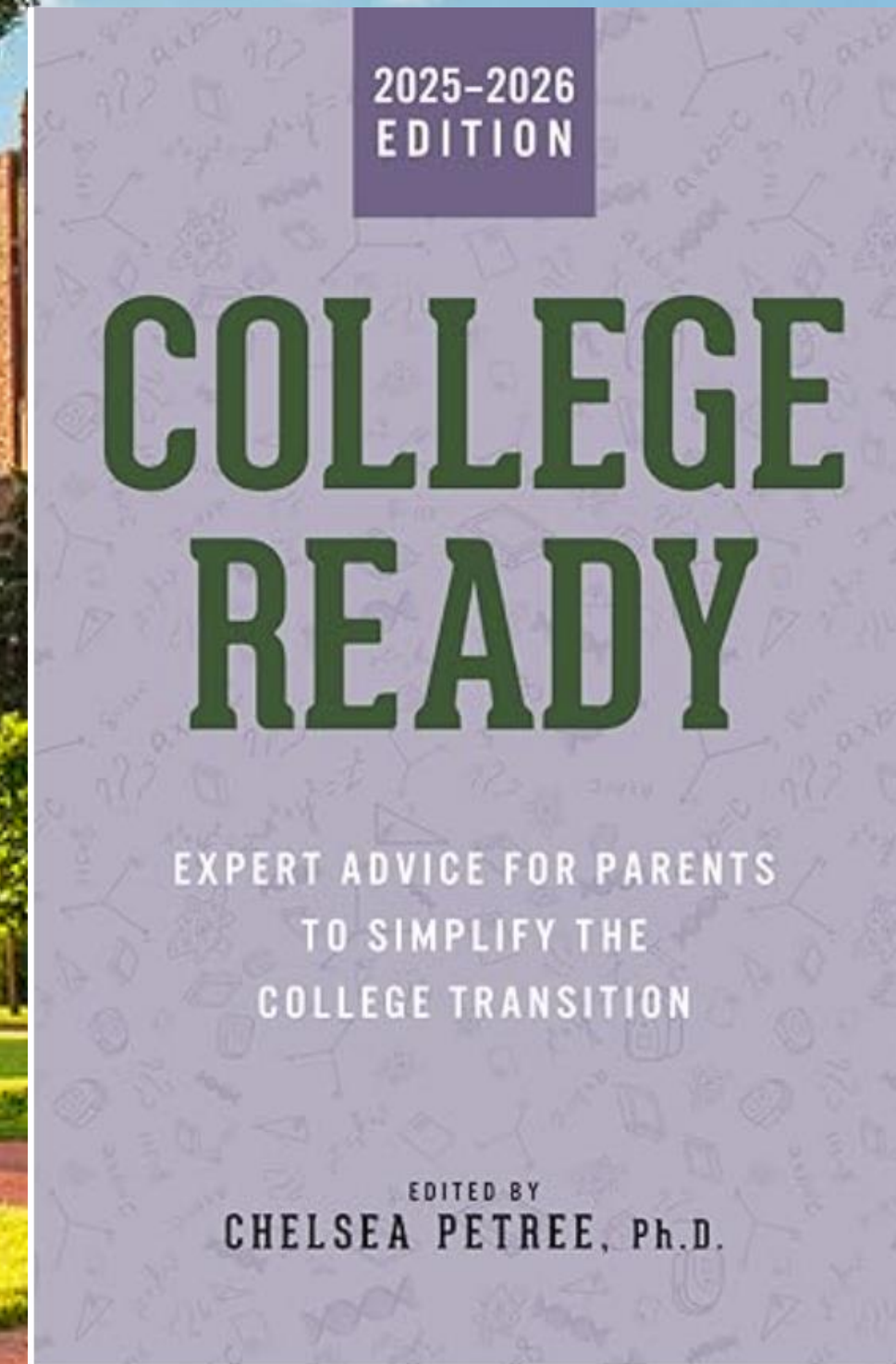
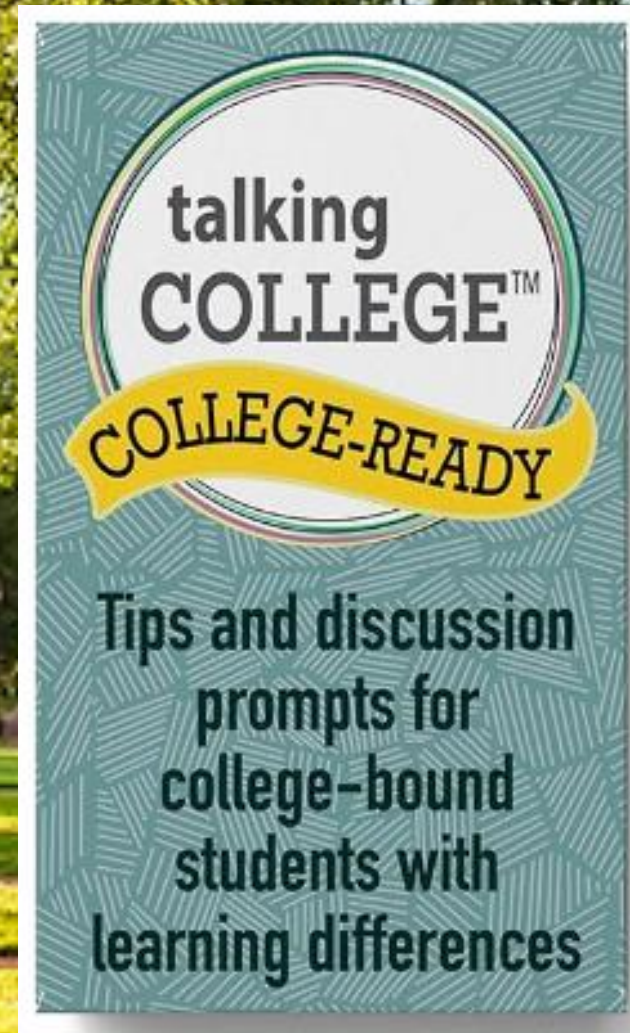
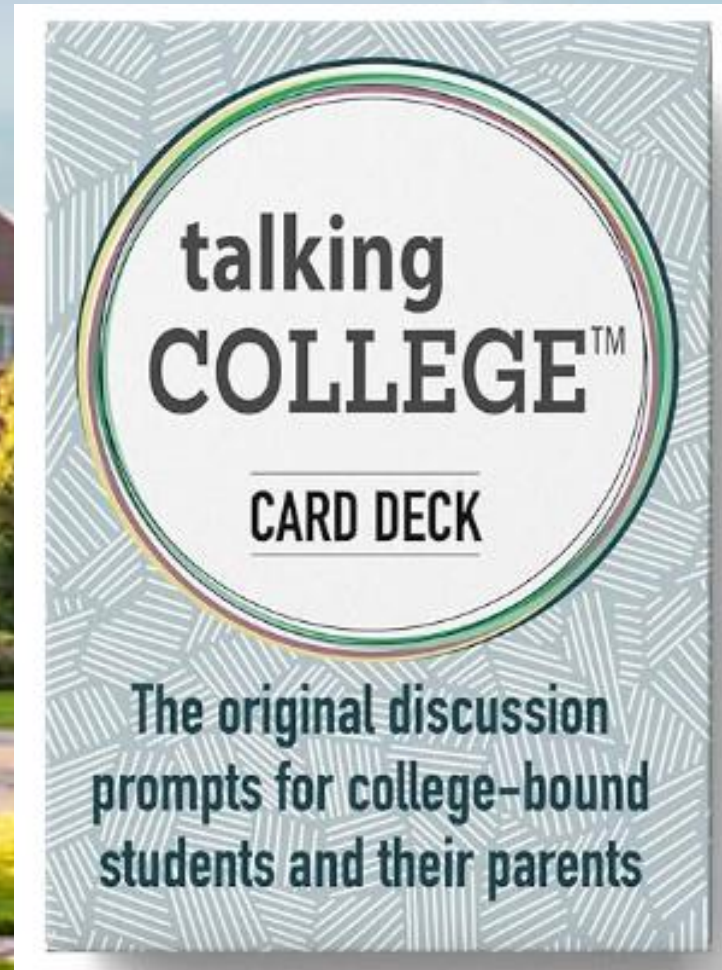
Hosted games:

- LA (Dodgers) 8/2
- Boston 8/9
- Miami 8/9
- Atlanta 8/15
- Bay Area 8/15
- Chicago 8/16
- Twin Cities 8/18

Save the Date!
Registration and event
details here



Other Resources:



<https://www.collegeready.guide/>



Summer Webinar Series:

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Questions?

Please use the Q & A feature.





303-871-6080



families@du.edu



Join the DU Family
Experience portal



[@uofdenvernsfp](#)

**Stay Connected
with us!**



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UNIVERSITY OF DENVER

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