

BERKLEE FAMILIES

2023-2024 FAMILY RESOURCE GUIDE



Berklee

Synopsis: Welcome to the Berklee community! When we refer to the Berklee community, we are referring to both Berklee College of Music and Boston Conservatory at Berklee. We are thrilled that you chose to join our talented and diverse community, and we are excited to support you throughout your student's first year and beyond. This 2023–2024 Berklee Family Resource Guide is an interactive introduction to the resources that Berklee has to offer. We hope that it's a helpful tool in learning to navigate this new experience with your student.

Berklee Bridge

Berklee Bridge is a network of student success services, supports, and resources that ensures each student gets personalized and holistic guidance throughout their entire student lifecycle. Berklee Bridge was developed to provide proactive, customized, and coordinated care to each student, supporting their unique needs, interests, and academic and career goals. Berklee is a rigorous academic environment, and the Bridge ensures students will receive the support they need to succeed. While your student is focusing on their studies, practice sessions, or performances, our student success network is here to support and guide them. From getting their Berklee business done to providing caring, personalized, and holistic advising and wellness support services, we are here to help them thrive.

Berklee Bridge encompasses a number of resources and services to support and guide students in topics such as international student services, student wellness, accessibility resources, career services, major selection, academic advising, student success programs, and more.

When you or your student sees the Berklee Bridge logo on any resources or signage around campus, you can be sure that the office or department will support and connect your student to relevant resources no matter their question or concern. This guide compiles helpful information about these resources—and more—to support you in being the best advocate for your Berklee student.



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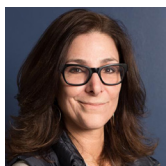
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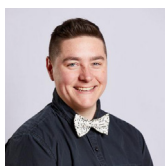
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Act I: Where Do We Start?

The majority of our campus offices are open Monday through Friday from 9:00 a.m. to 5:00 p.m. ET. They are available by email and phone, and their websites include contact information. We recommend email as the best way to get in touch with our campus partners. If you don't know the best office to reach out to, send your question to families@berklee.edu and we will be sure to connect you with the most applicable resources.

Check-in

Your student's first step upon arrival is to check in for the semester. There are two different processes for check-in—one for college students and another for those studying at Boston Conservatory.

In order for **Berklee College of Music students** to officially begin their semester, they need to make sure they have no holds on their account. These are called check-in restrictions, and you can find examples listed on the [Semester Check-in Information page](#). Your student's specific restrictions can be found when they log in to their my.berklee.edu account.

Boston Conservatory at Berklee students are required to complete the check-in process, which includes paying their tuition bill in full, providing contact and emergency information, and clearing any holds they have listed in their [Self-Service account](#). In addition, all Conservatory students must complete the [check-in form](#).

Please note: Your student needs to check in through their student account themselves; however, you can set them up for success by pointing them in the right direction.

If your student needs assistance with restrictions or holds, they should visit [One Stop Student Services](#). Located on the first floor of 921 Boylston Street, the team at One Stop can help students clear restrictions, manage their course registration, help them pay their tuition and answer their billing questions, help them with scholarships and financial aid, and more. For more information or to contact One Stop Student Services, please email onestop@berklee.edu or call 617-747-6777.





Accessibility Resources for Students (ARS)

Starting any new experience can be challenging, and the Accessibility Resources team has highlighted some **differences between high school and college** for students with disabilities.

One of the major differences is self-advocacy, which means that students have to disclose and meet with Accessibility Resources to receive accommodations. The goal of Accessibility Resources is to empower students with disabilities in seeking support to set them up for success at Berklee. It is important to talk to your student about seeking accommodations, if they need them, for **housing and dietary, academics, and testing**. Accessibility Resources also offers services, including a **testing center, academic coaching, and neurodivergent programming**. For more information or to contact Accessibility Resources, please email accessibilityresources@berklee.edu or call 617-747-2387.

Public Safety

It's only natural to worry about the safety of your student on campus. The **Public Safety Department**, which includes the Berklee Police Department, is responsible for campus safety, security, law enforcement, and emergency response on campus. Talking with your student about ways they can stay safe on campus is an important part of the transition to campus life, and Public Safety has put together a **list of safety tips** you can point your student to or review together as part of a larger conversation on moving to Boston. Your student can add your contact information to the **Berklee Emergency Notification System** if you wish to receive alerts about incidents that occur on campus. Please note that the system can only send

texts to U.S. cell phone numbers. We also strongly recommend talking to your student about downloading the **Rave Guardian app**, which is a tool students can use to communicate with Public Safety in emergency situations.

Berklee OneCard

When your student begins their Berklee journey, they will be issued a **Berklee Card**, which is their official identification card for Berklee. It is required to access essential campus services, including dining, the library, practice rooms, building and door access, and their **Berklee Card Account**. The Berklee Card Account allows you to add money so students can use the card at participating locations in the area. It's a great way to keep track of spending and help create a budget.

Intermission: Dining Services

Our Dining Services team is committed to empowering students to make healthy choices and lead healthy lives. Food and beverages are available at a variety of dining locations through cash payments and meal plans.

Locations and daily menus are available on our website. The main dining hall, known as the caf, is located at 160 Massachusetts Avenue on the second and third floors, and a popular location at the Conservatory is Café 24. To connect with our registered dietitian for more information or with questions around food allergies, preferences, and special dietary needs, email nutritionservices@berklee.edu.

Act II: How Can I Help My Student Become an Engaged Community Member?

Student Success Advising

Each undergraduate student at Berklee is assigned a student success advisor who provides holistic, personalized, and proactive advising and support throughout their time at Berklee. **Student Success Advising** specializes in helping students create their academic plan and stay on track toward timely graduation, and connects students to relevant and timely resources to ensure their overall academic success. For more information or to contact Student Success Advising, please email successadvising@berklee.edu or call 617-747-2386.

Health and Wellness

Berklee's **Health and Wellness Department** is an umbrella for five areas: Health Services Administration, Case Management, Survivor Advocacy, Student Wellness Promotion and Services (SWPS), and Counseling Services. Led by the associate dean of health and wellness, the department aims to foster a lifelong ethic of care so that students may thrive during and after their time at Berklee.

Your student can contact Health and Wellness by emailing healthandwellness@berklee.edu, calling 617-747-6575, or visiting their offices in the locations shared below.

• Health Services Administration

We know that it's important for your student to receive quality medical care while they are away from home. Tufts Medical Center is the preferred medical center for currently enrolled Berklee College of Music and Boston Conservatory at Berklee students. Many services are





available through Tufts Medical Center's Collegiate Center for Wellness, including same-day/next-day urgent care visits, and their goal is to provide the highest level of quality care for all of our student's needs. Berklee is committed to ensuring ease of access to medical care to reduce barriers to quality care. Learn about the [student health insurance plan \(SHIP\)](#), where and how to submit [required immunizations](#), and where to receive additional off-campus [medical care](#).

- **Case Management**

[Case Management](#) promotes well-being by helping students access appropriate treatment, campus resources, and community resources. Although our case managers do not provide counseling, mental health treatment services, or medical services, they may: identify and direct you toward campus and community resources, coordinate care, navigate SHIP benefits, resolve barriers, and assist in accessing resources to meet basic needs. Case management is a service that is currently offered virtually or in person and is completely free to students on the Boston campus. For more information, visit the [Case Management Services](#) website.

- **Survivor Advocacy**

Berklee's [survivor advocate](#) provides confidential support to students who have been impacted by sexual or relationship violence (including sexual assault, dating violence, and stalking). Some students may have experienced sexual or relationship violence prior to attending Berklee, and some students experience these incidents during their college years; regardless



of when or where harm occurred, support is available. Students can meet one-on-one with the survivor advocate to discuss reporting options, address safety needs, identify coping skills, and better understand what they experienced. Support groups are also available. Students may also wish to connect with the survivor advocate if they are supporting a loved one who has experienced sexual or relationship violence. Learn more on the [Survivor Advocacy Services](#) website.

• **Student Wellness Promotion and Services**

The Office of [Student Wellness Promotion and Services \(SWPS\)](#) falls under the Health and Wellness Department at Berklee. They offer programming, prevention education, wellness services, and resources to set students up for success both during and after their time at Berklee. With the support of professional staff, wellness providers, interns, and peer wellness educators, the goal of SWPS is to promote the development of skills in [performance, physical, and spiritual and emotional wellness](#). SWPS provides education, programming, and [assessment related to alcohol, tobacco, and other drugs](#). Students can also book appointments for services such as reiki, Alexander Technique, and physical therapy classes, or schedule individualized wellness coaching sessions, among other services and events. SWPS also provides free health materials, such as safer sex items, sleep masks, musician's ear plugs, menstrual and other hygiene products, and more.

• Counseling Services

The **Counseling Services** team offers free, confidential services to all Berklee students to address depression and anxiety, stress management, relationship and family concerns, sexual assault or harassment, substance abuse, wellness, crisis intervention, and any other concern affecting their mental health. If you think your student could benefit from any of these resources, we encourage you to learn about the process for accessing them.

Community Standards and Conflict Resolution

Community Standards and Conflict Resolution seeks to promote a campus culture that supports students' academic and artistic goals while ensuring that Berklee is a safe community in which to live, learn, and thrive. They uphold the Student Code of Community Standards, which all students are expected to read, understand, and abide by. As a family member, it can be helpful for you to familiarize yourself with the **Student Code of Community Standards** and encourage your student to read it so they can be successful at Berklee.

Library Services

The **Library** provides students with a wide variety of **services** to help them be successful at Berklee, such as instructions for how to use the Library effectively, technology training, equipment booking, research help, and archival resources. There are two libraries on campus, the **Stan Getz Library** and **Creative Technology Center** in 150 Massachusetts Avenue and the **Albert Alphin Library** in 8 Fenway. Encourage your student to check out these resources as they get started with their courses.

Practice Rooms

We know how important it is to be able to access practice spaces on campus, and we offer a variety of different locations with practice rooms for students to use. Most practice rooms at Berklee College of Music must be reserved in advance, either online or in-person. Students can visit AAOF.berklee.edu to reserve spaces. These spaces have a variety of different equipment and instruments available. Boston Conservatory students must reserve their practice spaces through a system called 25 Live and go through a training session to receive access. This information will be communicated to your student through the orientation schedule.





Career Center

As a family member, we know you may be wondering what type of career and job opportunities there are for your student to have a lasting and fulfilling career. The **Career Center** provides specialized **advising**, **internships** for credit, **innovative resources**, and professional development opportunities for College and Conservatory students during their time at Berklee and beyond. Each staff member specializes in one or more of the seven different **career communities**. The Berklee **Career Manager** is an online career tool featuring jobs/gigs, internships, advising, events, and other resources. The Berklee Hub is the official communications platform for students, alumni, faculty, and staff, and it allows your student to set up a weekly/daily email digest of information, events, and opportunities they care most about. The Hub also connects to the Career Manager, which allows students to receive notifications about internships, gigs, and job opportunities. Berklee Connect is a directory that lets them find alumni and other students from Berklee College of Music, Boston Conservatory at Berklee, and Berklee Online. The Career Center hosts a wide variety of programming throughout the year, including three signature events: Career Jam, the Internship and Job Expo, and the Student Employment Fair.

Student Employment

Berklee Student Employment, a part of the **Berklee Career Center**, offers résumé-building work and leadership experiences, helping students develop professional skills while offsetting some of their living expenses. Student employment positions represent a variety of career industries, including performance, technology and media, frontline customer service, production and live entertainment, tutoring and education, and more. Student employment is open to all domestic and international undergraduate and graduate students at the College and Conservatory.

Eligibility to work in a student employment position is unique to each student every semester and is based on several criteria, including a student's enrollment status, possessing a valid U.S. Social Security Number, academic standing, and more. Students who wish to work during the academic year should bring their eligible identification document(s) to campus for employment verification. Students can view all current eligibility criteria and learn more about the program by visiting the Student Employee Toolkit or reaching out to the Student Employment team.

End Credits

Additional Resources

Thank you for engaging with us and learning about the services we provide to Berklee students! Below are links we think you may find helpful as you continue to navigate this experience.

[Housing and Residential Education](#)

[Off-Campus Housing](#)

[Discounts and Services](#)

[Transportation and Commuting](#)

[Student and Commuter Lounges](#)

Berklee Families

Throughout the entirety of your student's time at Berklee, the Campus Life team is here for you. We have a dedicated website for [Berklee families](#), as well as a Facebook page (@BerkleeFamilies). All you have to do is like a post on the page to get connected with other families and staff members at Berklee. We update our families page regularly and you can always reach us at families@berklee.edu with any questions.

