

# PERSONALIZED ACADEMIC AND CAREER EXPLORATION PACE



## PEER MENTORING MANUAL 2017 - 2018

# Contents

## **3 Contact Information**

3 Purpose of Manual

## **4 Note from the Director**

5 Program Staff

## **6 Welcome & Overview**

## **7 Mentorship**

7 Objectives & Goals

7 Words of Wisdom

8 Mentoring History & Theories

## **12 Roles & Responsibilities**

14 What does a mentor do?

## **16 General Information**

17 Quick Reference - Student Need/Problem and Resource

## **22 Academic Information**

## **24 Texas State Student Services List**

## **35 Emergency Situation**

## **36 Policy & Peer Mentor Code of Conduct**

36 Romantic Relationships

37 Code of Conduct

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# PURPOSE OF THIS MANUAL

This manual was developed to provide an overview, set expectations, provide resources, and help guide Peer Mentors to help meet and understand objectives and goals of PACE Mentoring, the PACE Center, and Texas State University as it continues to grow and expand to serve our students.

# From the Director



Peer Mentors,

Welcome to the PACE Mentoring Family! You are joining a team of over 350 former and current Mentors that have helped shape and impact first-year students at Texas State. Whether you had a Peer Mentor your first year or decided you wanted to assist students during their transition because you didn't, we are excited you are joining the team. You were selected from the largest number of applicants we have had since our program's inception. We selected you knowing your skills, talents, and experiences can help develop our students. We are looking forward to the individual and team contributions you will bring that will positively impact our first-year students.

Mentoring plays an important role in a student's academic and social transition to college life. You will have an opportunity to share your experiences and help guide students into our Texas State culture. There is no better person to do that, than someone who has recently been in their shoes and who is currently going through the process. We know

you love being a Bobcat and will help them love it as well!

Each summer we take the time to plan and prepare for your arrival. This manual will help you as you transition to your new role and serve as a resource throughout the year. It is organized by mentoring information, Texas State services and resources, and Mentoring office policies and procedures. It is expected you will become familiar with the content and information in this manual.

It is an exciting time to be a PACE Peer Mentor! Our incoming freshman class – largest ever – will challenge you, help you grow professionally, and impact your life as much as you will impact our new students. Your year as a Peer Mentor will be filled with adventure, excitement, and growth. Be ready for that change and professional development opportunity. You will also work closely with faculty who share the same mission and goal of helping students be successful. The faculty, your PACE Leadership team, and myself look forward to seeing and helping you continue your role as a paraprofessional.

Lastly, you are now a part of a growing and indebted family. If ever you are feeling overwhelmed, looking for guidance, or you yourself need mentoring, be sure to ask. Our professional staff and myself are here to help you along this journey. My door is always open for conversation, guidance, and support. Once again, Congratulations and Thank You for the work you will do on behalf of our students.

Bobcat Proud,  
Victoria Black, M.Ed.  
Director PACE Mentoring

*"We delight in the beauty of the butterfly, but rarely admit the changes it has gone through to achieve that beauty"*  
- Maya Angelou

# PACE Mentoring Program Staff

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Anna earned her B.A. in Bilingual Multicultural Elementary Ed., M.A. in Curriculum and Instruction, and her Ed.D. in Curriculum and Instruction from Boise State University. She is a Co-Advisor for the Latinas Unidas Student Organization and is an instructor for University Seminar. She began her career and passion working with migrant students, assisting them in earning their GEDs and continuing on to college. This afforded her the opportunity to learn about the real-life difficulties that students and families face and continues to drive her passion in helping any student, through guidance, support, encouragement and love. Mentoring has been a long-life commitment and Anna lives her daily life being an example to those around her that need to give a little to the lives of others.

*"People will forget what you said, people will forget what you did, but they will never forget how you made them feel" - Maya Angelou*



Prisila De Leon,  
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Originally from Alamo, Texas, Prisila moved to San Marcos in 2012 to attend Texas State University and obtained a degree in Social Work. Throughout her collegiate career, Prisila gained experience working with students by working for Retention Management and Planning, Upward Bound, and the Attorney for Students. She is currently pursuing a Master's degree in Legal Studies.

*"We cannot seek achievement for ourselves and forget about progress and prosperity for our community... Our ambitions must be broad enough to include the aspirations and needs of others, for their sakes and for our own." -Cesar Chavez*

Kim May,  
Associate Director,  
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Kim serves as an Associate Director for the HSI STEM IMPACT Program and works to enhance and provide high-impact services for students in STEM majors. In collaboration with offices across campus, she coordinates the IMPACT Program's efforts in academic advising and coaching, peer mentoring, and peer-led team learning. Kim's background in academic advising gives her extensive experience and a great appreciation for the importance of student support services that provide students with the skills to persist to graduation while enjoying a successful college experience.

*"Education is the most powerful weapon which you can use to change the world." -Nelson Mandela*



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Ricardo graduated from Oberlin College with a degree in Politics and a minor in Sociology. He worked for Cornell University as Director of the Collegiate Science and Technology Entry Program and Program Manager of the Pre Professional Programs before returning to his homestate of Texas to pursue his Master's degree in Student Affairs in Higher Education.

*"Education is the passport to the future, for tomorrow belongs to those who prepare for it today" - Malcolm X*

# WELCOME

Welcome to the Mentor Handbook! This detailed manual is your primary policy and resource guide to the PACE Peer Mentor Program. Your work as a Peer Mentor encompasses many dimensions and requirements from the experiential in nature to the very practical in scope. The Handbook is your key to understanding what it means to mentor, how to mentor, what is expected of you in the position, where to find things that affect you and your students, and other substantive elements that frame your work at Texas State University.

What this guide means for you as a mentor, returning or new to the program, is that you will be equipped to answer most basic questions or use this as a resource when you encounter something you need assistance with.

Thank you for your willingness and commitment to being part of our Peer Mentor Program. In 2010, Texas State University went through reaccreditation by the Southern Association of Colleges and Schools (SACS) and the PACE Center – A Focus on Freshmen – was created. The Personalized Academic and Career Exploration (PACE) Center officially opened its doors in 2012 and focuses on freshmen and includes Academic Advising, Career Exploration, Academic Coaching, University Seminar, and Mentoring.

## OVERVIEW

Texas State University has grown to become the fourth largest institution in the State of Texas. Changes like becoming an Emerging Research Institution and reaching HSI (Hispanic Serving Institute) status in 2012 has prompted the need for a re-evaluation of services provided to first year students. Previous research indicated less than 0.5% of all students and less than 5% of freshmen participated in formal campus mentoring services.

The main components of PACE include PACE Mentoring as one of the five pillars of a student's success and support during their first year. Recognizing the important role Peer Mentors play in a new student's transition to college, Peer Mentors are an important part of this ambitious initiative. The Peer Mentors are in University Seminar classes (US1100) and mentor freshman students in and out of the classroom.

As a Peer Mentor, you will be paired with two US1100 classes. Peer Mentors will work closely with US1100 Instructors to achieve the goals of the PACE Center, University Seminar and, University College. Peer Mentors must attend all classes and establish a relationship with each student in their assigned classes. Each mentor will serve as a role model and will introduce students to the university's learning campus community, creating a safe and welcoming transition to life as a Bobcat!

# OBJECTIVES & GOALS

The PACE program's Peer Mentoring services objectives are designed to:

- 1.) Maximize student academic and personal success
- 2.) Create a supportive and inclusive learning environment
- 3.) Connect first-year students to upper-classman in a first-year US1100 course and outside the classroom.

The goals are to increase retention and GPA through a student's first year, and to improve the Peer Mentor's leadership abilities, interpersonal communication skills, as they develop further as professionals.

## MENTORING AND LEADERSHIP WISDOM

7

*"Mentoring is.... a brain to pick, an ear to listen, and a push in the right direction."*

*- John Crosby*

*"A good leader inspires people to have confidence in the leader; a great leader inspires people to have confidence in themselves."*

*- Eleanor Roosevelt*

*"The greatest good you can do for another is not just to share your riches but to reveal to him his own."*

*- Benjamin Disraeli*

*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

*- Maya Angelou*

# MENTORING HISTORY

Mentoring is one of the oldest forms of influence. The origins date back to Greek Mythology, where Homer wrote of the King of Ithaca, who asked his friend Mentor to look after his son while he fought to win the Trojan War. Mentoring has evolved through the ages, encompassing all areas of life, including education, career and spiritual.

Mentors have helped to build people's character and confidence, expand their universe, and help them navigate a path to success. Most adults can identify a person who, at some time in their life, had a significant and positive impact on them. Mentors can be friends, relatives, co-workers, peers or teachers. Most often, a mentor is a more experienced or older person who acts as a role model, coach, companion, challenger, guide or advisor. The following website provides a list of famous Mentor-Mentee pairs to provide a helpful history: <https://sites.sph.harvard.edu/wmy/celebrities/>

Mentoring at Texas State has evolved over the years as the university has continually responded to student needs. The Mentoring Program through the Division of Student Affairs was initiated in 1992 as a part of the university's retention plan. Bobcat Bond will now focus on upperclass students, with the PACE center focusing on unique experiences faced first-year students. The goals remain the same: to increase grade point averages and increase retention. Those students who have participated in the Mentoring Program have a lower attrition rate and higher overall GPA than their non-mentored counterparts.

## Theories Behind Mentoring

The following are a few theories to consider when you are working as a mentor. Researchers have developed these theories as a framework in assisting students with challenges and experiences they may encounter. Understanding the development of matriculating students is essential to those seeking to make a difference in first year student's lives.

### **Chickering's Theory of Identity Development - Seven Vectors**

Students will move through the vectors as they continue their development out of adolescence.

Developing Competence – Intellectual, physical/manual, and interpersonal competence.

*e.g. Student learns how to do laundry and does it each week without being asked.*

Managing Emotions – recognizing, accepting, appropriately expressing and controlling emotions.

*e.g. Student recognizes and accepts emotions and appropriately expresses and controls them during a roommate conflict.*

Moving through Autonomy toward Interdependence – Increasing emotional independence, self-direction, and problem-solving abilities, as well as recognizing and accepting interdependence.

*e.g. Students takes ownership managing their time, registers for classes, and seeks tutoring assistance on campus.*

Developing Mature Interpersonal Relationships – Developing capacity for health, intimate relationships that contribute to sense of self, while accepting and appreciating differences.

*e.g. Student establishes a new peer group – develops intercultural and interpersonal tolerance, appreciates differences; creates healthy, intimate relationships.*

Establishing Identity – Based on feedback from significant others, developing comfort with self (physically and emotionally), one's lifestyle, gender, sexuality, and cultural heritage.

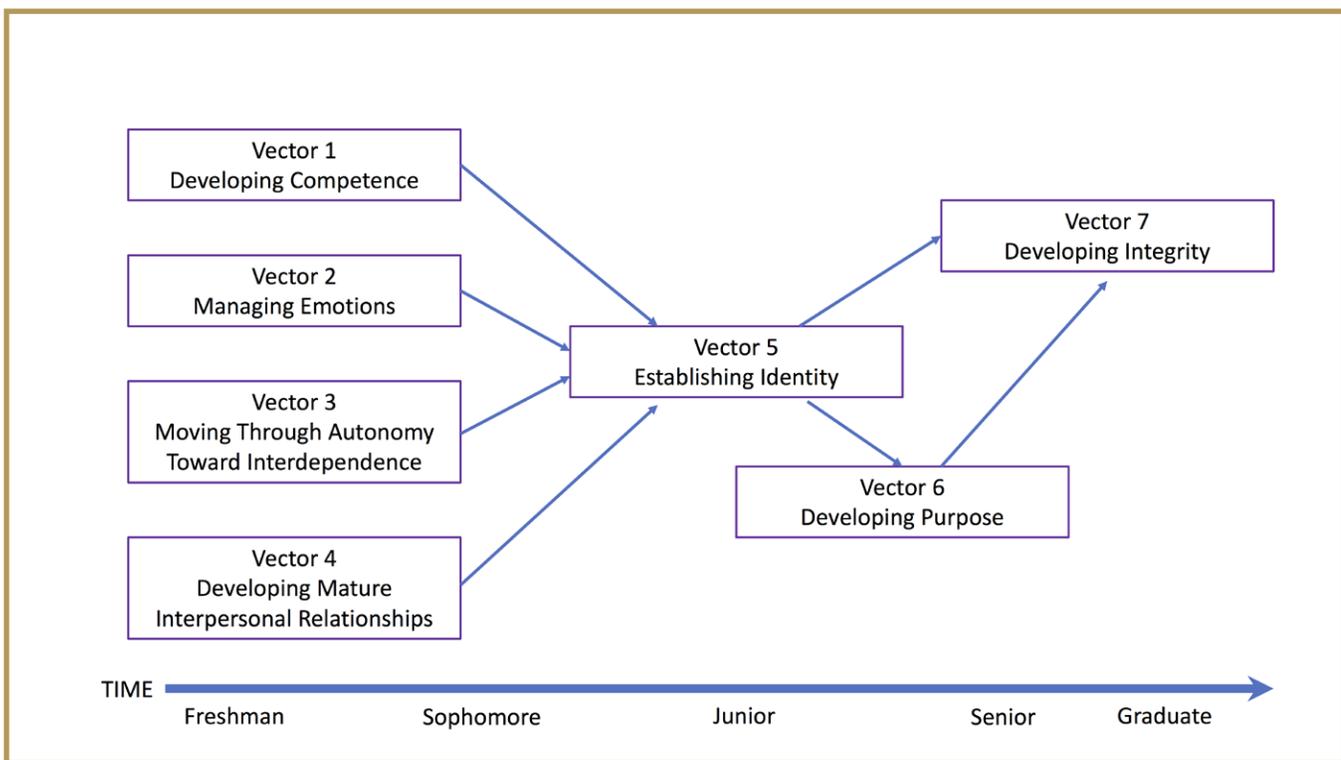
*e.g. Student acknowledges differences in identity development based on gender, ethnic background, sexual orientation, and lifestyle choices.*

Developing Purpose – Developing clear vocational goals and committing to personal interests and activities.

*e.g. Student develops career goals, makes commitments to personal interests, and activities – establishes strong commitment to Texas State.*

Developing Integrity – Moving from rigid, moralistic thinking to a more humanized personalized value system; acknowledging the beliefs of others.

*e.g. Student develops strong sense of self and lifestyle congruent to their values.*



Chickering Identity Development (1993)

## Schlossberg's Transition Theory

Schlossberg developed a theory to define a student's transition based on an event or non-event affecting a student's routine, assumption, and role.

### Types of Transitions

Anticipated – You expect them to happen.  
*e.g. High School graduation*

Unanticipated – You don't expect them.  
*e.g. A sudden death in the family*

Non-events – Expected events that do not occur.  
*e.g. You expect to gain admission to graduate school but are denied*

Context – One's relationship with the transition and the setting in which it takes place.

Impact – The degree to which a transition alters one's daily life.

The 4 S's affecting ability to cope with transitions:

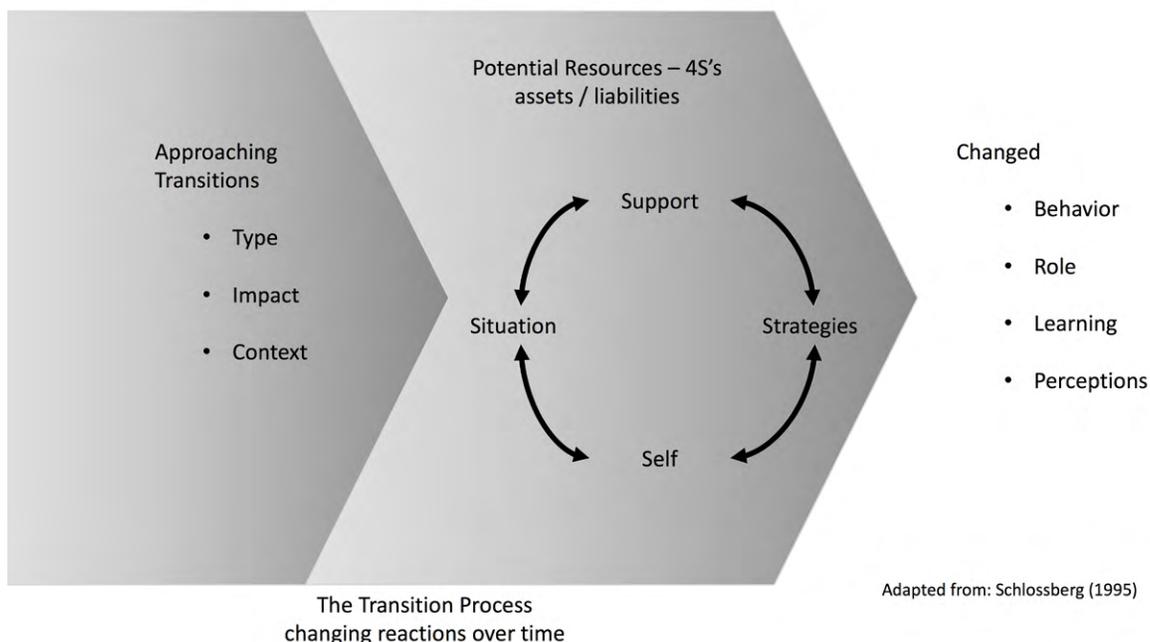
**Situation** – consider things like what started the transition, the timing, the student's perceptions of control, whether or not roles were changed, the duration of the transition, and previous experience with similar transitions, and concurrent stress, and who or what the student sees as responsible.

**Self** – consider personal and demographic characteristics as well as psychological resources.

**Support** – consider what the student has in terms of support from family, friends, coworkers, significant others, etc.- affect, affirmation, aid and honest feedback are important sources of support from others.

**Strategies** – consider what resources the student has in terms of modifying the situation, controlling the meaning of the problem, and managing the stress in the aftermath.

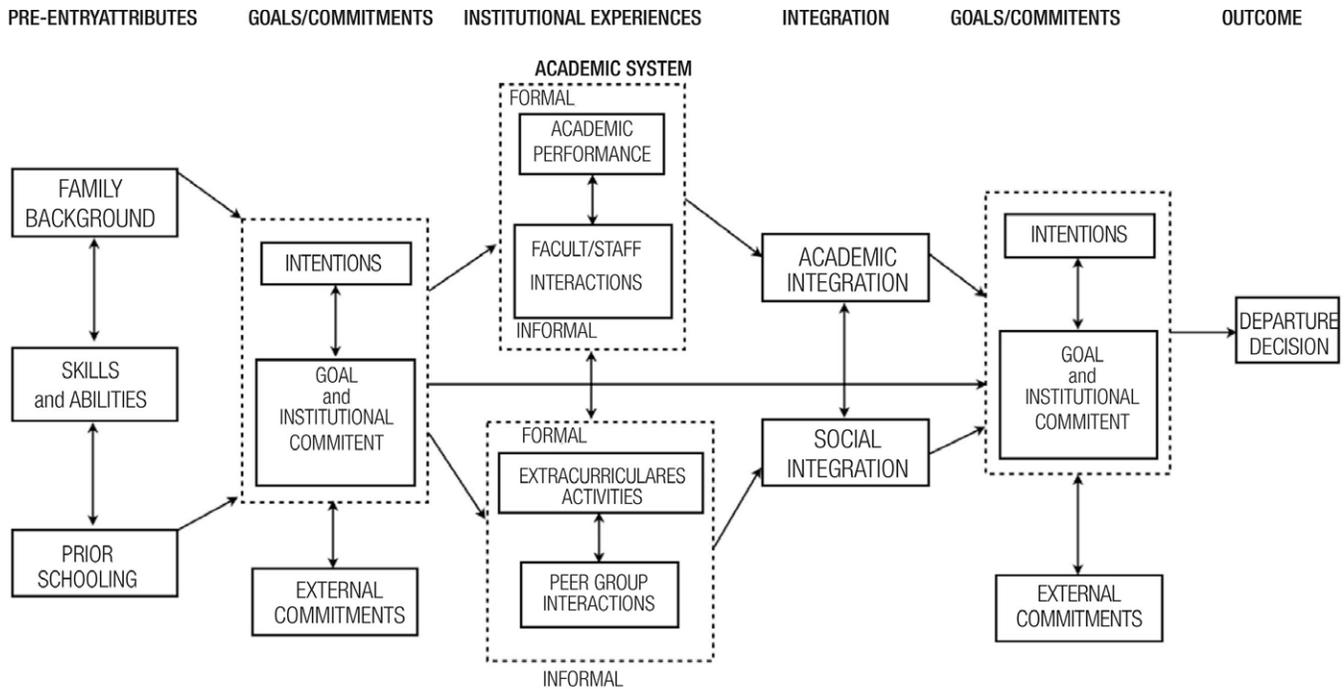
## The Individual Transition



## Tinto's Student Integration and Departure Model

Tinto identifies three major sources of student departure: academic difficulties, the inability of individuals to resolve their educational and occupational goals, and their failure to become or remain incorporated in the intellectual and social life of the institution.

Tinto's "Model of Institutional Departure" states that, to persist, students need integration into formal (academic performance) and informal (faculty/staff interactions) academic systems and formal (extra-curricular activities) and informal (peer-group interactions) social systems.



Tinto (1993)

# ROLES & RESPONSIBILITIES

A new student's first year at college can be a challenging and exciting time academically, socially and developmentally. Think back to your first year in college and the issues you might have faced. What did you learn about yourself, and of others? What decisions did you make on your own about who you were and what academic path you wanted to take? For a new student, a university can be an exciting but also intimidating place. A university can be a lonely place for a new student, especially if that student is the first in their family to go to college, a child of immigrant parents, or a member of a minority community. Simple things that experienced students take for granted can be challenging for a new student, such as finding classrooms and offices on campus, understanding school policies for registration, and learning the special language of the university such as "syllabus", "office hours" and "prerequisites". Students learn how to navigate this new system by asking friends, especially more experienced students- some-one like you.

**A mentor is defined as a knowledgeable and experienced guide, a trusted ally and advocate, and a caring role model.**



Being a mentor is a great opportunity to help others find pride and self-satisfaction, and raise your level of concern for the students of the Texas State community. Peer Mentors are support systems for new students. They are reliable, respectful, patient, trustworthy, good listeners, and communicators. Mentors not only get an opportunity to tell their mentee about what "I wish I knew when I came to Texas State," but they also get the opportunity to shape the minds of new Texas State students and help them adjust to life on a campus of over 38,000 students. Mentoring can help empower students to help each other, and themselves, as they navigate their first year experience.

New students benefit in many ways from having a mentor. It can reduce the stress of coming to campus by having a friend/mentor already in place. This is also directly related to a higher retention of new students at Texas State and a higher GPA (as compared to their fellow non-mentored new students). Mentors can be an incredible support system for new students. Because of previous experiences on campus, mentors have the knowledge of where to refer their mentees if they are unable to help.

### *Responsibilities*

- Meet weekly with your PACE Mentoring Team
- Attend designated US 1100 classes and meet with mentees on a regular basis to ensure coursework is completed
  - o Come to class prepared and on time
- Meet weekly with US1100 Instructor(s)
  - o Discuss progress of students in the course
  - o Discuss course progress, successes, and challenges
- Assist students in interacting with Instructors
- Organize an academic and a social event with mentees and encourage Common Experience activities (minimum of 2 events per semester)
- Help students become familiar with university resources; advise and refer students to appropriate university resources, as the need arises, and keep Mentoring Program Staff informed of any serious issues
- Schedule one-on-one meetings with mentees each month
- Work with mentees both in and outside of the classroom to guide students through academic decision making, time management, study skills, major exploration, campus issues, and adjustment difficulties
- Hold weekly administrative office hours for binders, planning, and data entry
- Record observations and submit your binder and timesheets to Mentoring Professional Staff or Graduate Assistants
- Participate in training the week prior to the beginning of fall semester and throughout the semester as needed.

### *Compensation*

Peer mentors receive a wage of \$10.00/hour and work up to 15 hours a week.

<b>Weekly Time Commitment Break-down for Peer Mentors</b>	
<i># of Hours per Week</i>	<i>Work to be Completed</i>
1	Weekly Lead Peer Mentor Team Meeting
2	Attend US1100 Sections
3-4	Office Hours (administrative work)
1	Weekly Instructor Meeting
4-7	1:1 Meetings with Mentees, Mentoring office hours, Communications to Mentees, Academic Event(s), Social Event(s), etc
Total: 11 - 15 hours	

# WHAT DOES A MENTOR DO?

There are lots of different roles a mentor can assume. Which role a mentor assumes depends on the needs of the mentee. On any given day, the mentor may perform one or all of the roles.

## **Trusted Friend**

The first role you must establish with your mentee is that of a trusted friend. Your mentees will be more likely to listen to you if they know that they can trust you and rely on you. Once you are a friend, you will know enough about your mentees to help them transition to college. Developing trust takes time and patience. You really can't get to know someone through just email or text. Take the time, especially in the first 4 weeks, to meet with your mentees in person.

*Strategies:* Be available to spend time with your mentee, clarify their expectations, establish and maintain boundaries, keep things confidential, and be empathetic. As mentees show that they trust you by coming to you with questions, let them know that you find them trustworthy too.

## **Teacher**

As a teacher you will be expected to share your knowledge of the ins and outs of being a Texas State student. Share what you have learned from your mistakes or blunders. It will help your mentees to realize that no one is perfect! Some students are just interested in "just the facts". They want explicit instructions and details. A teacher can help introduce students to Academic Coaches and tutors to help them with academic issues.

*Strategies:* Facilitate study groups, demonstrate effective study strategies, set learning goals, share personal experiences.

## **Counselor**

The role of counselor requires the mentor to establish a lasting and open relationship. In order to create a trusting relationship, the mentor needs to stress confidentiality and show respect for the mentee. A mentor can promote

confidentiality by not disclosing personal information that the mentee shares. The mentor should always show respect by listening carefully and attentively to the mentee and by not interrupting the mentee while they speak. The counselor role also encourages the mentee to develop problem-solving skills. A mentee must be able to think through problems rather than always depending on the mentor to provide the solution. The mentor can develop the problem-solving skills of a mentee by advising them to first attempt to solve the problem before seeking assistance. If needed, a Counselor can also refer the mentee to appropriate offices for additional assistance.

*Strategies:* Practice active listening skills

## **Motivator**

You may need to motivate your mentees to help them succeed at their job of being a college student. The best way to motivate someone is to provide them with frequent, positive feedback. Positive feedback can be a great morale booster. It helps to remove self-doubt and increases self-esteem. You may find after the initial month of school that your mentees start to question why they are here, their confidence in their study skills, their previous friendships, etc. Just a simple "Hey, I notice you are working through some stuff, you'll make it through" can go miles with your mentees.

*Strategies:* Provide opportunities for your mentees to motivate their peers, encourage them to lead a study group, role model positive and hopeful behavior.

## **Sponsor**

A sponsor creates opportunities for their mentee—opportunities that may not otherwise be

made available. New opportunities can increase the visibility of the mentee, but mentors must be careful in selecting these opportunities. You don't want to set your mentees up for failure. Being a sponsor can be as easy as introducing your mentee to a friend from the fraternity that they are interested in rushing, or bringing them to a student club meeting that you are a part of.

*Strategies:* Help students identify what activities they might find interesting, know what activities are available, attend campus events with your mentees, show enthusiasm.

### **Coach**

Coaching your mentees might be the single most difficult role to master. There are times in a mentoring relationship where sensitively delivered honest feedback and assessment, rather than passivity, will help a mentee grow. When giving constructive feedback, the mentor should be descriptive about the behavior and not use labels, such as "immature" or "lame". The mentor should neither exaggerate, nor be judgmental, and should phrase the issue as a statement, not a question.

*Strategies:* Think of providing constructive criticism via the "sandwich" technique. Step 1: Think of what you want to say and why you want to say it. Step 2: Build the person up. Highlight some of the things that they are doing really well. Step 3: Now it's time to bring your concerns to the table. Do it clearly/concisely. Don't waffle around. Step 4: Build the person up again. Step 5: Follow up in a couple of days to see how they are doing.

### **Role Model**

Think of yourself as a living, breathing human representation of the values and ethics of Texas State and the PACE Center. Most mentees, in time, will imitate their mentor. Leading by example is going to be your most powerful tool. You can help model problem solving, involvement, empathy, and academic integrity. Keep in mind that you are being watched! Even your own missteps can be excellent lessons for your mentees. A good role model needs to be honest, but not perfect. Be as open and honest as you feel

comfortable with your own life and experiences. Honesty allows you to be an authentic person who does not pretend to be something you are not.

*Strategies:* Be authentic, be a positive influence, encourage your mentees to work together, and show initiative.

### **Referral Agent**

Sometimes a situation with your mentee may be more than you can handle. This is when your knowledge of university resources comes into play. Knowing where to send a student and when is extremely helpful! There are some resources listed in the back of this manual. When in doubt, you may always call on the Mentoring Staff for help.

*Strategies:* Know people and services on campus that help with 1st year issues, advocate for the student and their rights, practice ethical behavior.

### **Door Opener**

Think of all the things that you are involved with in your life. How did you get there? Was it through a chance meeting, did someone introduce you to someone else? As a mentor you can introduce mentees to your own network of friends, support persons, faculty, etc...

*Strategies:* Invite your mentee to have lunch with you and your favorite faculty member, or introduce them to your favorite academic advisor. Sometimes these seemingly random encounters can open up a whole new world for a student.

# GENERAL INFORMATION

## Alma Mater

O, Alma Mater, set up on the green hills,  
With turrets pointing upward to the sky;  
We yield to thee our love and our devotion,  
Mother of hopes and aspirations high.

Thy spirit urges us to deeds of valor,  
Raising the fallen, cheering the oppressed;  
Thy call will echo clearly down the ages,  
Dear Alma Mater, mother loved and blessed.



## Fight Song

Go Bobcats all the way,  
Keep that maroon and gold on high.  
Fight on for every play,  
Until you hear that Bobcat battle cry.  
We're gonna cheer for our team today,  
Until the whole world knows our name.  
There's no doubt about it,  
We're gonna shout it;  
Bobcats will win this game!

Eat 'em up,  
Eat 'em up,  
Go Cats Go!

## Points of Pride

<http://www.txstate.edu/about/points-of-pride>

## LBJ Student Center

### First Floor

Boko's Living room (TV/Stereo Room), Click's Cyber Café, George's, Lair (Blimpie's, and Chick-fil-a), Starbucks, Au Bon Pain Bakery, Amphitheater

### Second Floor

ID Services, Information Desk, Freshens Smoothie Shop, The Lair (Dining Hall, Pizza Hut), Paws Market (Convenience Store), Student Center Operations, Student Center Services (Reservations & Catering), University Bookstore, Wells Fargo

### Third Floor

Auxiliary Services, Ballroom, Meeting Rooms 3rd & 4th, Welcome Center

### Fourth Floor

SG (Student Government), Student Involvement at LBJSC & Greek Affairs, Computer Lab 404i, NTSO (Non Traditional Students Organization), PALM (Planning Assessment Leadership and Marketing), SACA (Student Association for Campus Activities), Student Center Director, SVC (Student Volunteer Connection) Teaching Theater

### Fifth Floor

Attorney for Students, Career Services, Counseling Center, Dean of Students & Student Justice, Office of Student Diversity and Inclusion, Office of Disability Services

**\*\* QUICK REFERENCE \*\***  
**Student Needs/ Problems and Resources**

<i>NEED/PROBLEM</i>	<i>RESOURCE</i>	<i>PHONE NO.</i>
Academic Advising	Department of the Major/PACE Center	
Advanced Placement (AP Scores)	Testing Research Education Center (TREC)	245-2276
Athlete Placement	Athletic Advising Center	245-2114
Affirmative Action	Office of Equity and Access	245-2539
Alcohol Abuse	Alcohol & Drug Compliance Services	245-3601
Anxiety Counseling	Counseling Center	245-2208
Credit by Examination	Testing Research Education Center (TREC)	245-2276
Camping/Outdoor Trips	Outdoor Center	245-2940
Career Counseling	Career Services	245-2645
	CAFE, Career and Financial Education	245-3579
Child Care	Child Development Center	245-2621
Computer Help/Repair	Info. Tech. Assistance Center (ITAC)	245-4822
Computers	Alkek Library – 4th Floor	245-2133
Correspondence Courses	Office of Correspondence & Extension	245-2322
Counseling (personal)	Counseling Center	245-2208
Course Evaluation (transfer)	Undergraduate Admissions	245-2364
Crisis, Psychological	Counseling Center (8am - 5pm, M-F)	245-2208
	Avail Crisis Hotline (After hours)	877-466-0606
Domestic Violence and Sexual Assault	Hays/Caldwell Womens Center	396-HELP (4357)
	Safe Place - Austin/Travis	512-267-7233
	Title IX Reporting (For self/other, anonymous, pseudonym)	245-2539
LGBTQ Crisis/Suicide	The Trevor Project 1-866-4-U-TREVOR	1-866-488-7386
Disabled Students	Office of Disability Services (ODS)	245-3451
Discrimination	Student Diversity and Inclusion (SDI)	245-2278
Doctor's Appointment	Student Health Center	245-2161
Dropping a Course(s)	Registrar's Office	245-2367
Drug Abuse Counseling	Alcohol & Drug Compliance Services	245-3601
Elevator Keys	Office of Disability Services (ODS)	245-3451
Emergencies, Emergency Care	University Police (UPD)	911
Employment	Career Services	245-2645
Extracurricular Activities	Student Involvement at LBJSC	245-3219
	Information & Reservations	245-2264
Financial Aid	Financial Aid & Scholarships	245-2315
Finances	CAFE, Career and Financial Education	245-3579
Fire, Emergency	University Police (UPD)	911
GMAT Help	Student Learning Assistance Center (SLAC)	245-2515
Grades	Registrar's Office	245-2367
GRE Help	Student Learning Assistance Center (SLAC)	245-2515
Group Counseling	Counseling Center	245-2208
	Alcohol & Drug Compliance Services	245-3601

**...Continued**

**\*\* QUICK REFERENCE \*\* Student Needs/ Problems and Resources**

Handicapped Parking	Office of Disability Services (ODS)	245-3451
Health Insurance	Student Health Center	245-2161
Homesickness	Counseling Center	245-2208
Honors Information	Honors Program	245-2266
Immunizations	Student Health Center	245-2161
International Students	International Office	245-7966
Intramural Sports, Sport Clubs	Student Rec Center – Intramural Office	245-8090
Learning Disabled Students	Office of Disability Services (ODS)	245-3451
LSAT Help	Student Learning Assistance Center (SLAC)	245-2515
Legal Advice	Attorney for Students	245-2370
Loans	Financial Aid & Scholarships	245-2315
Major Selection	Career Services	245-2645
	PACE Center	245-PACE (7223)
Medical Care	Student Health Center	245-2161
National Student Exchange	University College	245-7952
Overseas Studies, National Exchange Programs	Study Abroad, Office of Distance and Extended Learning	245-1967
Off-Campus Exemptions	Dept. of Housing & Res. Life (DHRL)	245-4663
P.A.C.E	1st Floor Undergraduate Academic Center	245-PACE (7223)
Pap Smears	Student Health Center	245-2161
Personal Problems	Counseling Center	245-2208
Physical Therapy	Student Health Center	245-2161
Police Assistance, non-emergency	University Police (UPD)	245-2805
Pregnancy Counseling	Student Health Center	245-2161
Reading Skills	Student Learning Assistance Center (SLAC)	245-2515
Records (Academic) – Student	Office of the Registrar	245-2367
Recreation	Student Recreation Center	245-2940
	Outdoor Center	245-2004
	Aqua Sports Center	245-3941
Residential College, Residence Halls	Department of Housing and Residential Life (DHRL)	245-3705 245-4663
Safety Environmental	Health, Safety, & Risk Management	245-8277
Social Adjustment	Counseling Center	245-2208
Special Events Strahan	Coliseum Box Office	245-2272
	Theatre Box Office	245-6500
Sports Information	Athletics	245-2114
Student Government	Associated Student Government (ASG)	245-1274
Student Center	LBJ Student Center	245-2264

...Continued

**\*\* QUICK REFERENCE \*\* Student Needs/ Problems and Resources**

Study Habits	Student Learning Assistance Center (SLAC)	245-2515
Suspension (Academic)	Registrar's Office, Dean of College	245-2387
Taped Textbooks (audio)	Office of Disability Services (ODS)	245-3451
TSIP Questions	TSIP Office (in UAC)	245-3942
Test Anxiety	Student Learning Assistance Center (SLAC)	245-2515
	Counseling Center	245-2208
Test Preparation	Student Learning Assistance Center (SLAC)	245-2515
Therapy, Psychological	Counseling Center	245-2208
Transcript Evaluation	Undergraduate Admissions	245-2340
Tutoring	Student Learning Assistance Center (SLAC)	245-2515
	Writing Center	245-2183
	Math Lab	245-3018
	Student Support Services (SSS)	245-2074
	Residence Hall Tutoring	245-2275
	Collaborative Learning Center (H-LSAMP)	245-7464
Undecided Majors	University College	245-2218
Veterans Information	Veterans Affairs	245-2641
Visa Information	International Office	245-7966
Withdrawals	Office of the Registrar	245-2367
Work Permits (International)	International Office	245-7966
Writing Problems	Writing Center	245-3018
	Student Learning Assistance Center (SLAC)	245-2515
	Student Support Services (SSS)	245-2275
X-Rays	Student Health Center	245-2161

# Department of Housing and Residential Life

## RESIDENCE HALL RESPONSIBILITIES

### University Housing Policy

New freshmen under the age of 20 (by September 1 for fall admission or January 1 for spring admission) with fewer than 30 credit hours are required to live in on-campus university housing. All students who graduated from high school within the preceding 12 months of the semester of their admission are also required to live on campus.

When questioned about the university housing policy please refer to information presented during training or to the Department of Housing and Residential Life website. Students who live on campus for the first two years have higher GPAs and are more socially involved than those that live off campus. On-campus residents also tend to make friends easier and be more active on campus than those living off campus.

## The Department of Housing and Residential Life Facts

The Department of Housing and Residential Life office is located at 515 N. Comanche Street. The housing units where students live are called residence halls. This is a departure from the term dormitory, which refers to a place where a person goes to sleep. Residence halls are places where a student's experiences are broadened. Please refer to the buildings as "halls," not "dorms." There are approximately 6,200 bed spaces on the Texas State campus (amount of bed space varies due to current construction).

### Residence Hall Staff

*Residence Directors* – A Residence Director/Graduate Residence Director is a professional staff member who lives in the hall. Most directors have Master's degrees while the Graduate Residence Directors are completing graduate studies. These staff members are responsible for the overall operation of the hall and are available to give personal assistance when needed. The directors report to an Assistant Director. They are the primary contact person for students living in the residence hall who have questions about policies and other information concerning the university.

*Resident Assistants* – Living on each floor of a residence hall is a resident assistant; a student whose primary concern is the residents living on his/her floor. An RA is on call each night, so there is always someone to contact. Resident assistants are selected on the basis of leadership qualities as well as their ability to accept responsibilities and perform required tasks. The RA has two main areas of responsibility. The first is to assist students personally or through appropriate referrals with academic, personal, social and other types of issues and problems. The second area of responsibility is to help promote an atmosphere on the floor that is conducive to academic success, social growth, and group responsibility.

### Living Options

Please see the link for information on each hall: <http://www.reslife.txstate.edu/livingoptions/options.html>



### Meal Plans

As part of the residence hall room and board contract, students must choose a meal plan. The meal plans are: 150 block meal plan with \$125 dining dollars, 200 block meal plan with \$100 dining dollar, and the 250 block plan with \$75 dining dollars. Commuter students can purchase a resident meal plan or they can select the "Build You Own Meal Plan". On the Build plan, you can select between 20-80 swipes in increments of 10, and you can also elect to add dining dollars from \$0 - \$500. Students who want to be exempt from a required meal plan must complete a meal exemption request at the Department of Housing and Residential Life. Dining facilities are:

- Commons Hall – across from Flowers Hall
- Jones Diner – across from Tower Hall
- Harris Diner – across from Blanco Hall
- Lair – located in the LBJ Student Center
- The Den – located in the Academic Services Building South

## Security Door Access

In an effort to increase security in halls, each residence hall is equipped with a card reader that will allow only residents to access their residence hall from 7:00 p.m. until 10:00 a.m. the next morning. From midnight until 10:00 a.m., residents may only access their own hall with their card. Each hall will have a telephone located near a reader. The telephone will be used by guests and others to contact the resident in a building, an RA on-call, to call 5-SOLO, or 911. 911 connects to a UPD dispatcher. 5-SOLO (7656) can be utilized if a resident has forgotten their ID and the dispatcher on the phone can unlock the door for the student.

## Learning Communities

The Department of Housing and Residential Life recognizes the vital role that on-campus living plays in a student's academic success. Our learning communities were created to further enhance the residential experience and build on the natural partnership between on-campus living and the academic curriculum. The learning communities for 2017-2018 are:

Acting: Retama Hall	Psychology: Tower Hall
Business: Tower Hall	Residential College: Beretta & Brogdon Halls
Future Teachers: Falls Hall	Science Pipeline: Retama Hall
Journalism & Mass Communication: Tower Hall	Sound Recording Technology: Retama Hall
Honors College: Laurel Hall	Science, Technology, Engineering, and Math: Sayers Hall
Musical Theatre: Retama Hall	Terry Scholars: Laurel Hall
Pre-Nursing: Sayers Hall	
Pre-Medical/Pre-Dental: Tower Hall	

## Honors Living Learning Community

Freshmen admitted into the Honors College can choose to live in our Honors Learning Community in Laurel Hall. Students in this college will register for honors sections of US 1100 - University Seminar, a course required for incoming freshman. The hall is coed and offers residents community-style bathrooms. It is conveniently located in the central part of campus.

## Residential College

Residential College is open to all incoming freshmen (regardless of major) and is known for its co-enrolled courses that allow students to attend certain classes with their hall mates. Participants are also asked to participate in a co-curricular initiative to increase involvement in the community and on campus. Review our complete list of expectations and frequently asked questions concerning the Residential College Program for more information.

A faculty member lives within the hall and teaches a co-enrolled course. They encourage course participation outside the classroom to increase student learning. Faculty regularly dine with students, host hall programs, attend social events and serve as mentors and role models.

Residential College utilizes Beretta and Brogdon Halls, which are located in the heart of campus adjacent to Commons Dining Hall. Residents enjoy coed living by floor, community-style bathrooms, moveable furniture and 24-hour visitation. Program benefits include:

- Frequent opportunities for student-faculty contact
- Development of a strong sense of community
- You know many (if not all) of your colleagues in your classes
- Easy access to peer review and study groups
- Opportunities to bond and form lasting friendships with hall mates

# ACADEMIC INFORMATION

## TRANSFER CREDIT POLICIES

Texas State will transfer as many of your courses/hours that are considered transferable; however, only 66 lower-level hours will be applied toward your degree plan. Additional upper-level hours from a four-year university may also be applied. You will need to take a minimum number of credit hours - based on your major - at Texas State in order to graduate with a Texas State degree.

**Repeat Policy** — You may repeat a course one time to replace the first grade earned in that class, regardless of what that grade is. Make sure that the repeat course you take is exactly the same as the initial course, or equivalent to the initial course if the repeat is taken at a different college than the first attempt. Use the Transfer Course Equivalency System to confirm equivalencies.

Grades of D and F are transferable. If the course is considered a transferable course, then the grade you earned in it is transferable. A minimum grade of D is required in Core Curriculum courses to satisfy Core requirements.

At least 25% of upper-division courses must be completed in-residence at Texas State.  
Evaluation of Transfer Credit

**Role of the Office of Undergraduate Admissions in determining Transfer Credit** The Office of Undergraduate Admissions reviews each course taken at another college or university and makes the initial determination of whether or not a course is transferable to Texas State and creates the evaluated transcript. Courses which are in progress at the time of the application are not included in the evaluated transcript.

**Role of College Dean, Department Chair, and Academic Advisor** The applicability of transferred credit to a degree at TEXAS STATE is the decision of the College Dean, Department Chair, and Academic Advisor. The evaluation of credit is made on a course-by-course basis. A maximum of 66 semester hours earned at a junior or community college may be applied toward a degree at Texas State (hours in excess of 66 can be applied as elective credit). Students should seek assistance from their college's academic advising center.

**Role of University College** – University College reviews general education courses evaluated as electives (ELNA or ELADV) for application to the general education core curriculum.

Please refer to the Transfer Credit and Transfer Course Equivalency System Websites or the Office of Undergraduate Admissions, [admissions@txstate.edu](mailto:admissions@txstate.edu) or (512) 245-2364.

<http://www.admissions.txstate.edu/future/transfer.html>  
<http://www.admissions.txstate.edu/future/transfer/equivalency-guides.html>



**CALENDARS**

UNIVERSITY CALENDAR

<http://www.registrar.txstate.edu/persistent-links/academic-calendar.html>

FINAL EXAM CALENDAR

<http://www.registrar.txstate.edu/persistent-links/final-exam-schedule.html>

**DROPPING VERSUS WITHDRAWING FROM CLASS(ES)**

Withdrawing is going to zero hours for a current or future semester. You may withdraw from the current semester without withdrawing for a future semester. For example, you can withdraw from all classes in summer and stay enrolled for the fall semester. If you intend to withdraw from the university, you must contact the University Registrars Office.

Dropping means that you will remain enrolled in at least one hour in the current semester. In 2007 the Texas Legislature enacted Senate Bill 1231 states that, except for several specific instances of good cause, undergraduate students entering as first time freshmen at a Texas public institution of higher education in the fall of 2007 or later will be limited to a total of six dropped courses during their undergraduate career.

<http://www.registrar.txstate.edu/registration/dropping-or-withdrawing.html>

**PROBATION AND SUSPENSION POLICIES**

At the end of every semester, each student's cumulative TEXAS STATE GPA will be calculated. If the GPA is 2.0 or higher, the student is in good academic standing. If the GPA falls below 2.0 at the end of a Fall or Spring semester, the following condition will apply:

1. The University will place the student on probation immediately.
2. During the first probationary long semester, the student may take a regular course load, but the TEXAS STATE GPA must be raised to remain at TEXAS STATE.
  - a. If the TEXAS STATE GPA becomes a 2.0 or higher, the probationary status is removed.
  - b. If the TEXAS STATE GPA improves, but not to 2.0, the student may continue on probation for another long-term semester.
  - c. If the TEXAS STATE GPA remains the same or decreases, the student is suspended.
3. If a student earns a second probationary semester (see 2.b above), they must raise their TEXAS STATE GPA to 2.0 or higher by the end of that semester in order to remain at TEXAS STATE.

The first suspension is for the next long term semester. A long semester is fall or spring, it does not include summer sessions. A second suspension is for two years and is effective immediately. Probations and suspensions are printed on official and unofficial transcripts. Students have the opportunity to appeal. Students will need to speak to an Academic Advisor for further information.

# TEXAS STATE UNIVERSITY

## STUDENT SERVICES

### **ALCOHOL & DRUG COMPLIANCE SERVICES**

LBJSC 5-9.1

245-2124

[www.dos.txstate.edu/services/adcs.html](http://www.dos.txstate.edu/services/adcs.html)

The Alcohol and Drug Compliance Services (ADCS) is dedicated to supporting student success by providing services that help students complete sanctions mandated through a judicial process, mainly the university's Student Justice or a municipal court. ADCS also strives to provide learning and experiences that will better prepare students to avoid being in a similar situation - in violation of alcohol or drug policies and statutes.

Services include a community service program, a marijuana awareness program (Marijuana 101), and a state-approved MIP/Alcohol Awareness Course. ADCS can provide students with information on campus and area resources to address alcohol and drug related concerns.

### **ALBERT B. ALKEK LIBRARY**

245-2686

[www.library.txstate.edu](http://www.library.txstate.edu)

Albert B. Alkek Library is the most important information resource of the Texas State University community. The mission of the library is to help our patrons succeed by providing high quality library services and information in a variety of formats to support the university's teaching and research programs.

The Alkek Library Collection Includes:

- More than 1.5 million printed volumes

- 99,700+ electronic journals

- 506,000 e-books

- 430+ databases

- Over a half-million microform & audio-visual materials

Alkek Library is a selective depository for U.S. and Texas government documents by receiving

60% of federal publications and a wide variety of state publications.

Special holdings of the library include The Wittliff Collections (the Southwestern Writers Collection and the Southwestern & Mexican Photography Collection), home to the major papers of such notable authors as Cormac McCarthy and Sam Shepard, the King of the Hill archives, the Lonesome Dove miniseries collection, and the largest repository of modern and contemporary Mexican photography in the U.S.

The library also holds the University Archives, and the textbooks and curriculum materials approved by the Texas Education Agency for grades K-12. A new addition to the library is Digital Collections@TxState an institutional repository, or digital collection of the intellectual output of Texas State University.

#### Research Assistance

Ask a Librarian!

<http://askalibrarian.library.txstate.edu/>

Individual Research Consultations

<http://libanalytics.library.txstate.edu/tw.php?i=443&d=376&w=235>

Research Guides

<http://guides.library.txstate.edu/research>

Writing & Citation Guides

<http://guides.library.txstate.edu/friendly.php?s=writing-citation-style-guide>

Reworks (Manage Your References)

<http://www.library.txstate.edu/about/departments/ref/refworks.html>

#### Instructional Services

Course Guides

<http://guides.library.txstate.edu/course>

Tutorials

<https://www.youtube.com/user/alkeklibrary>

### Workshops

<http://www.library.txstate.edu/research/workshops.html>

### Borrowing

#### Circulation

<http://www.library.txstate.edu/about/departments/circ.html>

### Course Reserves

#### Reserve Services

<http://www.library.txstate.edu/about/departments/circ/reserve.html>

### Borrowing From Other Libraries Interlibrary Loan (Log in to ILLIAD)

<http://www.library.txstate.edu/about/departments/ill.html>

### Texshare Cards

<http://www.library.txstate.edu/about/departments/circ/texshare-cards.html>

### Digital Collections:

#### About Digital Collections

<http://www.library.txstate.edu/research/digital-collections/authors-corner/about.html>

### Digital Collections

<https://digital.library.txstate.edu/>

### Space

#### Collaboration Zone

<http://www.library.txstate.edu/about/departments/learning-commons/collaboration-zone.html>

### Reserve a Library Space or Room

<http://www.library.txstate.edu/my-library/reserve-spaces-rooms.html>

### Computer Lab

#### 2nd & 4th Floors

<http://www.its.txstate.edu/departments/academic-computing/computinglabs/Library2nd.html>

<http://www.its.txstate.edu/departments/academic-computing/computinglabs/Library4.html>

## ATTORNEY FOR STUDENTS

LBJSC 5-1.5

245 2370

[www.attorney.txstate.edu](http://www.attorney.txstate.edu)

The Attorney for Students provides legal

assistance to currently-enrolled students. They provide specified legal advice, counseling, and education. They do not represent students in any manner, or advise students with claims against the university, another student, or a faculty or staff member acting within the scope of his/her employment duties.

## CAFE - CAREER AND FINANCIAL EDUCATION

245-3579

<http://www.ucollege.txstate.edu/strategic-initiatives/cale.html>

Career and Financial Education (CAFE) assistS TXST students in learning how to successfully transition from the university to professional schools or enter the workforce. Our primary goal is bringing upperclassmen to new levels of career readiness and financial awareness. CAFE offers career readiness workshops, financial education events, one-on-one financial coaching, personalized graduation preparation, and academic coaching.

## CAMPUS RECREATION

245-2392

[www.campusrecreation.txstate.edu](http://www.campusrecreation.txstate.edu)

The Department of Campus Recreation's mission is to provide a broad spectrum of sports, recreation and leisure activities for students, staff and faculty, as well as members of the local community. The primary direction is to provide services and programs that stimulate growth, development and retention of students in a contemporary and safe environment that develops fitness and wellness, social interaction and leadership opportunities.

### Facilities/Service/Equipment

- 8 basketball courts
- 4 racquetball courts
- 2 pools with a total of 8 lanes

### Available for Checkout

<http://www.campusrecreation.txstate.edu/facilities/equipment.html>

### Parking

<http://www.campusrecreation.txstate.edu/facilities/accessibility-parking.html>



### Cyber Cafe

Computers and printers available in the lobby of the SRC.

<http://www.campusrecreation.txstate.edu/programs-and-events/CyberCafe.html>

### CAREER SERVICES

LBJSC 5-7.1

245-2645

[www.careerservices.txstate.edu](http://www.careerservices.txstate.edu)

Career Services provides compassionate, comprehensive career assistance, incorporating leading practices to guide students and alumni through all stages of their career development. After registering with Jobs4Cats, students are encouraged to explore their career potential through individual counseling, career assessment tools, and a career resources library. As career direction sharpens, the department provides opportunities for students to further explore potential occupations through informational interviewing, job shadowing, and internships. Whether a student is interested in pursuing a job or a post-graduate program, Career Services helps to maximize search strategies, improves resumes, cover letters, and admission essays, and provides mock interviews. In addition, the department coordinates a wide range of career programs, on-campus interviews for full-time, part-time and internship opportunities, and career fairs, all geared toward helping students find an interesting and satisfying place in the professional world.

Student Employment is another service this office provides. Students who are seeking employment opportunities on or off campus should

contact this office to identify job postings or go on line via the Jobs4Cats website at <http://www.careerservices.txstate.edu/resources/jobs4cats.html>.

### COUNSELING CENTER

LBJSC 5-4.1

245-2208

[www.counseling.txstate.edu](http://www.counseling.txstate.edu)

College life is one of the most exciting and yet stressful times of a person's life. During their college years students experience constant challenge and demand for adjustment and change. The Counseling Center provides counseling by psychologists and professional counselors to help students cope with the stress of college life and deal with personal problems they may be experiencing at college. Students may meet individually or in groups with a counselor to talk about school problems, relationships, interpersonal communication problems, emotional concerns, or other feelings, thoughts and behaviors, which are of concern to them. The Counseling Center also offers a number of educational programs including a series of seminars on student stress related problems. Other services provided by the center include counseling for academic problems, limited learning disability certification, psychological assessment, and referrals to community agencies and services.

### FINANCIAL AID & SCHOLARSHIPS

JCK 240

245-2315

[www.finaid.txstate.edu](http://www.finaid.txstate.edu)

The goal of Financial Aid and Scholarships is to provide financial assistance to students.

General Information - Full time counselors are available at J.C. Kellam Building Suite 240 and full-time advisors are available over the phones. Our Financial Aid Answer Bank on our website is a real time saver.

Appointments – No appointments are necessary. Full service is available at our office lobby.

## Deadlines

*October 1* – Students may begin FAFSA application for the subsequent academic school year

*December 15* — Scholarship application for upcoming fall semester

*March 1* — Financial Aid Applications for summer application, available online

*March 15* — Financial Aid Application for fall/spring for priority awarding

If financial aid is delayed, then the students may apply online for the Emergency Tuition Loan Program. This will cover the minimum due to keep classes from being dropped. The student will need to repay this loan with either financial aid or by other funding.

Phone Hours: Monday-Thursday 8 a.m. – 5 p.m.,  
Friday 9 a.m. – 5 p.m.

Lobby Hours: Monday-Thursday 8 a.m. – 5 p.m.,  
Friday 9 a.m. – 5 p.m.

## **LBJ STUDENT CENTER SERVICES**

245-8686

<http://www.lbjsc.txstate.edu/>

Centrally located between Alkek Library and the McCoy College of Business, the LBJ Student Center is a destination for every Texas State student. Often referred to as LBJ, the center is a main stop in the campus bus system and a central meeting point for students.

We are a place where you can have that once-in-a-lifetime experience or enjoy everyday activities. Many services are centrally located here to help ease your hectic schedule. Shopping, dining, computer labs, study areas and student services such as Career Services can all be found here.

### LBJ Student Center

- Entertainment and social events
- Lounges, meeting rooms, a movie theater, TV/Stereo Listening Room
- Lost and Found & Information Desk
- Welcome Center

### Career Services

- Career Counseling/Advising
- Career Closet

### Dean of Students

- Student Ombudsman
- Leadership Institute
- Attorney for Students
- Emergency Services

### Greek Affairs

- Fraternities and Sororities
- Order of Omega

### Student Involvement at LBJSC

- Over 300 student organizations
- Student volunteer connections

### Student Association for Campus Activities (SACA)

- Entertainment organized by student volunteers
- Performing arts, speakers, films, leisure learning, recreation, and visual arts

### Student Government (SG)

- Student voice in campus government
- Representatives elected through specific categories
- President/vice president elected by entire student body

## **THE MATH LAB**

Derrick Hall Room 233

245-2074

The Texas State Math Lab, sponsored by the Department of Mathematics, provides math tutoring in a personalized atmosphere. Tutoring is available for all math courses, please contact the lab to see when a tutor for your class is available. Special emphasis is placed on tutoring students enrolled in 1311, 1315, and 1319. In addition to the tutoring service, we have computers available for individual mathematics work, research, and school use.

The computers are connected to our university network and are accessible to all students, faculty and staff. The available software applications include Microsoft Office, Firefox, Algebrator, Geometer's Sketchpad, Fathom, SPSS, MatLab, Mathematica, Maple, R and LaTeX.

## OFFICE OF STUDENT DIVERSITY AND INCLUSION (SDI)

LBJSC 5-2.1

245-2278

<http://www.sdi.txstate.edu>

The mission of the Office of Student Diversity and Inclusion (formerly known as the Office of Multicultural Student Affairs) at Texas State University, inclusive of the TRiO Programs (Rural and Educational Talent Search, Upward Bound, and Student Support Services), is to provide academic, cultural and personal support for underrepresented students for purposes of degree completion and leadership in a culturally diverse and global society. SDI provides a place for students to ask questions, learn about different aspects of campus life, and obtain assistance students and their families may need.

SDI provides culturally sensitive, holistic academic and educational support services to underrepresented and first-generation students by developing and coordinating multicultural retention programs and services. SDI also provides opportunities for students to acquire skills that will assist them to thrive in a culturally diverse and global society.

## NON TRADITIONAL STUDENT ORGANIZATION (NTSO)

LBJSC 4-3.1

245-4923

[www.lbjsc.txstate.edu/ntso](http://www.lbjsc.txstate.edu/ntso)

The Non-Traditional Student Organization (NTSO) exists to address the specific needs of Texas State students whose life experiences separate them from the traditional student. Life experiences may include: a delay in post-secondary education immediately after high school, returning or transfer student, currently or formerly in a married/domestic partnership, parent/guardian, have children or other dependants, military veteran, work full-time.

The Non-Traditional Student Organization provides a support network, learning atmosphere, social activities, and an opportunity for non-traditional students to integrate into campus life.



As a social organization, NTSO sponsors events throughout the year and a recognition banquet for graduating seniors at the end of each semester.

## OFFICE OF DISABILITY SERVICES (ODS)

LBJSC 5-5.1

245-3451

[www.ods.txstate.edu](http://www.ods.txstate.edu)

The Office of Disability Services (ODS) assists students with disabilities to achieve their educational goals and enhance their leadership development by ensuring equal access to all university programs and activities. The ODS facilitates access to university programs and services in the most integrated setting appropriate.

Appropriate academic accommodations and support services are provided for qualified enrolled Texas State students with documented disabilities. A student must meet the criteria outlined in the ODS disability guidelines to qualify for services and accommodations at Texas State. Copies of the guidelines are available on the ODS website or upon request from the ODS.

Specialized support services are based on the individual student's disability-based needs. Services available include, but are not limited to:

- Special Groups registration of classes
- Assistance in ordering recorded text books
- Approving special testing accommodations, including extended time & reduced distraction environment
- Assistance in accessing adaptive computer equipment

- Liaison and advocacy between students, faculty and staff
- Disability management counseling
- Provision of sign language and oral interpreting services
- Information and referral to on- and off-campus resources
- Real time captioning (speech to text) services

### **PACE (PERSONALIZED ACADEMIC AND CAREER EXPLORATION)**

UAC 1st floor

245-7223

<http://pace.txstate.edu/>

The Personalized Academic and Career Exploration (PACE) Center is focused on freshman and encompasses Academic Advising, Career Exploration, Mentoring, Academic Coaching, and University Seminar. Freshmen will receive academic and career planning assistance through University Seminar curriculum. Services include Academic Advising, Mentoring, Academic Coaching, and Career Counseling, available to all first-year students.

- Promoting a successful transition to college and establishing a foundation for academic success in University Seminar (US 1100).
- Creating a class schedule customized to academic and personal needs through advising.
- Connecting results of career inventories to majors offered with Career Counseling
- Providing input and guidance regarding opportunities available upon graduation
- Helping develop an academic and



personal plan aimed at graduation and focused on achievement of short-term and long-term goals.

PACE is located on the first floor of the Undergraduate Academic Center (UAC). Call or visit early to schedule an appointment with an advisor or career counselor: 512-245-7223

### **PARKING SERVICES/COMMUTER/SHUTTLE SERVICES**

245-2887

[www.parking.txstate.edu](http://www.parking.txstate.edu)

Every vehicle parked on campus must display a valid Texas State parking permit. Every student, faculty, staff, or frequent user of a university facility must:

- Register the vehicle at Parking Services and purchase a permit.
- Properly display the permit anytime the vehicle is parked on campus.
- Become familiar with the Traffic and Parking Rules.

The rules are enforced at all times. The purchase of a permit and registration of your vehicle does not guarantee a parking space, and the lack of space never justifies parking illegally.

Fines for parking violations vary by offense. Students with unpaid parking tickets will have a hold placed on their record and thus cannot register for classes or obtain a transcript. Shuttle Bus service within San Marcos is available to all Texas State students. This provides a convenient service to students living in off campus apartments as well as giving students transportation to community businesses and offices. The Auxiliary Services Office can provide a schedule of bus routes and times.

San Marcos is served by both the Greyhound bus lines and by the Amtrak Train service. The nearest airports to the city with regular airline service are Austin (30 miles) and San Antonio (40 miles).

## REGISTRAR'S OFFICE

JCK 111 - 512-245-2367

[www.registrar.txstate.edu](http://www.registrar.txstate.edu)

The Registrar's Office is responsible for the creation of class schedules, registration, enrollment and degree verifications, final grades as well as transcript requests. Veterans Affairs and Degree Works (Degree Audit System) are housed within the Registrar office.

The Family Educational Rights and Privacy Act (FERPA) protects a student's Academic Record for release with the student's permission. A parent or guardian must have written consent each time one wishes to receive access to such information. The release form is available to print & complete off the Registrar's website.

Students wishing to withdraw (drop ALL classes) are encouraged to come to the Registrar's Office during regular business hours, J.C. Kellam 111 for specific instructions and also visit the website for information at <http://www.registrar.txstate.edu/registration/dropping-or-withdrawing.html>. The withdrawal process is different than dropping a course. If you withdraw before the 4th class day in Summer or 12th class day in Fall or Spring semesters there will not be a record of classes; however, your transcript will state; "(semester withdrawn), Withdrew and (date of withdrawal)." A \$15.00 matriculation fee will be assessed for withdrawals prior to the first class day. Should you need to leave the University after that date, report to the Registrar's Office.

Texas State official transcripts are \$5.00 per copy. A transcript may be ordered online, in person, by mail or by fax. PDF delivery to a college/university or a third party for download is \$0.00. Complete instructions for this service may be located on the Registrar's web-site.

It is our goal to provide timely and quality service to new, current, former and future students as well as faculty and staff.

## STUDENT HEALTH CENTER

298 Student Center Drive

Appointments: 512.245.2167

Pharmacy: 512.245.3590

[www.healthcenter.txstate.edu](http://www.healthcenter.txstate.edu)

The Student Health Center offers the following services for registered students:

- Primary healthcare: routine medical problems
- Women's healthcare: pap smears, contraceptives, pregnancy testing
- Mental healthcare
- Same-day appointments for urgent medical problems
- Immunizations and allergy injections
- X-rays and laboratory tests
- Prescriptions and over-the-counter drugs in the pharmacy
- Smoking Cessation
- STI and anonymous HIV testing

Fees - All patients are seen by appointment and there is a fee for an office visit. There is also a no-show fee for missed appointment; a patient must call and cancel two hours before the appointment time in order to forgo the no-show fee. Nominal charges are assessed for lab tests, x-rays, medications, immunizations, allergy injections and other services to ensure access to affordable healthcare for all students. Payment for service is due at the time treatment is rendered. The Student Health Center accepts cash, checks, all major credit cards, Bobcat Buck\$, and most flex (HSA) cards.

Recommendations - In addition to the recommended childhood immunizations, it is also recommended that students have two doses of measles (MMR) vaccine, a tetanus shot including diphtheria and acellular pertussis (Tdap) within the last 10 years and two doses of a varicella vaccine if the student has never had chicken pox. Hepatitis B vaccination is recommended for college students. Human papillomavirus (HPV) vaccine is recommended for unvaccinated women and men up to 26 years of age. Most vaccinations are available at the Student Health Center. Testing for infectious tuberculosis

(TB) is recommended for students in areas where TB is prevalent, such as Southeast Asia, Africa, the Eastern Mediterranean and Russia.

**Bacterial Meningitis** - Effective Jan. 1, 2014, state law (Senate Bill 62) requires that students under age 22 entering a public, private, or independent institution of higher education in Texas provide proof of immunization for bacterial meningitis. The vaccination or booster dose must have been received during the five years prior to enrollment and at least ten days before the start of classes. Students who have been previously enrolled at Texas State, and are enrolling following a break in enrollment of at least one fall or spring semester will be subject to the vaccination requirement. Students transferring from another institution of higher education will also be subject to the vaccination requirement. Texas State requires you to meet this requirement before you will be allowed to register for classes.

**Student Health Insurance** - Health insurance coverage is not required for students to receive care at the Student Health Center. However, we do recommend that all students have health insurance coverage. Texas State offers a university-endorsed health insurance plan that students can purchase by the semester or year. Details about the health insurance plan are available on the Student Health Center website.

**Health Information and Education Services** - The Health Education Resource Center is located on the 2nd floor of the Student Health Center building. Students may use the computer lab or pick up pamphlets on a variety of health topics. The Health Education Coordinator is available for classroom presentations or private consultations.

**Location and Hours** - The SHC is located at the corner of Sessom and Tomas Rivera (across from the LBJ Student Center). Free parking for patients is available in front of the building.

Mon, Wed, Fri: 8 a.m. - 5 p.m.  
Tues, Thurs: 9 a.m. - 6 p.m.  
CLOSED Weekends

**24 Hour Ask-A-Nurse Advice Line:** A free “ask-a-nurse” call service is offered anytime the Student Health Center is closed. Students may call (512) 245-2167, Option 2, then Option 5 after hours.

In a life-threatening emergency, call 911 or go to the nearest hospital.

### **STUDENT INVOLVEMENT AT LBJSC**

LBJSC 4th floor

245-3219

[www.lbjsc.txstate.edu](http://www.lbjsc.txstate.edu)

Student Involvement is committed to enriching Bobcats through service, student organizations, and activities.

We encourage you to get involved.

Student Involvement at LBJSC services nearly 300 student organizations, NTSO, SACA, SVC, and SOC. Programs and services include commuter breakfasts, homecoming events, off-campus student services, tailgate, Bobcat Interest Inventory, & more.



## **STUDENT LEARNING ASSISTANCE CENTER (SLAC)**

Alkek Library, 4th floor  
245-2515

[www.txstate.edu/slac](http://www.txstate.edu/slac)

The Student Learning Assistance Center's goal is to help Texas State students develop more effective academic learning skills.

SLAC Learning Lab – Our tutors help students develop effective academic skills to become more successful in courses such as math, accounting, science, history, foreign language, CIS, and writing. Tutors also assist students with developing study skills (note taking, test preparation, text reading, etc.), preparing for standardized tests (e.g., THEA, GSP, GRE, LSAT, GMAT), and in learning to manage academic behaviors such as procrastination and goal-setting. The Learning Lab does not take appointments but operates on a first-come, first-served basis and is funded primarily by student fees. Please bring your Texas State ID so that you can easily check in to the lab. Hours and availability are visible online.

Supplemental Instruction (SI) – Supplemental Instruction is a nontraditional approach to group study. SI leaders facilitate the integration of course content with study skills in specific subjects. Regular out of class study sessions are held in various campus locations, at various times throughout the week. The SLAC web site lists what courses and sections offer SI sessions, as well as the times and locations of SI sessions.

SLAC Online – TEXAS STATE students can visit our web site: [www.txstate.edu/slac](http://www.txstate.edu/slac) for SLAC Lab and SI schedules, as well as general information about SLAC's services. Through the Online Writing Lab (OWL), students can also receive answers by e-mail to questions concerning writing, note taking, or study skills. Whole papers may be sent to tutors for quick feedback. Handouts on writing, study skills, research documentation, and math are currently available. Students preparing for the Punctuation, Usage, and Grammar Test (PUG) and the

Graduate Record Exam (GRE) will find study aids and practice tests online with links to other appropriate sites.

Additional Services – SLAC can help campus organizations with presentations on topics such as test taking, time management, study skills and study strategies. A private tutor referral services is maintained for those desiring a qualified private tutor.

## **STUDENT SUPPORT SERVICES**

Sterry Hall 127

245-2275

<http://www.sdi.txstate.edu/sss/>

Student Support Services is a federally funded program designed to increase the college retention and graduation rates of eligible participants. First-generation college students (neither parent received a 4-year degree), students meeting specified low income levels, and/or students who have a documented physical or learning disability on file with the Office of Disability Services or Texas Rehabilitation Commission are eligible to participate.

Qualified tutors provide direct instruction in a variety of academic areas such as mathematics, science, writing, reading, and study skills. Contingent on student participation, individual or small group tutoring is offered on a permanent schedule throughout the semester. Other services such as academic success coaching, weekly skill-building seminars and workshops, peer mentoring, TI-84 Calculator Loan Program and financial aid application assistance are FREE to those who apply and are accepted into the program.

## **TESTING, RESEARCH-SUPPORT, AND EVALUATION CENTER**

Commons Hall, Ground Floor

245-2276

[www.txstate.edu/trec/](http://www.txstate.edu/trec/)

The University Testing Center (TREC) administers a number of tests and maintains information on examinations-for-credit, institutional examinations, Texas Higher Education

Assessment (THEA), and national examinations.

TREC also provides the following exams in our testing lab:

- Punctuation, Usage, and Grammar Exam (PUG)
- COMPASS, AccuPlacer, and THEA Quick Test (used to satisfy TSI requirements and for math placement)
- Examinations-for-Credit: TREC offers CLEP and some additional tests created by Texas State departments

TREC has registration materials only for the following national exams:

- SAT
- Graduate Record Examinations (GRE)
- Test of English as a Foreign Language (TOEFL)

Office Hours: Monday - Friday, 8 a.m. - 5p.m.

Lab Hours: Regular Lab Hours

Mon: 9:00 am - 2:30 pm\* / 4:50 pm\*\*

Tue: 9:00 am - 2:30 pm\* / 4:50 pm\*\*

Wed: 9:00 am - 4:30 pm\* / 6:50 pm\*\*

Thu: 9:00 am - 2:30 pm\* / 4:50 pm\*\*

Fri: 9:00 am - 2:30 pm\* / 4:50 pm\*\*

\* The first "closing" time listed for each day is the latest a test may begin. Note that tests with time limits longer than 2 hours must start even earlier. See below.

\*\* The second "closing" time for each day is the time our testing lab will close. All tests must end by this final closing time.

\*Technically the office is open until 4 pm on T, Th, F and 7 pm on W BUT examinees must register by 2 pm and 5 pm respectively in order to take an exam.

### **UNIVERSITY POLICE DEPARTMENT (UPD)**

245-2805

[www.police.txstate.edu](http://www.police.txstate.edu)

The goal of the University Police Department (UPD) is to maintain a safe and secure environment for faculty, staff, students and visitors to the University. UPD is a professional, public service oriented police department

with the responsibility of providing protection and security for the property, faculty, staff and student body of Texas State on a 24 hour a day, 365 days a year basis.

Police Patrol - University property is patrolled on a continuing basis, 24 hours a day, by commissioned police officers. Foot patrol and vehicular patrol are utilized as patrol methods. All suspicious activity or any offence occurring should be reported immediately to the police department. Emergency assistance is also provided in case of accidents or injuries.

Public Assistance - UPD offers assistance to those on campus who have locked their keys in their vehicle or who have a flat tire. Jump-starts are also offered to those who have a dead battery. These services are free of charge.

Emergency Call Box System - Emergency call boxes and telephones are strategically located throughout campus. These locations are indicated on the campus map. The emergency call boxes and telephones are yellow and have a blue light above them. Activation of these devices provides emergency contact with the police dispatcher. A police officer will be dispatched to the scene.

Crime Prevention Division - A number of different programs are available, including Operation Identification, Residential Security, Property and Personal Security and Sexual Assault/Date Rape Awareness programs. Engravers are available at no charge for the Operation Identification program. Security Surveys are conducted upon request to evaluate and make recommendations to improve the security of the buildings and grounds of Texas State.

Bobcat Bobbies - Bobcat Bobbies are Texas State students employed by UPD to escort students in golf carts during the evening hours around the Texas State campus.

Parking and Traffic Control - UPD officers and guards provide enforcement of parking and traffic regulations. Special parking requirements for meetings and conferences can be

accommodated by sending a letter, one week in advance, to the University Police Department. The parking office at Permits & ID's also provides parking information on campus. Faculty ticket appeals are taken at the Parking Office while student ticket appeals are taken at the Associated Student Government Office at the LBJ Center. The University Police Department is located in the Nueces building.

Phone:

Emergency	911
Dispatcher	245-2805
Records	245-2890
Administrative	245-8336
Safety Escort	245-SAFE (7233)

Hours:

The University Police Department is open 24 hours a day. Administrative offices are open Monday - Friday, 8 a.m. - 5 p.m.

### **VETERANS AFFAIRS OFFICE**

JCK 105  
245-2641  
[www.va.txstate.edu](http://www.va.txstate.edu)

The goal of the Texas State University's Veterans Affairs Office is to support the educational goals and objectives of our military veterans and dependents. The Veterans Affairs Office processes education benefit applications, certifies student veteran enrollment, and advises and

counsels as necessary as part of the academic team that supports the veteran throughout their college attendance and subsequent graduation. In addition, the Veterans Affairs Office processes Hazelwood Exemption applications for those veterans who meet the qualification requirements of the Hazelwood Act.

### **THE WRITING CENTER**

ASBN 100 (Ground Floor)  
245-3018  
[www.writingcenter.txstate.edu](http://www.writingcenter.txstate.edu)

The Writing Center's trained tutors provide Texas State University students with face-to-face writing instruction at both the San Marcos and Round Rock Higher Education Center and online. We help with all types of writing—essays, technical writing, research papers, formal letters, in-class essay exams, MLA/APA documentation, professional writing, and resumes. We also tutor for the GSP.

San Marcos Writing Center Hours:

Monday - Thursday 9 a.m. - 9 p.m.  
Friday 11 a.m. - 5 p.m.

GSP Reviews (no appointment required):

Thursday 4 p.m. - 5 p.m.

Bobcat Chat Online Tutoring

Sunday 9 a.m. - 11 a.m.; 9 p.m. - 11 p.m.

Round Rock HEC Hours

Monday - Thursday 11 a.m. - 8 p.m.



# EMERGENCY SITUATIONS

## What is considered an EMERGENCY?

The following situations constitute an emergency:

- Possible loss of life or limb, someone's life or property is in imminent danger of harm or destruction
- Threats of bodily harm, threats of violence, or situations which may be construed to be harmful or dangerous-potentially or otherwise, a situation, which is not corrected will get substantially worse.

**Use your best judgment.**

## Emergency Protocol

In case of an emergency, except for those in which time does not allow, Mentoring Program staff must be contacted first. They will contact additional personnel (UPD, etc.) When time does not allow please contact the following departments.

The University Police Department (512-245-2805 or 911) must be notified in the event of any violations of law, threats of bodily harm or violence, or situation that may be construed as harmful or dangerous, potentially or otherwise.

EMS should be notified in emergencies that require immediate medical assistance. UPD (512-245-2805 or 911) will contact EMS. **After contacting UPD, Call the Mentorship Program Professional Staff.**

## Emergency Numbers:

UPD-security, medical, and psychological emergencies	911
UPD-non-emergencies	512-245-2805
Counseling Center	512-245-2208
Health Center	512-245-2161

# POLICY FOR STAFF ROMANTIC RELATIONSHIPS

PACE Mentoring staff will abide by this policy to maintain appropriate relationships with co-workers and to help support a positive working environment. This policy does not prevent student employees (mentors) from forming friendships or romantic relationships with each other outside of the office. However, this policy does require that professional boundaries be placed in the working environment. Please be mindful that the leadership staff cannot be held responsible for the outcome of personal relationships held outside of the office, and cannot always alter office hours' schedules in the event of a termination of relationship. Each situation is considered on a case-by-case basis; in other words how one situation is handled will vary by individuals. With this being said, Mentors are expected to model a high degree of integrity and negative conversations regarding the personal lives or character of other members of our department will not be tolerated. Under all circumstances, Mentors are held to a high standard of professionalism and are expected to treat each other with respect.

Peer Mentors must abide by the following:

- While working, our expectation is that you refrain from any public displays of affection, regardless of if your significant other is on our staff or not.
- Individuals who form a romantic relationship with another staff member must disclose the relationship to a Lead Mentor or PACE Mentoring Program Staff when the relationship begins.
- Maintaining appropriate and professional boundaries at all times should be upheld by all staff members.
- Careful consideration will take place for relationships that develop between an individual in a leadership position and a subordinate on staff (e.g., LPM and a PM). This conflicts of interest will be the only exception in which a change in a staff member's office hours or rearrangement of teams will be warranted.
- If a student expresses a concern meeting with a staff member, appropriate actions must be in place to include a second party (preferably a lead Peer Mentor) present at the meeting.
- Individuals who are found in violation of the policy may be subject to disciplinary action, up to and including termination.

For additional information, please reference University Policies listed below:

<http://www.dos.txstate.edu/handbook/rules/policies/Appendix-D.html>

<http://policies.txstate.edu/university-policies/04-04-46.html>

# PACE PEER MENTOR CODE OF CONDUCT

As you begin your role as a Peer Mentor, the following standards and expectations have been established to help you be successful in your position. I realize that I will be held responsible for performance in accordance with the following standards:

\_\_\_\_\_ I will be on time for all training sessions, workshops, US1100, meetings and events related to being a Peer Mentor. Any time off must be requested one week in advance and approved by PACE Mentoring Director. If a Peer Mentor is unable to work on a scheduled day you are required to contact by phone the PACE | Mentoring Director, Student Development Specialist, or the Mentoring GA you report to.

\_\_\_\_\_ I will submit on time weekly assignments, monthly event information, and timesheets. Failure to abide by required deadlines will result in disciplinary actions.

\_\_\_\_\_ I understand that my position is amongst the most distinguished and recognizable of student leadership roles and thus I am cognizant of my status as a role model. As a result, I will strive to maintain a high level of professionalism in everything that I do. I will recognize and maintain appropriate boundaries between my fellow Peer Mentors, supervisors, faculty, and students.

\_\_\_\_\_ I will abide by and enforce the zero-tolerance illicit drug policy during the academic year. If I am of legal drinking age, I will refrain from consuming alcohol before a required class or event, or with any of my mentees. If I am under 21, I understand that consumption of alcohol at any time during my employment is against the law and in violation of University policy. Also, I understand the use of illicit drugs during my employment is strictly prohibited. I further understand that either of these actions may jeopardize not only my personal safety, but also the safety of students and fellow staff members and may result in disciplinary action, which could include termination. I will also refrain from suggesting ways in which this type of behavior could be encouraged, including but not limited to suggestions of parties or bars.

\_\_\_\_\_ I understand that if I smoke, this is not an acceptable excuse to be away from my class or event. If I am able to have a break for a cigarette, I will do so in an area that is not visible to students and/or parents and does not interfere with position responsibilities. Remember, Texas State University is a Tobacco Free Campus!

\_\_\_\_\_ I understand that Peer Mentors are expressly prohibited from becoming involved romantically or sexually with first-year students while employed as a Peer Mentor. If I become involved with a Staff member (Lead Peer Mentor or Peer Mentor) in a romantic relationship, I must disclose it to a professional staff member immediately.

\_\_\_\_\_ I will check my personal email and mailbox at least once a day.

\_\_\_\_\_ I will demonstrate the highest level of respect toward individual differences. This includes, but is not limited to: respecting opinions, values, beliefs, and differences in gender, race/ethnicity, sexual orientation, and/or religion. I will also refrain from using vulgar language, gestures, and behaviors, which may be considered offensive or inappropriate.

