SUPPORT SERVICES FOR STUDENTS

Academic Advising
www.uakron.edu/advising
New students are required to meet with academic advisors upon initial entry to the University and throughout the first year. Thereafter, academic advisors continue to serve as a resource for students to discuss degree requirements, career goals, major choice, course selection and other academic concerns.

Career Services & Student Employment
www.uakron.edu/career
Career Services & Student Employment assists students with career planning by offering virtual and in-person programming, events, individual career advising and opportunities to network with employers for experiential learning and employment. In addition, on-campus student employment and Federal Work Study job opportunities are coordinated through this office.

Handshake, UA’s online job board, is where students and alumni can apply for internships/co-ops, part-time and full-time jobs, on-campus student employment positions. Students and alumni can also connect with employers, register for virtual and in-person events, download resources guides, schedule virtual and in-person appointments and more on Handshake! Log in at http://uakron.joinhandshake.com with your UAnet ID and password.

Counseling and Testing Center
www.uakron.edu/counseling
The Counseling and Testing Center provides culturally responsive educational counseling, testing, outreach and consulting services to the University community. The Center is staffed by a culturally diverse group of psychologists and psychology trainees. Counseling services are free and confidential to enrolled students. Call 330-972-7084 for additional information about testing. There is a fee for testing services.

Office of Accessibility
www.uakron.edu/access
The goal of the Office of Accessibility is to provide reasonable accommodations and a supportive, well-resourced environment to students with disabilities in order to promote student success in the university environment. The mission of the Office of Accessibility is to provide students with full access to and the opportunity for full participation in the academic environment. We are advocates of social justice for students with disabilities and work to end oppression by examining social, cultural and institutional barriers to inclusion of all students. We embrace the diversity of our student body, and celebrate a culturally sensitive and accessible campus through outreach, partnership, and advocacy with all university departments.

Student Health Services
www.uakron.edu/healthservices
Student Health Services, located in Suite 260 of the Student Recreation and Wellness Center, assists students in achieving their educational and personal goals by addressing their health care concerns while they are enrolled at The University of Akron. Our Advanced Practice Nurses are able to diagnose and treat illness, and perform screenings and physicals that will assist you in getting well and staying healthy.

Tutoring and Writing Centers
www.uakron.edu/tutoring
The University has two tutoring centers on campus that provide free assistance to currently enrolled students. The centers are located in Bierce Library and the Polsky Building.

Bierce Library
• Bierce Writing Commons: For students seeking assistance with a paper assignment for any of their courses, including help with citation styles, visit Bierce Writing Lab
• Bierce Math Lab: Bierce Math Lab offers support for students having difficulty in entry-level math classes. Drop-in hours are available every weekday
• Tutorial Services: Peer tutors are available to students in a wide variety of General Education courses, with emphasis on classes in math and the sciences
• Learning Assistants Program: Specific sections of many courses include a trained Learning Assistant, who holds regular study sessions for students. The Learning Assistant Program provides assistance in the classroom throughout the semester, with professors and learning assistants working as a team encourage student success.
**Polsky**

- Tutorial Services are located on the third floor of the Polsky Building, near the College of Applied Sciences and Technology advising office.
- **Polsky Math Lab**: The Polsky Math Lab ([https://www.uakron.edu/tutoring/math-lab.dot](https://www.uakron.edu/tutoring/math-lab.dot)) provides one-on-one assistance to students having difficulty in basic math courses, College of Applied Sciences and Technology math courses and entry level math courses.
- **Polsky Writing Lab**: The Polsky Writing Lab ([https://www.uakron.edu/tutoring/writing-lab.dot](https://www.uakron.edu/tutoring/writing-lab.dot)) provides one-on-one assistance with all phases of the writing process, including subject development and organization, grammar and citation. Help is available for writing assignments from any course.
- Appointments for tutoring sessions in the Polsky tutoring labs are recommended and can be made by calling 330-972-7046. A limited number of walk-in sessions are available on a first-come, first-served basis.

**ZipAssist**

[www.uakron.edu/zipassist](https://www.uakron.edu/zipassist)

ZipAssist serves as a student advocacy and support office and centralized information hub for the University’s campus. Located on the first floor of Simmons Hall (office 120A), ZipAssist has been intentionally designed to share available resources, and provide assistance to help students persist in their academic pursuits at the University.

If you are aware of a UA student who is in distress, has intent to leave UA, or would benefit from additional guidance and support...please submit a Help-A-Zip referral at [www.uakron.edu/referral](https://www.uakron.edu/referral)

The Help-A-Zip Referral Program is here to help you navigate campus and can support you directly with concerns related to:

- Financial/Tuition and Fees (FAFSA, account holds, budgeting, textbooks)
- Emergency Financial Assistance (food insecurity, financial crisis)
- Academic (study skills, tutoring)
- Personal/Social (connecting to campus, finding resources)
- ZipsTech & Textbooks (loaned technology or textbooks)

**Additional Services and Programs:**

- Help-A-Zip Referrals
- Retention Grants & Emergency Assistance
- Balancing on a Budget – Financial Literacy Education
- Off-Campus Living & Commuter Resources
- Parent & Family Association [PFA]
- U.S. Passport Acceptance
- Simmons - Information Desk
- Celebratory & Educational Programming
- ...your go-to campus resource!

**Referring Students**

**There are multiple offices and support services available on campus for students:**

**Help-A-Zip Referral Program**

[www.uakron.edu/referral](https://www.uakron.edu/referral)

This early alert and intervention program can help students navigate campus and the ZipAssist Team can support students directly with concerns related to: Financial, Tuition and Fees, Emergency Financial Assistance, Academic concerns, or Personal/Social.

**Title IX**

[https://www.uakron.edu/title-ix](https://www.uakron.edu/title-ix)

As a University, we are committed to ensuring compliance with Title IX, a federal law that prohibits discrimination based on the sex (gender) of employees and students. Assistance is available to those impacted by sexual harassment, sexual violence (sexual assault, intimate partner violence or stalking) or retaliation, regardless of whether any formal administrative or criminal process is initiated.

**CARE Team**

[https://www.uakron.edu/care](https://www.uakron.edu/care)


UA’s CARE Team provides guidance and assistance to students who are experiencing crises, displaying odd or unusual behaviors, or are engaging in other behaviors that may be perceived as being harmful (either to the student individually, or to others).

**Student Conduct & Community Standards**

[https://www.uakron.edu/studentconduct/](https://www.uakron.edu/studentconduct/)

The Department of Student Conduct and Community Standards can receive referrals from any member of the University and surrounding community who has reason to believe a student or student organization has violated the definitions of misconduct ([https://uakron.edu/studentconduct/code-of-conduct.dot](https://uakron.edu/studentconduct/code-of-conduct.dot)) in the Code of Student Conduct. The following chart illustrates the most common sources of referrals: Police, Faculty/Staff, Residence Life, Students, and Community.

**General Student Services**

**Admissions**

[www.uakron.edu/admissions](https://www.uakron.edu/admissions)

800-655-4884
admissions@uakron.edu

**New Student Orientation**

[www.uakron.edu/nso/](https://www.uakron.edu/nso/)

330-972-2622
orientation@uakron.edu

**Bursar**

[www.uakron.edu/student-accounts/](https://www.uakron.edu/student-accounts/)

330-972-5100
cashier@uakron.edu
Office of Financial Aid
www.uakron.edu/finaid/ (https://www.uakron.edu/finaid/)
800-621-3847
finaid@uakron.edu

Information Technology Services
https://www.uakron.edu/it/
330-972-6888