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
www.uakron.edu/career
330-972-7747
career@uakron.edu

Career Services assists students with career planning by offering programming, events, individual career advising and opportunities to network with employers for experiential learning and employment.

The Career Services staff is knowledgeable regarding current employment trends, in-demand jobs in Ohio, and internship and job search strategies. Career Advisors actively assist students at every stage of their career development. This includes exploring career paths, resume and cover letter writing skills, interview preparation, graduate school preparation, finding experiential learning opportunities such as internships or co-ops, and creating a job search strategy.

Handshake, UA’s online job board, is where students and alumni can apply for positions, connect with employers, register for events, download resources guides, schedule an appointment and more! Log in at http://uakron.joinhandshake.com with your UAnet ID and password.

Counseling and Testing Center
www.uakron.edu/counseling
330-972-7082

The Counseling and Testing Center provides comprehensive, culturally competent psychological counseling, career planning, 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. There is a fee for testing services.

Office of Accessibility
www.uakron.edu/access
Phone: 330-972-7928
TDD: 330-972-5764
access@uakron.edu

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
330-972-7808

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 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 College of Applied Sciences and Technology Advising
- Polsky Math Lab: The Polsky Math Lab (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) 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.
- Polsky Study Skills Lab: The Polsky Study Skills Lab (https://www.uakron.edu/tutoring/study-skills-lab.dot) helps students develop stronger study skills, including reading comprehension,
test preparation, note taking, time management and vocabulary development

- Appointments for tutoring sessions 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.

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**ZipAssist**

www.uakron.edu/zipassist  
330-972-7272  
uazipassist@uakron.edu (admissions@uakron.edu)

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 support and 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

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 concerns (study skills, tutoring)
- Personal/Social (connecting to campus, finding resources)

**Additional Services and Programs:**

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

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**Referring Students**

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

**Help-A-Zip Referral Program**

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.

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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


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/

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 in the Code of Student Conduct. The following chart illustrates the most common sources of referrals: Police, Faculty/Staff, Residence Life, Students, and Community.

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**General Student Services**

**Admissions**

www.uakron.edu/admissions  
800-655-4884  
admissions@uakron.edu

**New Student Orientation**

www.uakron.edu/nso/  
330-972-2622  
orientation@uakron.edu

**Bursar**

www.uakron.edu/student-accounts/  
330-972-5100  
cashier@uakron.edu

**Office of Financial Aid**

www.uakron.edu/finaid/  
800-621-3847  
finaid@uakron.edu

**Information Technology Services**

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