# SUPPORT SERVICES FOR **STUDENTS**

## **Academic Advising**

www.uakron.edu/advising (https://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 (https://www.uakron.edu/career/) 330-972-7747 career@uakron.edu

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.

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, building resume and cover letter writing skills, preparing for interviews/ graduate school, creating a job search strategy, and finding experiential learning opportunities, such as internships or co-ops and on-campus student employment.

Handshake, UA's online job board, is where students and alumni can apply for internships/co-ops, part-time and full-time jobs, and oncampus 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 (https://nam11.safelinks.protection.outlook.com/? url=http%3A%2F%2Fuakron.joinhandshake.com %2F&data=04%7C01%7Cmk9%40uakron.edu

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## **Counseling and Testing Center**

www.uakron.edu/counseling (https://www.uakron.edu/counseling/) Phone: 330-972-7082 (Counseling), 330-972-7084 (CTC Testing Services)

The Counseling and Testing Center provides culturally responsive psychological counseling and psychotherapy, career decision counseling, 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. Testing services includes CTC Testing in Simmons 304 (330-972-7084 or cctesting@uakron.edu) and

Computer Based Assessment and Evaluation (testing@uakron.edu) in Schrank Hall North 152. For more information about testing services, visit www.uakron.edu/testin (https://www.uakron.edu/testing/)g

## Office of Accessibility

www.uakron.edu/access (https://

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Phone: 330-972-7928 access@uakron.edu

The Office of Accessibility provides reasonable accommodations and a supportive, well-resourced environment to students with disabilities in order to promote student success in the university environment. It is important to connect with office early on to start the process for support and accommodations. Students seeking academic and/or Residence Life & Housing accommodations are encouraged to start that process three months prior to the first day of their first semester. Though students may start the registration process at any time, delaying the start of the registration process could prevent students from scheduling an intake, and having an accommodation plan prior to the start of the semester. To start the registration process visit https://www.uakron.edu/ ACCESS/ (https://nam11.safelinks.protection.outlook.com/? url=https%3A%2F%2Fwww.uakron.edu%2FACCESS

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

campus and the ZipAssist team can support students directly with %7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQljoiV2luMzliLCJBTil6lk1ha\paragencystetaseahip%financial/Tuition/Fees, Emergency Financial Assistance, Academic, or Personal/Social.

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.

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

<u>Crisis – Assessment – Referral – Evaluation (CARE)</u>: Helping students in crisis

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). Once the report is submitted a member of the CARE team will respond directly to the student in need.

If there is immanent concern for the immediate health or welfare of a student or community member please call UAPD at 330-972-2911. All community members should also have access to call or text - If you need to talk the 988 Lifeline is available.

#### **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 (https://www.uakron.edu/studentconduct/code-of-conduct.dot) in the Code of Student Conduct.

It is a basic minimum requirement of all University of Akron students that they are able to safely and effectively participate in their education program and activities. Students that demonstrate ongoing unsafe behaviors or ineffective participation in an education program may not be able to continue enrollment at the University of Akron. When a student exhibits behavior(s) that demonstrates the student may not be able to safely and effectively participate, appropriate campus areas will be engaged to assist the student.

## **Student Health Services**

www.uakron.edu/healthservices (https://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 (https://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**

- · Tutorial Services are located on the ground floor of 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 Commons.
- 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.
- 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 most math courses, especially basic 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 undergraduate 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/admissions/) 330-972-7272

uazipassist@uakron.edu (admissions@uakron.edu)

ZipAssist serves as a **student advocacy and support office**, aimed at supporting the holistic wellness of students. As the centralized information hub for the University's campus, ZipAssist is located on the first floor of Simmons Hall (office 120A). The office has been **intentionally** designed to share **available resources and provide support or 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/). Once received, a caring team member will reach out to the student and offer a meeting to discuss how we might be able to assist.

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, financial coaching)
- Emergency Financial Assistance (food insecurity, financial crisis, basic needs help)
- Off-Campus (finding local properties, landlord concerns)
- · Academic (study skills, tutoring, time management tips)
- Personal/Social (mental wellness, connecting to campus, finding resources)
- ZipsTech & Textbooks (emergency tech repair assistance or affording textbooks)

#### **Additional Services and Programs:**

- · Retention Grants & Emergency Assistance
- · Blue & Gold Financial Wellness Education
- · Off-Campus Living & Commuter Resources
- Parent & Family Relations [uakron.campusesp.com]
- · Simmons Information Desk & Lobby
- · Celebratory & Educational Programming
- · ...your go-to campus resource!

## **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