

Chapter 4 - Salisbury University's Support Services



Chapter 4. Support Services

In order to support faculty in their implementation of the academic program, Salisbury University provides a comprehensive network of support services. The following describes those services and explains how they may be used by faculty.

1. Blackwell Library Services

- a. Blackwell Library's collection includes books, periodicals, microforms and U.S. & Maryland government publications. Faculty may borrow circulating materials for a semester.
- b. *VICTORWeb* lists the holdings of 13 libraries in the University System of Maryland (USM). By placing a "HOLD" in VICTORWeb, faculty are able to directly borrow materials from other libraries in the USM. The loan periods and terms are the same as those set for faculty at those institutions. For periodical articles and books not available in the USM, the library offers an Interlibrary Loan service.
- c. The library offers many WEB-based searching tools, including databases in FirstSearch, LEXIS-NEXIS Academic Universe, and EBSCOHost, Cambridge Scientific Abstracts, as well as the Internet. A full description of available electronic resources is available on the Blackwell Library home page. Users may also access Research Insight, RIA OnPoint, the NTDB, and various U.S. Government databases on CD ROM.
- d. There are departmental accounts for interlibrary loans and library photocopying--department secretaries have details.
- e. Faculty are encouraged to take an active role in the development of Blackwell Library's collections. Each department has a liaison representative appointed by the department head to coordinate these activities.
- f. The library's Circulation Desk has reserve shelves where faculty may place materials in support of course work. Also, the Reference Department offers bibliographic instruction, ranging from general orientation to specialized applications, by appointment.
- g. All members of faculty families are eligible to register as general library borrowers.

2. Salisbury University Bookstore

- a. The SU Bookstore fills textbook and supply needs for all courses. Book and supply orders must be submitted for each course, each semester. Book and supply order forms are available in the Bookstore. Orders for winter and spring semesters are due at the end of October; summer and fall orders are due around the end of March. (Contact the Bookstore to confirm book order due dates.) Completed book order forms should be signed by the appropriate department chair before being they are sent to the Bookstore. Instructors must obtain desk copies from publishers. The Bookstore will assist in providing addresses, phone numbers, and other pertinent data for publishers.

- b. Faculty members and their families receive a 10% discount on bookstore purchases. However, it is the responsibility of instructors to identify themselves to the cashier prior to the sale. Items may be charged on Visa, MasterCard, Discover, and American Express.
- c. Any book currently in print, may be special ordered with a small non-refundable deposit. Other services include, faculty regalia rental or purchase, and educational pricing on purchase of IBM, Gateway and In-house configurations. Educationally priced software is also available.

3. Career Services

Career Services provides undergraduate and graduate students with services designed to build personal career management skills, including career planning counseling, graduate school information and job search services.

Career planning counseling is intended for students seeking information and guidance on matching values, skills and interests with a challenging career. Resources of interest to students include:

- Counseling regarding choice of major
- Computer-assisted career exploration systems
- Vocational testing
- A career information resource library
- Career planning workshops

Job search services are available to students and alumni. Services include:

- Credential files management
- Resume review
- Current job listings
- On-campus interviews with employers
- Job fairs
- Teaching applications
- Individual consultation
- A wide variety of workshop offerings, including resume writing, interview skills, job search procedures
- Graduate school admissions information and catalogs

Appointments with staff members may be made in person or by calling 543-6075. Career services are free of charge to SU students and alumni.

4. Conference Money Collection

The following guidelines are used by university personnel when collecting money for conferences:

- a. Conference coordinators must contact the university's Conference Planning Office concerning the conference registration forms prior to the publications of the conference brochure.
- b. All publications are coordinated by the Public Relations Office.
- c. Mail registration for conferences is encouraged to minimize cash handling at a conference registration desk.
- d. Conference coordinators must contact the university Cashier's Office concerning proper cash-handling procedures if monies are to be collected at a conference registration desk.

5. Duplication Services

- a. All departmental duplication jobs should be sent to Duplication Services. Duplication Services has two copiers, the Xerox Docutech, which is primarily for high-volume copies and the Xerox 5100, which is primarily for low-volume copies. Special services include sorting, collating, stapling, binding, folding, etc. All jobs must be sent with a completed work order form to Duplication Services. This office serves the entire campus for in-house printing.
- b. Although the workload varies from day to day, Duplication Services can usually complete jobs within 24 hours. Exceptions to this policy occur just prior to the beginning of each semester or term, which contains deadlines for submission of large printing jobs, and production guidelines for various routine jobs, such as syllabi, attendance policies, pamphlets, booklets, and class handouts.

6. Emergencies

- a. The University Police, at X6222, should be contacted in case of emergencies on campus. The campus police officers are in radio contact with the Communication Room 24 hours a day, seven days a week.
- b. When personal injury or illness requires emergency assistance, University Police and the Student Health Services should be notified. In the event of life threatening illness, injury, or fire the Salisbury Fire Department should be called for an ambulance/fire equipment at the 911 emergency number.

7. Energy

The high cost of fuel and utilities necessitates continuing energy consciousness by every member of the campus community. All university personnel are urged to make every effort to conserve energy.

8. External Agency Contacts

The following offices have been designated to serve as contacts with external community agencies:

- a. The Department of Education, X82585, is serving as liaison for the public schools in our area, and should be called if a faculty member wishes to contact teachers, principals, or supervisors.
- b. The Director of Public Relations, at X36030, should be contacted by faculty who wish to communicate as representatives of the university with the press, radio, television stations, and on-line media.

9. Faculty/Staff Wellness

- a. The Fitness Room in Maggs PAC has 20 nautilus stations, six stairmasters, 6 lifecycles, 6 windracers, two gravitation, two treadmills and a Concept II Rowing Ergometer. It has open hours every day of the week for both students and faculty/staff. Faculty/staff hours are from 5:00-6:00 p.m., Monday through Friday. (Contact the Campus Recreation Department for hours.)
- b. The strength room located on the first floor in Maggs PAC has over 20 different free weight machines. It is open everyday of the week for both students and faculty/staff.
- c. For more information pick up a Campus Recreation schedule in Maggs PAC.

10. Foundation Grants

- a. The Salisbury University Foundation, Inc. provides funding annually for individual faculty and professional staff (Director level and above) of the institution. Typically, applications for grants are received from individuals who wish to present a paper at a conference or develop a new program for the University.
- b. Formal guidelines and procedures have been adopted by the Executive Committee of the Foundation and are presented for your information. Each applicant must use the appropriate form when applying for a grant and the request should be typewritten.

- 1) The SU Foundation, Inc. appropriates \$30,000 annually to foster activities in the area of professional development and program development. All funds are administered by the Grants Committee of the Foundation.

Professional Development will include the following types of activity for consideration by the Foundation:

- a) Presentation of papers at national conferences
 - b) Research activities
 - c) Participation in and/or contributions to regional or national conferences and seminars
 - d) Creative productivity in the areas of literature, art, music, theater and dance
 - e) Activities improving the quality of life in this community
- 2) Individual awards **will not exceed \$1000 in any calendar year** and applications must be received in a timely fashion per the schedule listed below.
 - 3) Applicants should indicate other sources of funding requested from faculty funds, departments, etc.
 - 4) Eligibility for submitting a proposal will be open to any individual or department on campus.
 - 5) An application form is attached for your convenience. Additional forms may be acquired at 1308 Camden Avenue, the SU Foundation Center.
 - 6) The Grants Review Committee will consider requests of proposals three (3) times during the calendar year. Any applications received after the due date will not be considered for funding, and, as in past years, **no retroactive grant requests will be considered.** The dates are established as follows:

*Deadlines for submission are available from the University Foundation Office.

All requests for Foundation funding must be addressed to:

Kim R. Nechay, Assistant Director, Salisbury University Foundation, 1308 Camden Avenue
Salisbury, Maryland 21801

*Deadline dates for the submission of grants are subject to change. Please contact the Foundation Office for correct dates. Applications can be attained via the web at www.Salisbury.edu/foundation.

See **Appendix K** to review or obtain a copy of the Salisbury University Foundation Grant Application form.

11. Grants and Sponsored Research

- a. The Office of Grants and Sponsored Research has a number of resources available which may be helpful to faculty seeking funding for specific projects. In addition to annual reports and/or funding guidelines from private foundations and corporations, information is also available from government agencies that frequently fund university programs and research. Several weekly/monthly grants newsletters are also reviewed regularly.
 - 1) Following is a sampling of publications that are available:
 - a) Community Health Funding
 - b) Catalog of Federal Education Grants
 - c) Corporate Foundation Profiles
 - d) Corporate 500
 - e) Directory of Building and Equipment Grants
 - f) Directory of Computer and Technology Grants
 - g) Federal Grants and Contracts Weekly
 - h) Foundation Giving Watch
 - i) Funding Alert: Business and Management Education
 - j) Guide to Federal Funding for Education
 - k) International Studies Funding and Resource Book
 - l) Maryland Register
 - m) National Guide to Foundation Funding in Higher Education
 - n) The Grant Advisor
 - o) We also have computer search programs and can search the World Wide Webb for funding sources.
 - 2) The Office of Grants and Sponsored Research can assist faculty in the following ways:
 - a) identifying and developing sources of funding for grant projects
 - b) assisting with the design of the grant project, writing the proposal itself including editing and budget preparation
 - c) physical production of the proposal including word processing, duplication, mailing, or delivery (please allow adequate time!)
 - d) communicating with funding sources and applicants before application, during the application process, and after the award of the grant.
- b. It is the responsibility of the administrator or faculty member to develop proposals for prospective grant programs. Such proposals should be reviewed for program content and university support by the department chair, the dean of the school, the Grants Office and the provost. The Grants Office will be responsible for presenting the proposal to the provost.
- c. All grant and contract applications must be coordinated by the Office of Grants and Sponsored Research. Applications should be submitted to the office at least two (2) weeks before the date for final submission. Before undertaking all the work necessary to prepare a final document, it is recommended that the preliminary budget be submitted for review and possible revision. The Grants Office will assist with any phase of the proposal process.
- d. To aid faculty and administrators with timing for university processing, the following are requirements prior to the review process:
 - 1) A Proposal Approval Sheet must be completed and signed by the proposer, and by the department chair and dean. (see **Appendix L**)

- 2) After the dean has reviewed and approved the proposal, the Grants Office will review it for internal consistency and present it to the provost.
 - 3) Once the provost has reviewed and approved the proposal, the proposal can be sent to the funding agency.
- e. In addition to the administrative review function, the office will secure appropriate signatures and have the final proposal duplicated, distributed to appropriate campus officials and mailed to the reviewing agency.
 - f. For those proposals which are successful and for which funding has been granted, the Grants Office will then work with applicants to fulfill administrative requirements of the University System of Maryland Administration filing appropriate forms and information. The office will also attempt to provide whatever assistance the project director may need to assure that the provisions of the grant are completed.
 - g. The Office of Grants and Sponsored Research also notifies the Administration and Finance Office of the grant approval in order that the budget can be established. The project director is then responsible to the Administration and Finance Office for the financial management of the project. A policies and procedures manual for grant/contract management is available in the Grants Office.
 - h. As funding is available, the Office of Grants and Sponsored Research also provides financial assistance for research in the form of small research grants and summer stipends. Applications are available in the office.

12. Guerrieri University Center

- a. The Guerrieri University Center at Salisbury University is the cultural, recreational, and social gathering place for the university. Its services, facilities, and staff are oriented to the university community and especially students. The center facilitates the presentation and promotion of co-curricular cultural programming as well as the informal association of the students, faculty, and staff.
- b. The facility contains a snack bar, Pub, meeting rooms, lounges, information desk, game room, coffee shop, art gallery and various student affairs offices. The telephone number for the Guerrieri University Center Office is 543-6100. The Information Desk telephone number is 543-6006.

13. Identification Card

An ID card is issued to all new faculty/staff by the ID Card Office, Commons Building, Room 036. The card entitles holder, spouse and children entrances to facilities and events.

14. Information Technology (IT)

- a. The Department of Information Technology supports the academic and administrative systems of the university. The administrative system is a Compaq/Digital Equipment Corporation VAX running the SCT/IA suite of products. Computer equipment is available to faculty and/or students in the following labs:

1)	GUERRIERI UNIVERSITY CENTER	University Center, Room 133
2)	DEVILBISS LAB	Devilbiss Hall, Room 242
3)	FULTON PC LAB	Fulton Hall, Room 140
4)	COMPUTER HELP DESK	Fulton Hall, Room 149
5)	FULTON PC LAB	Fulton Hall, Room 142

6)	FULTON INSTRUCTIONAL LAB	Fulton Hall, Room 145
7)	MACINTOSH LAB	Fulton Hall, Room 146
8)	POWER BLDG PC LAB	Power Professional Bldg, Rm 108

- b. **Hardware.** Microcomputers printers for use by faculty and students are located in all labs. An optical mark reader is available to process examinations, evaluations and surveys in Fulton Hall. (Mark sense forms are available from Central Stores.)
- c. **Software.** The campus network provides students and faculty with the Microsoft Office 2000 Suite, Netscape navigator browser, Novell GroupWise e-mail, SPSS-PC statistical software, SAS-PC statistical software, and other specialty software packages. Faculty will have these packages available through their Office PC, while students can access the same packages in the university labs. Questions regarding software packages can be answered through the campus Help Desk (36116).
- d. **Monitors.** Student monitors are on duty in all labs to offer 1) basic software support, and 2) answer general user questions. The student monitors will refer questions of support or problems to the full-time staff, when necessary.
- e. Computer facilities are available to all faculty and students at no individual or departmental expense. Information concerning hours of operation, username assignments, lab reservations, etc. should be directed to the Department of Information Technology located in Fulton Hall.
- f. **Dial-up network services.** The Department of Information Technology provides dial-up services to the campus network. This services enables faculty and staff to access the World Wide Web from home or any location off campus. This service is generally available 24 hours a day. This service should not be confused with those offered by Internet Service Providers (ISP), since technical support is not available at night or on weekends. To arrange for a dial-up account, please contact the Help Desk (36116).
- g. **Network Accounts.** Network accounts are issued through the Information Technology Department. Faculty and staff are issued accounts when there appointment is made by the Department of Human Resources. Questions related to network accounts should be addressed in the IT Help Desk (36116).
15. Instructional Technology Center

Located in Powell Hall, the Instructional Technology Center (ITC) is a division of Information Technology and Services. The Center's main focus is to support the traditional and emerging technological needs of the university through: Educational technology classroom design and fabrication; classroom delivery services; academic audio-video technical support; faculty development support; on-line course development support, mixed media/multimedia design, development and application; university faculty, staff and administration *smart* environment training and instructional support. Services also include documentary videotaping and editing and assisting students in developing multimedia presentations for assignment credit. The Center is also a major resource of satellite down-link and teleconference information and acts as consultant on higher education technology matters for the Eastern Shore Region.

16. Intramural and Recreation

- a. Faculty and staff are encouraged to participate in all aspects of the intramural and recreation programs. Although conducted primarily for students and funded primarily by student fees, faculty/staff are urged to take part in as many activities as time and interest permit.
- b. Activities include team sports, individual and dual sports, outing activities, competitive and noncompetitive events.
- c. Aerobics classes are offered throughout the semester at various times during the week. For more information pick up an Aerobic schedule at an Campus Recreation officer

17. Mail Service and Post Office

- a. Mail is picked up by the university at the U.S. Post Office twice daily and delivered to the University Post Office in the Guerrieri University Center. After sorting, the mail is delivered to the campus community at departmental offices where secretaries and staff distribute it for individual pick-up. Intra-college mail is also processed through the University Post Office.
- b. Mail is delivered to and picked up from the secretarial/staff offices twice daily (mid-morning and mid-afternoon). Departmental out-going mail is postmarked and processed through postage meter by department account number, with the proper postage affixed. The University Post Office provides various window services similar to a typical U.S. Post Office. For example, many denominations of stamps can be purchased, and certified mail can be processed.

18. Notary Publics

Listed below are names and locations of Notary Publics on campus:

a.	Ms. Sharon Goszcynski	Personnel, ext. 36035
b.	Mrs. Judy Lowe	Registrar's Office, ext. 36153
c.	Ms. Marie Bradford	University Center, ext. 36100
d.	Ms. Sue Harman	Health Sciences, ext. 36365

19. Parking Facilities for Faculty/Staff

- a. Faculty and staff who operate or park motor vehicles of any kind (car, truck, motorcycle or moped) on campus must register vehicles with the Parking Services Office.
- b. Salisbury University Traffic Rules and Regulations are available from the Parking Services Office and are distributed at the time vehicles are registered. During week days, faculty and staff must park in spaces designated for the decals they receive and may use student spaces when no faculty spaces are available.

20. Public Transportation

- a. Public transportation for out-of-town destinations is supplied by the Trailways Bus Terminal, which is located at 350 Cypress Street, Salisbury.
- b. Tickets and bus schedules are available at this place. Air flights to Baltimore, Washington and Philadelphia are available from the Salisbury Airport located on Airport Road east of Salisbury.

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21. Publications

- a. The Office of Academic Affairs assembles and publishes the University Calendar, Administrative Calendar, Comprehensive Program Review Guide, *Undergraduate Catalogue*, *Advising Handbook*, *Faculty Handbook*, and *Academic Administrators Handbook*. The office publishes all of these documents with the exception of the catalogue, which is produced in final form by Public Relations.
- b. Generally, all other university publications such as the *Viewbook*, *Admissions Brochure*, program brochures, the campus *SU News* and the *Campus Directory of Faculty and Administrators* are designed and produced by Public Relations. The Public Relations Office also provides photographic services related to publications and arranges for the distribution of news releases about faculty activities to the local press.
- c. All faculty and campus organizations are encouraged to disseminate information about their activities through the Public Relations Office, especially through the *SU News* which is published on Thursdays with a deadline of the preceding Friday for news items, an ESUNews which is filed daily.
- d. Use of the University's logo must be approved by the Public Relations Office.

22. Purchasing

Purchases of materials, supplies, equipment, etc., must be approved by the department chair, budget administrator or authorized designee. There are three forms that must be used to facilitate a purchase:

- a. *Requisition for Commodities/Supplies and Services*. The requisition was created in Microsoft Word and can be sent via e-mail as an attachment. (Contact the Purchasing office to obtain a copy of the form.) The requisition should be completed in accordance with instructions provided with the form and forwarded to the appropriate buying office.
- b. *Work Order* forms are used to purchase office supplies from Central Stores Department on campus. A catalogue of available supplies is maintained in each department (forms must be ordered through Central Stores).

There are two forms used for the payment and approval of *Honorariums, Consultants, and Entertainers*. These forms must be approved by the department chair, budget administrator or authorized designee. The two forms to be used are: (Forms are located in the Purchasing Office.)

- a. Payment and Approval Form for *Honorariums, Consultants, and Entertainers* (\$5,000.00 or less). This form should be completed in accordance with instructions provided with form and forwarded to the Procurement Office in Holloway Hall.
- b. *Requisition for Honorariums, Consultants, and Entertainers* (greater than \$5,000.00). This form should be completed in accordance with the instructions provided with the form and forwarded to the Procurement Office in Holloway Hall.

23. Reservation Space Request

- a. To all our faithful users, and to our all our new users, welcome back! If you need to find us, our offices are now located in the Commons Building Room 200. If you need to **request space** our Facilities **Reservations' Web Page** can be reached at <http://salisbury.edu/admin/reserve>.

- b. A **Facilities Request Form** can be completed at our Web Page and the information will be sent via E-mail to our office. Upon receiving the information, we will begin to process the request to see if space is available, input the request into the scheduling system, confirm by way of an automatic response and a printed confirmation will follow. If we are not able to fulfill your request, you will receive a response via E-mail. To complete your request, instructions for coordinating and communicating arrangements with other campus departments is available on our Web Page.
- c. Student Organizations requesting space are reminded that **if the event is other than a standard meeting**, they will need their advisors approval. Advisors e-mailing us with their approval will suffice. Please check your Guide to Policies and Procedures for additional requirements.
- d. Also, at the Web Page is a calendar where you can check on facility availability and what has been scheduled. **This calendar will be updated every twelve hours and reflects three months of reservations.** Please keep in mind that there may be other requests ahead of yours, and that you are only “**submitting a request**”.
- e. **Instead of calling to request space, we ask that you now use the Web Page for all your requests. We think using the Web Page will meet your needs more efficiently, and you can access our Web Page anytime, day or night!**
- f. During the first two weeks of each semester, processing of faculty requests for classroom changes is the priority and other facility requests will be handled as quickly as possible.

Instructions for Additional Services

- a. **Audio Visual Support:**
Contact Lucy Hearn @ 36463 in Classroom Technology or e-mail lhearn@salisbury.edu.
- b. **Catering:**
Contact the Catering Manager, Kelli Delgado, @ 84479 or e-mail kddelg@salisbury.edu or contact the catering secretary Judy Twilley @ 36173 or e-mail jltwill@salisbury.edu. All **specific or non-standard** room setups for the commons should be coordinated with the catering manager or the catering secretary. **Work orders should be sent directly to University Dining Services office located in the commons building.**
- c. **Event Services:**
For Technical services including but limited to: Caruthers Hall, the Commons, the Great Hall, Holloway Hall Auditorium, the Wicomico Room (Located in the Guerrieri University Center) as well as outdoor locations. Please call Tony Broadbent @ 84597 or e-mail abbroa@salisbury.edu **Work orders should be sent directly to event services located in the Guerrieri University Center.**
- d. **Horticulture:**
For plant request, “Horticulture Plant Request form” is available through the facilities reservations office or from the Horticulture Department.
- e. **Setups**
All **specific or non-standard** room setups for the Guerrieri University Center should be coordinated with the Day Building Manager, Dolores Karamian @ 66487 or e-mail dml@salisbury.edu. **Taping of signs, posters, etc., is not permitted in the Guerrieri University Center. Free standing, cloth covered partitions are available upon request for this purpose.**

Setups for **all other facilities** on campus (inside and outside), please contact Angela Walston in Central Stores @ 36377 or e-mail amwal@salisbury.edu, followed by a work order. *** The minimum requirement for central stores scheduling is three full workdays prior to the scheduled event.*** Stanchions and lapboards are available by sending a work order to Central Stores.

- f. University facilities/services may not be used by those associated with the university for private gain except as permitted by Conference Services' policies. All individual/organizations not qualifying for university facilities/services as campus affiliated, must request the use of same through the Office of Conference Services and are subject to applicable rental fees/charges.

24. Secretarial Assistance

Each department has access to a secretary. Faculty members who need secretarial services should contact the secretary assigned to their department.

25. Small Research Grants and Stipends from the Office of Grants and Sponsored Research

a. Types of Grant Proposals

Grants will be awarded for the following purposes:

- 1) Small research studies or projects which could lead to the development of a larger project. This would include projects that require small equipment items, research supplies, etc. for preliminary research serving as the foundation for a larger project for which external funding could be sought.
- 2) Preparation of a grant proposal to an external funding agency. Applications might request funding for travel to funding agencies, data analysis, or other activities necessary for grant preparation.
- 3) Summer stipends for either of the above.

The committee will not pay investigators for their time (except for summer stipends), and will not fund curriculum development or training projects. The committee expects that the applicant's department will contribute low cost supplies and materials to support research projects.

b. General Instructions for Completion of This Application

The Grants and Sponsored Research Advisory Committee (GSRAC) will make its decisions regarding all grant awards based only on the information provided by the applicant on this form and its attachments. All applications and attachments must be in blind format; applications not in blind format will not be reviewed. Applications must be typewritten.

Applicants are encouraged to attach supporting documentation such as letters from publishers/editors, a bibliography of related work by the applicant, reviews of the applicant's work, etc. All attachments must be stapled to this form. All grant requests must have the department chair and dean's signatures.

Any study involving human or animal subjects must be approved by the appropriate committee before funding or assigned time can be received. The Animal Care and Use Committee reviews research proposals regarding animals, and the Human Volunteers Committee reviews research proposals regarding human subjects. If your research deals with endangered plants you must follow all appropriate state and federal guidelines. For information on any of these subjects, contact the Grants and Sponsored Research Office X85395.

c. Reporting Requirements

Individuals who receive small grants or summer stipends from the Office of Grants and Sponsored Research must submit a final two-page summary (or progress report) addressing how the funding was used, and the outcome of the project (including papers, manuals, other publications). A brief, one paragraph abstract must also be included. This final report will be due no later than February 15 of the year following the award.

If the work funded by the grant leads to publication, acknowledgments in the publication should include the Office of Grants and Sponsored Research.

26. Student Counseling Services

All individual counseling is by appointment only, with the exceptions of walk-in hours and urgent situations. Urgent situations, phone 543-6070 during office hours, or Public Safety any time at 543-6222. Walk-in hours, when a student may meet with a counselor without having an appointment, are held Monday through Thursday, from 4 - 5 p.m.

Individual counseling

Student Counseling Services provides undergraduate students with programs designed to promote personal growth and academic success. Through individual counseling, counselors provide support for students encountering normal developmental struggles such as:

- Maintaining satisfying relationships
- Managing personal stress
- Developing motivation
- Improving study skills
- Relating to parents and family
- Dealing with emotions such as fear, anger, loneliness, grief
- Organizing time
- Eating disorders
- Low self-esteem
- Depression

To supplement individual counseling sessions, Student Counseling Services offers a collection of audio and video tapes on stress management, shyness, study skills, and computer software on study skills, memory skills and personal management issues.

All counseling is confidential and free of charge to students.

Consultation with alumni, faculty and staff

Alumni, faculty and staff, though NOT eligible for on-going personal counseling, may schedule one-time conferences for information or referral to community resources. In addition, faculty and staff are encouraged to consult with counselors regarding issues relating to students.

Outreach programs

In addition to providing individual counseling, counselors also offer programs and workshops regarding issues of personal development and academic success. Typical workshops cover such topics as:

- Stress management and relaxation techniques
- Study skills
- Communication skills
- Time management

Relationship issues
Body image
Smoking cessation

When to refer a student

Faculty and staff members should consider referring students to Student Counseling Services for the types of issues listed above, as well as when students display troubling behaviors such as:

- < chronic absenteeism from class or work
- < declining quality of work
- < withdrawn behavior
- < overtly hostile or disruptive behavior
- < obvious, open sadness or other distress (e.g. crying, sighing, shaking)
- < excessive expression of painful emotions in schoolwork (e.g. writing about suicide or loneliness)
- < frequent signs of intoxication or other drug-induced state of consciousness

How to refer a student for counseling

For students with primarily developmental concerns, it may be sufficient to suggest that the student utilize Student Counseling Services. Informing students of the location of the office and/or how to make an appointment is helpful, as well.

For students who seem acutely distressed or have evidenced more chronic behavioral or emotional problems, begin by sharing your concern then take one of the following steps:

- < Call the office (543-6070) and talk with one of the counselors to determine the best course of action.
- < Call and make an appointment for the student for a time in the next day or two. Follow-up with the student to be sure the student has kept the appointment.
- < Have the student make an appointment with a counselor, then follow-up with the student in a couple of days.

NOTE: On occasion, it becomes necessary to create a Waiting List for counseling. A student will always be worked into the schedule quickly if the office is alerted that the situation is urgent.

When a student is referred to Student Counseling Services, he/she will be asked if you may be told that contact with a counselor has been made. Communication between counselor and client is confidential. A counselor will not discuss the particulars of a student's situation or even the fact that counseling is being received without the student's written consent. Appointments with any of the counselors may be made in person or by calling 543-6070.

27. Student Health Services

- a. Recognizing that optimum health is essential to effective learning that the University maintains a health service available to all students. Student Health Services, located in the south end of Holloway Hall across from the library, provides confidential treatment of illness and injuries through a well-equipped facility and certified, experienced professional staff including two registered nurses and four nurse practitioners with certification in university student health. Physician services are provided daily by Emergency Service Associates, a group of emergency room physicians, all are board certified. Other services are available five minutes from campus at Peninsula Regional Medical Center, which includes a modern 400-bed facility and an emergency room open 24 hours a day, seven days a week.
- b. If a student contracts a contagious disease or acute illness the family is notified and required to arrange for the student's care until recovery.

- c. Prior to treatment in Student Health Services, each student is required to complete a health history form. An up-to-date immunization record is required of all students regardless of age. Failure to provide this information may result in the student being unable to register for classes.
- d. The University assumes no financial responsibility for student care other than that provided by Student Health Services. Students are urged to carry their own accident and health insurance since the University is not legally responsible for accidental injuries and resulting medical expenses. Students encouraged to continue with their parents' coverage or to seek advice from an independent broker.
- e. In addition to clinical services, a wide range of co-curricular health promotion and educational programs are provided in a variety of campus settings.
- f. Services for faculty and staff are limited to emergency first aid, pre-announced health education/screening programs, blood pressure and weight checks.
- g. Patient hours are Monday-Thursday 8:30a.m. -4:00 p.m. And Fridays, 9:00a.m.- 4:00 p.m. Summer Session and Winter Term Hours for patient visitation are 9:00a.m.-1:00p.m. All services are confidential.
- h. Excuses for class absences, are not routinely written by Student Health Services (SHS) staff. In those rare instances when an instructor feels its necessary to verify a medical absence, the SHS director should be contacted. No information will be released without prior written consent from the student.

28. Telephone Services

- a. Telephone service is provided for faculty members for university business. However, it is realized that there are times when personal calls must be made from the university. Faculty members are expected to review their monthly telephone report and reimburse the Cashiers Office for any personal calls.
- b. Assigning of telephone numbers, additions, replacement or repair of telephone equipment is coordinated through the Telecommunications Office, University Police Building, Room 103, x36501.
- c. Instructions for using the various features of the telephone are in the front of the campus directory.

29. Travel Agency Services Fees

The local travel agencies have recently notified the Accounts Payable Office that the airlines cancelled the commissions they pay to travel agencies. The travel agencies feel it is necessary to pass the cost of writing and processing tickets along to the traveler.

Please be advised when making travel arrangements that you inquire if the fee has been included in the price quoted. Any additional fees should be taken into consideration when comparing travel costs.

Please contact Katie Shockely (x36079) in the Accounts Payable Office for service fees and any other inquiries regarding travel.

Revised 10/7/02

30. University Dining Services

The Commons offers several events and services that faculty may wish to use: a) University Dining offers a wide variety of catering services. Each dean has a current catering brochure, or may call or stop by the Dining Services Central Office for information. The number is X36105; b) In addition to the regular meal service, there are special dinners through the year, i.e. Thanksgiving, Christmas, Easter, Bosses' Luncheons, Secretary's Day Luncheon.

All faculty are encouraged to come to the Commons for meals at any time. **Please note that these hours are only for academic sessions:**

COMMONS SERVICE HOURS

Food Court

Monday-Friday

Breakfast..... 7:15 a.m. to 10:30 a.m.
Lunch 11:00 a.m. to 3:30 p.m.
Dinner..... 4:30 p.m. to 8:00 p.m.

Saturday-Sunday

Continental Breakfast..... 10:00 a.m. to 12:00 a.m.
Brunch/Lunch..... 12:00 p.m. to 3:30 p.m.
Dinner..... 4:30 to 7:30 p.m.

BISTRO

Monday – Friday

Lunch Buffet..... 11:30 a.m. to 2 p.m.

Monday – Thursday

Dinner..... 5:00 p.m. to 7:00 p.m.

Friday Dinner, Saturday & Sunday

All meals..... Closed

GULL'S NEST PUB HOURS

Monday-Friday..... 4:00 p.m. – 12:00 a.m.

GULL'S NEST MEAL CARD HOURS

Breakfast..... 8:00 a.m. -10:30 a.m.
Lunch..... 10:30 a.m. – 4:00 p.m. (M-R)
Lunch..... 10:30 a.m. – 3:00 p.m. (F)
Dinner..... 4:00 p.m. to 9:00 p.m. (M-R) Closed (F)

COOL BEANS CYBER CAFE SERVICE HOURS

Monday – Friday..... 7:30 a.m. to 12:00 a.m.
Saturday – Sunday..... 11:00 a.m. to 12:00 a.m.

CARUTHERS CART

Monday – Wednesday..... 10:30 a.m. to 7:00 p.m.
Thursday & Friday..... 10:30 a.m. to 2:00 p.m.

FULTON CART

Monday – Friday..... 8:00 a.m. to 2:00 p.m.

