STUDENT SUPPORT SERVICES

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Center for Success Coaching

Location: Rocket Hall, Rm 1830
Phone: 419.530.1250
Email: successcoach@utoledo.edu
Website: www.utoledo.edu/successcoach
(https://www.utoledo.edu/successcoach)

The Mission of the Center for Success Coaching is to empower UT students to thrive academically, personally and professionally from orientation to graduation through a holistic, student-centered approach.

Coaches provide individualized support in the following areas:

- Assistance with course-related concerns including navigating technology and communicating with professors
- Referrals to academic support services and other campus resources
- Time management, study strategies and stress management
- Connections to campus engagement and experiential learning opportunities
- Budgeting, navigating financial processes and financial literacy
- Career and major exploration, career development and goal setting

Your success coach is like your personal GPS.

As you navigate from where you are to where you want to be, coaches offer one-on-one guidance and support through:

- Caring about all aspects of your well-being
- Being a non-judgmental sounding board who provides honest feedback
- Providing proactive outreach and communication of key UT dates, deadlines, and events

Career Services

Location: Student Union Room 1533
Phone: 419.530.4341
Email: celcs@utoledo.edu
Website: www.utoledo.edu/success/career/
(https://www.utoledo.edu/success/career)

Career Services provides comprehensive career planning services for all UT students and alumni in order to clarify and implement their academic and career goals.

- Professional staff can assist students with career exploration and selection of a major. They also offer customizable presentations on a wide-range of career topics for student organizations, faculty and staff.
- Scheduled and walk-in appointments are available, addressing professional development needs including:
  - Resume, CV and cover letter writing assistance;
  - Mock interviews;
  - Professional dress and etiquette advice;
  - Social media presence and job search strategies.
- On-campus student employment is administered out of the Career Services office, including the posting of on-campus positions and the processing of student employment documentation.
- Career Services works with employers to secure part-time, full-time and experiential learning opportunities. "Handshake" is the online employment platform where students and alumni can review and apply for positions. The department also hosts multiple employer networking and recruitment events throughout the year, beneficial for a student to learn about career opportunities in their area of career interests.

In addition to services available in person, Career Services offers a wide range of online resources including: self-assessments for exploring career and education possibilities, strengthening interview skills, exploring job opportunities around the globe, and connecting with alumni and business across the country. Additionally, students are encouraged to utilize the comprehensive career tools included in the platform Ohio Means Jobs (https://jobseeker.ohiomeansjobs.monster.com/home.aspx)

It is recommended that students connect with Career Services in their first year and continue working with them often throughout their academic career.

University Counseling Center

University Health Center
1735 West Rocket Drive
Main Campus
Phone: 419.530.2426
Student Support Services

Student Disability Services

The University Counseling Center provides individual, couples, family and group counseling, as well as referral services to enrolled students for personal growth, increased self-awareness, family and interpersonal issues, depression and anxiety, and acute problems and crises. The Center offers outreach and consultation services to University students, faculty and staff. Training opportunities for doctoral-level clinical psychology, counselor education and supervision and master’s in social work graduate students are available. Services are free and counseling records are confidential.

The Center provides services in accordance with the codes of ethics of the helping professions and standards of the American Psychological Association, American Counseling Association and the International Association of Counseling Services, Inc., as well as to the rules and regulations of the state of Ohio.

Dean of Students' Office

The mission of the Office of the Dean of Students is to ensure that students accomplish their educational and personal goals within the context of the broader academic purpose of the University. The Office of the Dean of Students promotes the development of, and enhances the educational experience for, students through intentionally designed co-curricular opportunities and through institutional policy development on students’ behalf.

Catharine S. Eberly Center for Women

The Catharine S. Eberly Center for Women promotes the advancement of women at The University of Toledo and in the community by creating an environment that supports learning, discovery, and engagement. The Center educates, empowers and engages through a variety of free personal, educational, and professional development classes and services; and encourages excellent research pertaining to gender and by female identified faculty members. Students and community members have access to a computer lab, scholarship opportunities and a lactation/breast feeding room. The Center offers a variety of resources and referral services. The Eberly Center is also home to Kate’s Closet, which provides professional attire to students and community members at no cost.

Student Medical Services

The Student Medical Center is a nationally accredited health-care facility staffed with board-certified physicians and certified nurse practitioners who offer students, faculty and staff a variety of services, including:

- Primary and acute medical care;
- Women’s health care;
- Psychiatric services;
- Laboratory testing;
- Prescription and over-the-counter medication;
- Alcohol and substance abuse programming;
- Sexual assault victim advocacy and educational/prevention programming;
- Free and confidential HIV/AIDS testing;
- Allergy injections and other immunizations;
- Student health insurance; and
- The Medical Drop/Withdrawal process.

Charges are assessed for office visits, procedures, laboratory work and pharmacy. Third-party billing is provided for those who have health insurance. University Counseling Center services are available at the Student Medical Center and in the Armory.

Center for International Studies and Programs (CISP)

The Center for International Studies and Programs (CISP) supports members of the UT community, domestic and international, in their pursuit of knowledge and cultural exchanges. We believe in the importance of developing and fostering a global mindset and preparing students to live and work in an increasingly interconnected world.

American Language Institute (ALI)

ALI provides intensive English training to students, scholars, and area residents of international origins who seek to strengthen English language proficiency and raise their cultural competence. ALI also provides assistance to international professionals seeking professional development opportunities as well as offering evaluation and training for international teaching assistants who seek to strengthen their oral English proficiency.

Location: Snyder Memorial, Suite 1400
Phone: 419.530.4702
Email: ali@utoledo.edu
Website: www.utoledo.edu/cisp/ali
Facebook: @americanlanguageinstitute

Confucius Institute (CI)

CI is committed to serving the region of northwest Ohio by providing education in Chinese language and culture, developing and enhancing China-related scholarly research/discovery, academic programs, and educational and training programs that support business outreach and engagement, and offering opportunities for cultural exchanges between China and the United States of America. CI is the one stop service office for all things related with China!

Location: Snyder Memorial, Suite 1020
Phone: 419.530.7750
Email: confuciusinstitute@utoledo.edu
Website: www.utoledo.edu/cisp/Confucius_Institute/ (https://www.utoledo.edu/cisp/Confucius_Institute)
Facebook: @utci2009

Education Abroad Office (EA)

The Education Abroad Office is committed to global exchange, cross cultural interaction and providing a rewarding human experience. UT students experience new cultures, people and sights all while earning college credit.

Methods of studying abroad offered through the University of Toledo are:

- Affiliate Programs
- Faculty Led Programs
- Exchange Programs
- Direct Enroll Programs
- These programs are designed for 1 week up to 1 full academic year depending on each student's academic needs and desires to explore other cultures.
- Credits transfer back to UT so that each student can still graduate on time!
- Financial aid is available to assist with the cost of each study abroad program.

Location: Snyder Memorial, Suite 1000
Phone: 419.530.5285
Email: eduabroad@utoledo.edu
Website: www.utoledo.edu/cisp/studyabroad (http://www.utoledo.edu/cisp/ali)

Office of International Student and Scholar Services (OISSS)

OISSS provides immigration advising services for F-a students, J-1 scholars and H-1B employees. Our dedicated staff is here to assist you with concerns regarding your immigration status.

Visit us if you have questions about:

- Maintaining non-immigrant status
- I-20, DS-2019 and H-1B
- Visa, travel and re-entry
- Immigration Regulations
- iRocket Portal
- New International Student Orientation
- Employment authorization
- Passports for U.S. Citizens

Location: Snyder Memorial, Suite 1000
Phone: 419.530.4229
Email: oisss@utoledo.edu
Website: www.utoledo.edu/cisp/international

Office of Multicultural Student Success

The mission of the Office of Multicultural Student Success (OMSS) is to foster an inclusive learning environment that promotes academic success, retention and graduation. Through its collaboration efforts, OMSS critically engages students in order to create a campus culture in which all persons, organizations and groups can learn and develop to achieve their greatest potential.

OMSS offers programs and services to support our African-American, Latino and LGBTQ+ students, including mentorship and leadership opportunities.

Sponsored Programs include:

- History and Heritage Months:
  - Hispanic Heritage Month,
  - Filipino-American Heritage Month,
  - LGBTQ+ History Month,
  - Muslim Heritage Month,
  - Native American Heritage Month,
  - Black History Month,
  - Women's History Month,
  - Jewish-American Heritage Month, and
  - Asian-American and Pacific Islander Heritage Month.
Students are continually challenged to examine their values and life choices in the search to build a meaningful identity and understand themselves and others. The numerous competitive and cooperative interchanges provide an ideal climate for learning to respect the dignity and worth of all individuals, as well as the importance of team interchanges. Activities regularly promote social interaction within the culturally diverse University community.

The Office of Recreational Services, a member of the Division of Student Affairs, provides The University of Toledo community with quality, student-centered recreation and wellness programs and services that enrich the mind, body and spirit. The Office of Recreational Services is the premier service provider to The University of Toledo community for healthy lifestyle options and developmental opportunities for student success. Opportunities are offered to explore your limits, experience achievement and practice wholesome stress-management techniques. Activities regularly promote social interaction within the culturally diverse University community.

Students are continually challenged to examine their values and life choices in the search to build a meaningful identity and understand themselves and others. The numerous competitive and cooperative interchanges provide an ideal climate for learning to respect the dignity and worth of all individuals, as well as the importance of team development. Services provided to students through the Student Recreation Center include:

- Drop-in recreation,
- Intramurals,
- Sports clubs,
- Red Cross certification classes,
- Swimming lessons,
- Group exercise classes,
- Climbing wall,
- Summer Camp for Children 5-12,
- Multiplying facilities on the Main Campus and Health Science Campus,
- Student employment opportunities.

Residence Life
Location: Ottawa House West
Phone: 419.530.2941
Website: www.utoledo.edu/studentaffairs/reslife/ (http://www.utoledo.edu/studentaffairs/reslife/index)

University housing is a place where students can call "home" – a place where they can relax after a day of classes, hang out with their friends, eat a freshly cooked meal and get involved. Living on campus connects students with the vibrant life of the University. The close-knit, supportive, on-campus community offers students a place to live and work that distinctly enhances their college experience by putting them at the center of everything: classes and labs, the library, advising and academic support, and much more.

UT’s residence halls are more than buildings; they’re state-of-the-art living and learning centers. The University has nine residence halls on campus with a choice of traditional or suite-style living options. Traditional corridor-style living has rooms that open into an interior hallway with shared bathroom facilities on each floor. Suite-style living includes two or three rooms joined by a common living area with shared bathroom facilities.

"Living learning" and special interest communities are available for those students who are interested or majoring in the business, health professions, wellness, politics or law. Specific housing is also available for students who belong to the Honors College, the Multicultural Emerging Scholars Program, and those looking for gender-neutral or substance-free living.

The Office of Residence Life promotes student growth and opportunities through safe, supportive, inclusive and academically focused environments in premier housing communities led by caring staff.

Sexual Assault Education and Prevention Program
Location: Snyder Memorial, Room 1120
Phone: 419.530.4929
Website: www.utoledo.edu/studentaffairs/SAEPP/ (https://www.utoledo.edu/studentaffairs/SAEPP)

The mission of The University of Toledo’s Sexual Assault Education and Prevention Program is to create a campus community free of sexual misconduct, sexual harassment and other forms of sexual and intimate partner violence in which students, faculty and staff enjoy equitable, non-violent relationships. SAEPP provides educational programming addressing the role that everyone can take in creating a violence-free UT. SAEPP is dedicated to ensuring that students, faculty and staff are provided proper resources to engage in services including crisis...
intervention, medical services, mental health counseling, legal services and academic accommodations.

Office of Student Advocacy and Support

Location: Student Union 2521
Phone: 419-530-2471
e-mail: rocketresponse@utoledo.edu

What is the office about?
The Office of Student Advocacy & Support is a means by which issues may be raised, considered, and/or resolved. Ensuring prompt attention to concerns, the office enhances service to students and helps alleviate unnecessary pressures they face in the achievement of their academic goals. The staff investigates the nature of complaints confidentially and impartially in order to achieve equitable settlements, connecting students to the appropriate party for issue resolution. The Office of Student Advocacy and Support Staff serves as a resource in clarifying institutional policies and procedures for students regarding their options.

Mission Statement: The mission of the Office of Student Advocacy & Support is to empower student success through collaborating with the campus and surrounding community with students' best interest in mind. We are committed to serving as a visible resource for personal and academic achievement by providing an intentional support structure for students.

Vision Statement: This vision of the Office of Student Advocacy & Support is to exhibit best practices in problem solving, service learning, and ethical and moral principles. We aspire to celebrate mutual respect and appreciation of human and cultural diversity and engaged citizenship.

Office of Student Involvement & Leadership

Location: Student Union Room 1532
Phone: 419.530.4944
Email: getinvolved@utoledo.edu
Website: http://www.utoledo.edu/getinvolved/
Twitter/Instagram/Facebook: @GetInvolvedUT
Involvement Network (InvoNet): https://invonet.utoledo.edu/

The Office of Student Involvement & Leadership seeks to build community and is committed to providing students with opportunities for involvement that will enhance and complement their UT experience. This is achieved through social, educational, and developmental programs and support to help students get connected to campus, discover involvement and leadership opportunities, and learn more about campus life. To discover ways to get involved, visit the online Involvement Network (InvoNet) https://invonet.utoledo.edu/.

OSIL is responsible for:
• distributing over 300 student organizations,
• distributing and monitoring student organization budgets,
• assisting with the formation of new student organizations,
• promoting student involvement and activities,
• training student leaders, and
• providing event planning assistance.

The office supports a variety of areas, including but not limited to the following:
• student organizations,
• Involvement Network “InvoNet” (online student organization and events management system),
• Student Involvement Fair (first Wednesday of the Fall semester),
• Greek Life (fraternities and sororities),
• Campus Activities & Programming “CAP” (student event planning board),
• Student Allocation Committee “SAC” (student organization funding board),
• leadership programs (annual Leadership Conference, retreats, etc.),
• Levis Leadership UT (a prestigious four-year, scholarship-based leadership program for incoming students),
• service programs, and
• Homecoming.

Office of Auxiliary Services

Auxiliary Services serves The University of Toledo community by managing many campus-wide enterprises. Its mission is to enhance the mission of The University of Toledo by providing a safe, exemplary customer experience in the delivery of convenient, high quality, value-added goods and services. It includes the following:
• The University of Toledo Bookstore (http://utoledo.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=22576&catalogId=10001),
• Copy Center (http://www.utoledo.edu/depts/copycenter) (Departmental Orders),
• Parking Services (http://www.utoledo.edu/parkingservices),
• Parking Enforcement (http://www.utoledo.edu/parking/parkingenforcement),
• Rocket Card/ID Card (http://www.utoledo.edu/rocketcard), and
• Rocket Wireless (http://www.utoledo.edu/depts/rocketwireless).

University Libraries

Main Campus
William S. Carlson Library
419.530.2324
AskIt@utnet.utoledo.edu
http://www.utoledo.edu/library/carlson

Ward M. Canaday Center for Special Collections and Archives
Fifth Floor – Carlson Library
419.530.4480
CanadayCenter@utoledo.edu
http://www.utoledo.edu/library/canaday

Health Science Campus
Mulford Health Science Library
419.383.4225
The University Libraries drive excellence in lifelong learning, discovery and engagement. Within a collaborative and interdisciplinary environment, the Libraries enrich the student learning experience, facilitate research at all levels and engage the University community through innovative educational services, resources and technologies.

**Resources and Collections**

Consisting of the Carlson Library (http://www.utoledo.edu/library/carlson), Canaday Center for Special Collections (http://www.utoledo.edu/library/canaday), and Mulford Health Science Library (http://www.utoledo.edu/library/mulford), the University Libraries provide a rich array of collections to meet the information needs of students, faculty and staff. From print books and e-books, online journals and full-text articles, rare books and manuscripts, electronic research databases, to digital media – our resources connect users to ideas and knowledge in the humanities, arts, social sciences, health sciences and STEMM disciplines.

UTMOST (http://search.ebscohost.com/login.aspx?authtype=ip,guest&custid=s8899245&groupid=main&profile=eds) is the Libraries online discovery search interface and can be used to locate and access materials from across the Libraries’ collections which include:

- 496,200 print volumes
- 243,700 electronic books
- 35,000 streaming videos and musical recordings
- 79,700 online journals
- 5,400 print and microfilm/fiche journals
- 350 research databases

In addition, the Libraries are a charter member of OhioLINK (http://www.ohiolink.edu) which provides access to over 46 million library materials from across the state of Ohio.

Current students, faculty and staff can connect to most of the Libraries’ electronic resources from off-campus by using the links to those resources from within the Libraries website (http://www.utoledo.edu/library). After clicking the link to a resource, users will be prompted to log-in by entering their full name and Rocket ID number.

**Key Services**

The Libraries strive to deliver expert-driven services that facilitate the discovery, access and use of scholarly information resources.

- Reference and Consultation (http://libguides.utoledo.edu/askalibrarian): Librarians are available to help with research in-person and via phone, e-mail or chat/instant messaging. Subject Librarians (http://libguides.utoledo.edu/subjectliaisons) serve as liaisons to colleges and departments, providing specialized research assistance in specific disciplines.
- Borrowing and Circulation (http://libguides.utoledo.edu/borrowing): Library materials can be checked out at the circulation/service desk with a valid Rocket ID card.
- Interlibrary Loan (ILLiad) (http://libguides.utoledo.edu/ill): Articles and materials not available through the Libraries or OhioLINK can be requested via ILLiad.
- Course Reserves (http://libguides.utoledo.edu/reserves): Books and other materials placed on reserve by course instructors can be checked out from the circulation/service desk.
- Information Literacy Instruction (http://libguides.utoledo.edu/QTL): Classes are taught by librarians on various information and research skills topics. Workshops are offered each semester.
- Library Guides (LibGuides) (http://libguides.utoledo.edu): LibGuides are online research guides compiled by Subject Librarians to bring together the best available resources on a specific topic.
- **Spaces, Facilities and Technology**

The Libraries are a destination for research, individual and collaborative study, socializing, and quiet reflection. Spaces and facilities combine tradition with forward-thinking design in a student-centered environment.

Explore the detailed floorplans of both the Carlson Library (http://www.utoledo.edu/library/carlson/floorplans) on Main Campus and the Mulford Library (http://www.utoledo.edu/library/mulford/floorplans) on the Health Science Campus to learn what is available on each floor. Both libraries feature the following facilities and technology:

- Individual, group and collaborative study spaces
- Computer workstations
- Printers
- Copy machines
- Scanners
- Lounge areas
- Detailed information on library hours can be found at http://www.utoledo.edu/library/info/hours