



University of New Haven

PARENT & FAMILY HANDBOOK



Throughout the year, there may be changes to the information contained in the Parent and Family Handbook. The Parent and Family Handbook is available on the University website: www.newhaven.edu/studenthandbook

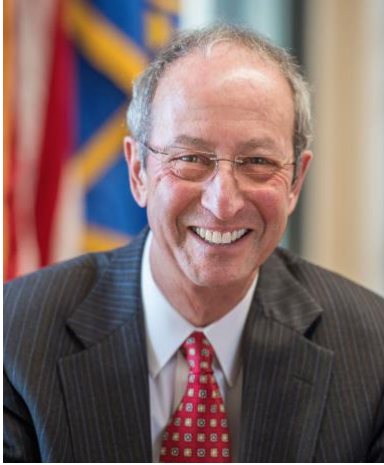
TABLE OF CONTENTS

Welcome	4
A Message from the President	4
A Message from the Dean of Students	5
About the University of New Haven.....	6
Mission Statement	7
Success Starts Here	7
Charger Compact.....	7
Competency Learning Experience.....	9
Introduction.....	11
How does College Differ from High School?	12
Policies and Community Standards.....	15
FERPA.....	15
Academics.....	17
Colleges and Departments	17
Academic Resources.....	18
Academic Peer Mentors (APMs)	18
Advisors	18
Center for Learning Resources (CLR).....	19
Center for Student Success (CSS)	20
Honors Program	20
Information Technology	21
Library.....	21
Frequently Asked Questions – Academics	22
Campus Life	24
Accessibility Resources Center (ARC).....	24
Frequently Asked Questions – ARC.....	25
SPIRITUAL LIFE & Campus Ministry	30
Career Development Center (CDC)	30
Frequently Asked Questions – CDC.....	30
Center for Student Engagement, Leadership and Orientation (CSELO)	33
Frequently Asked Questions – CSELO	33
Counseling and Psychological Services (CAPS).....	36

Frequently Asked Questions – CAPS	36
David A. Beckerman Recreation Center	38
Dining Services	38
Campus Meal Plans	38
Commuter Meal Plans	39
Frequently Asked Questions – Dining Services	40
Health Services	41
Student Health Insurance	41
International Services	44
Myatt Center for Diversity and Inclusion	45
Diversity Peer Educators	45
Frequently Asked Questions – Myatt Center	45
Residential Life	47
Resident Assistants	47
Frequently Asked Questions — Office of Residential Life	48
Student Services	50
Banking Services	50
One Stop Student Financial and Registrar Services Office	50
Campus Bookstore	54
Student Employment Opportunities	54
University of New Haven Police Department	55

WELCOME

A MESSAGE FROM THE PRESIDENT



Dear Parents, Guardians, and Families,

I am delighted to welcome you as one of the newest members of the University of New Haven family.

The beginning of college life is an exciting time for students and families and can generate many questions. We created the Parent & Family Handbook to help familiarize you with the University's wide variety of services, programs, and offerings — all in one place — to help ensure that all of our students get off to a great start in their first few days and months at the University.

The University of New Haven is a leader in transformative, student-first education. Through project-based study, a University-wide, professional orientation, internships, and service learning — all grounded in a strong, liberal arts core curriculum — your student will graduate with the skills, knowledge, and experience essential to success.

The University's faculty and staff members are ready, willing, and eager to assist you. They are dedicated to making our students' time at the University as meaningful and as rewarding as possible. The University's website offers a directory of all faculty and staff members so that you can easily find what you are looking for.

This is an important time for you and for your family. All of us at the University of New Haven look forward to joining you in what promises to be a wonderful college experience.

With best wishes,

A handwritten signature in black ink, which appears to read "Steve Kaplan".

Steven H. Kaplan, Ph.D.
President

A MESSAGE FROM THE DEAN OF STUDENTS



Dear University of New Haven Parents and Guardians:

Welcome to the University of New Haven community!

We know that supporting a college student raises a number of questions and concerns on the part of families, and we want to provide you with as much guidance and as many resources as possible over the time that your student is enrolled at the University of New Haven.

The Parent and Family Handbook has been designed to provide you with information about the services, programs, and activities available to students and to direct you to the resources that can answer your questions. Should you have a concern that is not addressed in this Handbook, faculty and staff members are always available to help. The names and contact information for key staff members and departments are available in the Handbook.

This is an exciting time for families and students as they prepare for future careers and life goals. We hope that students will explore the many academic and co-curricular opportunities offered at the University and develop the skills and competencies that will lead to productive and fulfilling lives.

We look forward to partnering with you and your student on the journey of transition, discovery, learning, transformation, and success.

Sincerely,

A handwritten signature in black ink that reads "Rebecca D. Johnson".

Rebecca D. Johnson
*Vice President for Student Affairs and
Dean of Students*



ABOUT THE UNIVERSITY OF NEW HAVEN

The University of New Haven was founded in 1920 as the New Haven YMCA Junior College, a division of Northeastern University. The College offered instruction in business and engineering to local students. The College also owed much to Yale University for the use of its buildings and laboratories, and for the assistance of its faculty members and graduate students for nearly 40 years.

Because of the growing student demand for day and evening courses, the University first built a modern classroom building near East Rock in New Haven in 1958; in the same year, it also received state authorization to offer bachelor of science degrees in engineering and business. Outgrowing even its new building, the University acquired the former New Haven County Orphanage complex (now known as Maxcy Hall) in West Haven in 1960. The University continued to grow on its new campus.

In addition to new buildings, the University of New Haven expanded the scope of its academic degree offerings into the arts and sciences, public safety, hotel and restaurant administration, and graduate education. Since the 1970s, both the undergraduate and graduate student populations have included significant numbers of international students attracted by the University's career-oriented programs in business, engineering, arts and sciences, criminal justice, and forensic science. Several of the University's undergraduate degree programs have been nationally recognized, most notably the nationally accredited engineering program, forensic science, and music and sound recording. The University of New Haven currently offers more than 100 undergraduate and graduate degree programs.

Faculty members have come to the University with degrees from prestigious American and international universities, establishing an impressive record of research and publication.

On July 1, 2004, Steven H. Kaplan, Ph.D. became the sixth president of the University of New Haven, launching a new era of expansion for the University. Through the leadership of University officers, the Board of Governors, and the faculty, the University of New Haven continues to evolve as it frequently reassesses its mission, its programs, and its campus. The University of New Haven stands apart from other institutions of higher learning because of its commitment to transformational learning, bringing practice into the classroom to educate students and show them the world ahead. Students build the foundation of their success at the University, leaving with the skills and confidence they need to succeed.

MISSION STATEMENT

The University of New Haven is a student-centered comprehensive university with an emphasis on excellence in liberal arts and professional education. Our mission is to prepare our students to lead purposeful and fulfilling lives in a global society by providing the highest-quality education through experiential, collaborative, and discovery-based learning.

SUCCESS STARTS HERE

Within its colleges and schools, students immerse themselves in a transformative, career-focused education across the liberal arts, sciences, and fine arts, as well as business, engineering, public safety, and public service. The University offers more than 100 academic programs, all grounded in a long-standing commitment to collaborative, interdisciplinary, and project-based learning.

At the University of New Haven, the experience of learning is both personal and pragmatic, guided by a distinguished faculty who care deeply about individual student success. As leaders in their fields, faculty members provide the inspiration and recognition needed for students to fulfill their potential and succeed at whatever they choose to do.

CHARGER COMPACT

Developed by a committee of students, faculty, and staff members, the Charger Compact is the University of New Haven's statement of community values.

As a University community, these values and expectations provide the framework for how we interact as individuals, who we are, and what we stand for as a community.

As a Member of the University of New Haven Community:

1. I will strive for academic **excellence**.
Striving for academic excellence means developing ways to motivate myself to reach my full academic potential, taking full advantage of University resources, and seeking experiential education opportunities to maximize my learning.
2. I will assume **responsibility** for my words, actions, and inaction.
Assuming responsibility for my words, actions, and inaction means considering consequences before acting, resolving issues in a non-violent manner, holding myself and others accountable for choices made, and reflecting on my mistakes.
3. I will **respect** the dignity, rights, and property of all persons.
Respecting the dignity, rights, and property of all persons means ensuring that my actions reflect an appreciation for the uniqueness of all community members, as well as a respect for individual and community property.
4. I will strive to **appreciate, respect, and learn** from others whose experiences and opinions are different from mine.
Striving to appreciate, respect, and learn from others whose experiences and opinions are different from mine means actively seeking opportunities to exchange ideas and personal histories with others.
5. I will conduct my academic and personal life with **integrity**.
Conducting my academic and personal life with integrity means authentically representing myself through my words and actions.
6. I will strive to **contribute** positively to the campus, local, and global communities.
Striving to contribute positively to the campus, local, and global communities means committing to being a proactive contributor whose community engagement reflects the goal of creating a better present and future for all.

COMPETENCY LEARNING EXPERIENCE

The Competency Learning Experience (CLE) is a student development framework within the Division of Student Affairs, focused on engaging and developing students in six targeted competencies including: Resilience, Critical Thinking, Teamwork, Leadership, Global and Cultural Competence, and Communication.

The framework provides each department in Student Affairs the tools to educate and develop students in conjunction with departmental missions and initiatives. The CLE framework is designed to prepare individuals to lead successful lives as students, citizens, and professionals, both during their academic course of study and after, with a special focus on their career success. It is grounded in research and academic study in competency- based education, and is pedagogically driven to develop students in skills and competencies that are the foundation for academic, personal, and professional success.



INTRODUCTION

As your student begins their academic journey at the University of New Haven — whether entering as a new first-year student or as a transfer student, we hope that this Parent & Family Handbook will serve as an important resource to help you guide your student through the college experience.

At the University of New Haven, we strive to help our students be the best that they can be, and, as a parent or family member, your guidance helps to foster that success. It is our hope that this Handbook will provide you with information about resources, programs, and services to help you guide your student toward academic and social success.

Please read this Parent & Family Handbook for more information about:

- Academics
- Campus Life
- Residential Life
- Student Services
- Financial Services

We believe that informed parents and family members become effective partners. As a family member, you are also a member of the University of New Haven community. Throughout the year, please visit www.newhaven.edu/families/ for more resources and information.

HOW DOES COLLEGE DIFFER FROM HIGH SCHOOL?

Since your support is important to your student's success, it is imperative to understand some of the major differences between college and high school as your student makes this important transition. Be sure to discuss these changes with your student before the academic year begins.

It is important that the lines of communication remain open throughout your student's time at the University. You know your student best and we, as faculty and staff members, will rely on you to partner with us to support your student's success.

Before your student comes to campus, talk to them about making the transition. Here are a few helpful talking points:

- You are a scholar. Take control of your own education and take advantage of all the services the University has to offer.
- Get to know your professors; their style may be different from what you are used to with your high school teachers, but they will be your single greatest resource.
- Be self-aware. Create your own support network and ask for help when you need it.
- Take advantage of all the support structures and resources the University has to offer.
- Manage your time. Plan ahead and develop a schedule that works for you.
- Challenge yourself. DO things that push you outside your comfort zone.
- Make thoughtful academic decisions: get second opinions from your academic and success advisor about your classes.
- Set goals for yourself: personally, academically and professionally.

Topic	High School	College
Teacher-Student Relationship	Teachers are readily available to assist students on a daily basis. They are available to provide students with information when they miss classes and often reach out to family members regarding a student's progress and success.	Professors are not usually available on a daily basis but, rather, during office hours or by appointment. Your student must reach out to their professor(s). Unlike high school teachers, professors cannot disclose to family members information regarding grades or academic performance without a signed FERPA waiver.
Classes	Students' schedules are often arranged for them. Your student may also not be responsible for knowing what it takes to graduate. In addition, textbook and class resources are often provided at little or no cost. Teachers closely monitor class attendance.	Students are responsible for designing schedules and registering for classes. Students should meet with academic advisors to learn about the requirements for graduation. Unlike high school, your student must also budget money for textbooks. Additionally, professors may not formally take attendance, but they generally know when students are there.
Studying and Grades	Teachers often tell students what they need to learn from assigned readings and how to prepare for tests. Students may need to study outside of class as little as two hours a week and hear presentations only once.	Professors often do not provide a study guide or highlight information that will be on tests and quizzes. Students are expected to read the class syllabus and all assigned material to prepare for each lecture. They also need to study at least two hours outside of class for each hour of class.
Personal Freedom	Students' time in high school is generally structured by others. Parents and teachers typically tell them what their responsibilities are and follow up with them. They also monitor and, if necessary, correct students' behavior.	Students are now in control of their time. They take responsibility for what they do and do not do. In addition, they are now responsible for their own decisions and the consequences.
Motivation	Teachers, parents, and peers typically motivate high school students. Most of a student's day is spent in a controlled environment, facilitating the completion of schoolwork and class attendance.	Students must become their own motivators. They are now responsible for asking for help when they need it, talking with tutors, utilizing academic resources, attending class, and completing assignments on time.

<p>Academic Counseling & Guidance</p>	<p>Teachers and school counselors often discuss a student’s performance and intervene when necessary to help keep a student on track. Teachers and families help establish boundaries and set rules for high school students to follow.</p>	<p>College students make their own decisions and are responsible for getting help when they need it. They must rely on their own judgment to make decisions, as their families and professors are not always there to guide them.</p>
<p>Health and Wellness</p>	<p>Parents and family members often take a very active role in scheduling medical examinations and appointments. Students are often driven to and from appointments. High school medical personnel communicate with parents and guardians regarding their student’s health or emotional well-being.</p>	<p>Students are responsible for learning basic wellness skills and scheduling appointments. Students are required to keep track of medication. HIPAA* requires a student’s written permission for parents or guardians to receive medical information.</p>

**HIPAA – Health Insurance Portability and Accountability Act*

POLICIES AND COMMUNITY STANDARDS

It is important to note the levels of confidentiality that must be upheld at the University by law. The Family Education Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA) dictate what information can be shared with parents and family members. Your student is the best source of information, and frequently asking about academic, personal, and conduct standing at the University will help you to feel comfortable and connected.

FERPA

One of the most significant changes family members experience when sending a student to college is the difference in privacy standards for educational records. The University of New Haven is subject to a federal law called the Family Educational Rights and Privacy Act (FERPA) that sets privacy standards for student educational records. The impact that this policy has on the ways in which the University can communicate with parents and families can be confusing, but we hope to answer your questions here:

What educational records are kept private because of FERPA?

The definition of “educational records” under FERPA is broad. In fact, with few exceptions, all student educational records are protected by FERPA. Educational records are defined as “those records that are directly related to a student and are maintained by an educational agency or institution or by a party acting for the agency or institution.” Some examples of educational records include your student’s grades, transcripts, housing assignments, and most disciplinary files. FERPA does not cover counseling or medical records, but other policies, such as HIPAA, mentioned below, do.

Is there a waiver that my student can sign so I can have access to records?

For those students who wish to allow educational records to be disclosed and/or discussed with a parent, guardian, or any third party member, a Release of Education Records Form must be completed online. New students will complete the FERPA waiver as part of their Road Map. Returning students will be prompted on how to complete the waiver through myCharger.

In order for others (parents, grandparents, etc.) to discuss a student’s tuition account with the One Stop Shop staff, a student must provide permission by registering those individuals to be authorized payers via ePay which can be accessed on myCharger at mycharger.newhaven.edu and clicking on the ePay icon.

How can I make sure that University-related bills are sent to me?

The University of New Haven fully complies with the provisions of FERPA and with its statements on policies and procedures. Students must complete the Authorized Payer section via ePay. Students may add up to five authorized payers on their ePay account. Your student (and any authorized payer) will

receive an email notification when a bill is ready to be viewed. Once someone is an authorized user, that person will have access to the tuition bill in ePay.

As a parent or guardian, will I be notified if my student is placed on academic probation?

The best source of information about a student's academic performance is always your student. Information about grades and academic standing is provided directly to your student. Make sure to check in with your student regarding how classes are going. Getting into this habit is the best way to stay informed. Students are frequently reminded of their academic progress through Starfish. Students receive feedback from their faculty members and their success advisor through Starfish, so your student should check it frequently and respond when necessary.

Will I be notified if my student is treated at Health Services or sees a counselor at the Counseling Center?

In most cases, no. State laws prevent the University from sharing student health information with third parties, including parents. As partners in your student's success, we encourage students to keep parents and families informed. There are, however, exceptions to this rule. If counselors determine that a student poses an imminent danger to him/herself or others, a family member may be notified, as appropriate.

Will I be notified if my student is subject to disciplinary action?

The Dean of Students Office is a great resource for questions regarding the University's conduct protocol. Although federal law prohibits the release of a student's involvement in the conduct process without a signed FERPA waiver, staff members are always available to discuss general information about the process.

Where can I learn more about FERPA?

The U.S. Department of Education is a great resource. To learn more about FERPA policies and regulations, please visit www2.ed.gov/policy/gen/guid/fpco/ferpa/parents.html.

ACADEMICS

COLLEGES AND DEPARTMENTS

The University has six undergraduate colleges and schools — the College of Arts and Sciences, the College of Business, the Henry C. Lee College of Criminal Justice and Forensic Sciences, the Lyme Academy College of Fine Arts, the School of Health Sciences, and the Tagliatela College of Engineering — as well as the Graduate School. Each college is headed by a dean, responsible for the planning, implementation, and evaluation of the school’s academic programs. Most degree programs are offered by academic departments administered by department chairs.

Under the direction of the dean, the faculty members within a school determine which courses will be offered and when, course content, grading standards, and requirements for the majors offered; they also determine the advising system.



Dean
College of Arts and Sciences
Dr. Elizabeth Beaulieu Ph.D.



Dean
College of Business
Brian Kench, Ph.D.



Dean
Henry C. Lee College of Criminal Justice and Forensic Sciences
David Schroeder, Ph.D.



Dean
School of Health Sciences
Summer Johnson McGee, Ph.D.



Dean
Tagliatela College of Engineering
Ronald S. Harichandran, Ph.D., P.E., F.ASCE

ACADEMIC RESOURCES

There are many academic resources available to your student. Below, you will find descriptions of these resources, locations (if applicable), and how they can provide support to your student.

Academic Peer Mentors (APMs)

Academic Peer Mentors (APMs) serve as an academic support system for students as they face new challenges and concerns during their first year of college. APMs are trained to point first-year students to faculty members and other academic support professionals on campus; they also help students develop important study skills, such as time management, reading, and note-taking. Most APMs live in the residence halls and work directly with the Center for Student Success and the Office of Residential Life to bolster students' academic skills and prepare them for the years ahead. There is also an APM assigned to commuter students who do not live in the residence halls.

Advisors

A faculty advisor can help a student design a program to meet their goals, create a comprehensive course schedule, and satisfy their academic needs. All students have assigned faculty advisors. Department offices can let students know who their advisor is or assign them a new one. Students must meet with their advisor at least once a semester for preregistration to review their selection of courses.

Center for Learning Resources (CLR)

Email: CLR@newhaven.edu

Phone: 203.932.7215

Location: Marvin K. Peterson Library

Hours:

M: 12-7:30 p.m.

T: 12-7:30 p.m.

W: 12-7:30 p.m.

R: 12-7:30 p.m.

Fri-Sun: Closed

The mission of the Center for Learning Resources (CLR) is to provide University of New Haven students with complimentary tutoring in nearly a thousand University of New Haven courses. Computer lab support is available for all students. Students are encouraged to make appointments online; however, they may also drop in. Students can schedule appointments through the CLR's page on MyCharger. The CLR consists of:

The CLR Consists of:

- The Computer Lab
- The Math, Science, and Business Lab
- The Undergraduate/Graduate Peer Tutoring Program
- Workshops
- Supplemental Instruction
- Humanities and Social Sciences Lab

Peer Tutoring Program

All student tutors are undergraduates specializing in the courses that they support. Undergraduate student tutors primarily work with students on 1000- and 2000-level courses in and related to their major/majors. Student tutors are a great resource as they have taken the same classes that you are taking, often with the same professor(s). Therefore, they are prepared to give you the inside scoop on what you need to do, and how you should do it, to succeed in the course. Our student tutors are situated around campus, typically in areas associated with their department. Therefore, you will find the Engineering tutors in the Buckman Hall 1st Floor Study Lounge, the Fire Science tutors in the Fire Science 1st floor lounge of Echlin Hall, and so forth. Students are strongly encouraged to make an appointment with a tutor, but will be seen on a first-come, first-served, walk-in basis.

Center for Student Success (CSS)

Email: CSS@newhaven.edu

Phone: 203.479.4584

Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.

Location: Maxcy Hall, Room 106

www.newhaven.edu/academics/academic-support/center-for-student-success/index.php

The mission of the Center for Student Success is to familiarize students with the multitude of resources available on campus and to help students achieve their educational, social, and personal goals. The CSS helps your student get connected by providing one-on-one advising, offering one-credit Foundations for Success courses, linking incoming student to mentors, hosting programs and workshops, referring students to campus resources, keeping students up-to-date on relevant events and information, and by providing a place to study, use computers, and meet with friends.

The CSS staff can help students with time management, note-taking, study strategies, test taking, learning how to use Degree Audit, understanding University policies, establishing GPA or academic success goals, and goal setting beyond college.

HONORS PROGRAM

The mission of the Honors Program is to help students become inquisitive thinkers who possess the skills necessary to ask profound questions, to recognize and respect diverse perspectives, to solve complex problems, and to express their vision creatively and persuasively to others. Honors courses emphasize inquiry, interdisciplinary problem solving, and the effective expression of ideas. The program culminates in the honors thesis, a year-long research, service, or creative project on a question or problem chosen by the student. Every graduate of the Honors Program will have demonstrated the ability to work independently in their chosen field.

The Honors Program brings together a very special group of students – highly motivated, intellectually curious, and eager to talk about what they’re learning. You’ll have plenty of stimulation in talking with your fellow Honors students, both in class and after class. The Honors Program also sponsors events throughout the academic year, when you’ll go far afield and broaden your cultural horizons together.

First-year honors students can become even more immersed in the honors community because they are eligible to live in the Honors Living Learning Community, where they have their own floor in one of our on-campus residences. Long talks into the night, help with homework just a few steps away, and shared trips and activities are just some of what you can look forward to.

Information Technology

Located in Echlin Hall, the Office of Information Technology coordinates all computing, networking, and telecommunication services for all constituents of the University of New Haven community. The department is organized into several sub-components in order to provide service-specific assistance.

Technical Support

Blackboard

For technical support regarding assignment submissions, attachments, basic navigation of Blackboard, or test taking or submissions, students may contact:

Email: blackboard@newhaven.edu or amacdougall@newhaven.edu

Phone: 203.932.7054

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

Campus Card

For lost ID cards, replacements, printing fund support, ChargerCash, or residence hall access support, students may contact Campus Card:

Email: ccard@newhaven.edu

Phone: 203.932.7062

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

Location: Campus Store

Student Technical Support

For assistance with basic computer repairs, connecting to the University network, myCharger, Banner, or student email, contact Student Technical Support:

Email: studenttechsupport@newhaven.edu

Phone: 203.932.8324

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

Location: Campus Store

For more information, students may log in to myCharger and visit the Information Technology page.

Library

The Marvin K. Peterson Library includes three floors of quiet study space, a Digital Commons, Library Café, group study rooms, comfortable seating, stacks, and reference areas. It has iMacs, desktops, iPads, high-speed black and white printers, a color printer, and scanners. Wireless networking is available in all areas of the library. The library is open 24 hours a day just before midterms and finals.

FREQUENTLY ASKED QUESTIONS – ACADEMICS

How do most students determine their schedule?

At summer orientation (SOAR), new students receive their first-semester schedule and can make adjustments with the help of the Center for Student Success staff. Returning students work with their academic and/or success advisor each semester to develop a schedule.

What is the average size of most classes?

The University has a student-to-faculty ratio of 16:1, with an average class size of 22 students.

Is it common for students to study abroad?

With an international satellite campus in Prato, Italy, it is common for many students to study abroad during their time at the University. The historic city of Prato offers University of New Haven students an authentic Italian cultural experience. Prato, the second largest city in the region, is just 20 minutes from Florence and one hour from Pisa by train.

Is my student required to have a computer with a printer?

Although having a computer is not required, it can be very helpful and convenient for students, especially first-year students. Many students find having a laptop to bring to class to be extremely helpful. However, the University has a number of computer labs on campus with the software your student will need to succeed.

How often should students speak with their instructors?

If your student is going to miss a class because of illness or a family emergency, it is a good idea to let the professor know. Additionally, if students need extra help or have questions, professors are a good resource. University professors are available through email and have office hours on campus at least once a week. To schedule an appointment with a professor, your student will need to email their faculty member directly.

Do students usually confide in their family members about their academic records?

Setting up an open line of communication with your student at the beginning of the academic year is a good place to start. Because of FERPA, the University cannot share your student's educational records; therefore, your student is the best source of information regarding academic standing.

How does my student qualify for the Honors Program? Transfer students?

Students may enter the Honors Program either as an incoming first-year student or at the conclusion of their first year of study. Incoming first-year students with exceptional high school grade point averages

and strong SAT scores will be invited to apply to begin the Honors Program in their first year. Students currently at the University and transfer students who have completed at least 24 credit hours with a cumulative grade point average of at least 3.3 are invited to apply to enter the Honors Program as sophomores.

CAMPUS LIFE

ACCESSIBILITY RESOURCES CENTER (ARC)

Email: AccessibilityResCtr@newhaven.edu

Phone: 203.932.7332

Fax: 203-931-6082

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

Location: Ground Floor, Rear of Sheffield Hall

The Accessibility Resources Center (ARC) provides comprehensive services and support that promote educational equity and ensure that students are able to participate in the opportunities available at the University of New Haven.

The Accessibility Resources Center office includes testing rooms for alternative test locations, extended time exams, and distraction-limited settings. The office is also equipped with a general use computer lab with word processing software, including spell check and grammar check, as well as Text-to-Speech and voice recognition software.

The Accessibility Resources Center also provides services that include the following:

- Coordinating classroom accommodations, such as extended time for exams, use of a tape recorder, calculator, and notetaker
- Arranging physical access to classrooms and other facilities
- Coordinating modified housing/dining, including air conditioner and emotional support animal (ESA) requests
- Coordinating auxiliary aids, such as sign language interpreters, readers, scribes, FM systems, and e-textbooks
- Assistance during course registration
- Examination proctoring
- Providing executive functioning skills training, including study skills, time and organization management, test anxiety management, and learning styles training
- Academic progress monitoring and support
- Coaching and limited tutoring services
- Assistive technology training

Frequently Asked Questions – ARC

What is the parent disclosure policy for a student with a disability?

The parent/family member of a primary or secondary school student with a disability is an essential participant in school decisions about that child's disability-related needs. However, when that student enters the University, the parent/family member no longer participates directly in the institution's decision-making process. The parent/family member may continue to offer the student advice and support; however, the student becomes solely responsible for communicating with University personnel about disability-related matters. Accessibility Resources Center (ARC) staff members understand the difficulty of this role change and welcome the opportunity to offer support and provide general policy information. Parents, however, are not recognized by the Accessibility Resources Center as a surrogate for the student in matters related to the student's disability accommodations and services. Accessibility Resources Center personnel will not discuss the following with the parent or family member of a student unless the student is present during the discussion and has signed a release of information form:

- the contents of a clinician's report or other documentation of disability
- the status of the disability documentation review process or the results of that process
- a student's accommodation needs, approved disability accommodations or utilization of such accommodations, or the status of a student's request for accommodations and services
- a student's academic progress

When appropriate, the student receives detailed written communication from the ARC concerning these matters. Parents and legal guardians are encouraged, therefore, to request information directly from the student.

My student signed the FERPA waiver. What does this give me access to?

If your student has completed the online release, your student has given the ARC permission to discuss with you information related to your student's disability, including remediation efforts in the presence of your student. Students are encouraged to share information regarding grades and academic progress directly with parents. We do not share hard copies of documents relative to the student's file. This release form is only available for the student to complete in person at the Accessibility Resources Center. The student also has the right to revoke this permission to release information at any time.

What are the rights and responsibilities of a student with a disability at the college level?

A student with a disability has the right to equal access to education, programs, and services offered by his or her university. The student also has the responsibility to advocate for equal access.

How can a student obtain accommodations for a disability?

A student who wishes to request accommodations for a disability must submit a written request for accommodations or services by completing and signing our [student intake form](#) and returning it to the Accessibility Resources Center, along with appropriate recent documentation of his or her disability. A request from a parent, legal guardian, clinician, school official, or another third party cannot be accepted in lieu of a direct request from the student.

When should a student submit documentation for accommodation(s)?

Ideally, a student should submit documentation and an intake form to the Accessibility Resources Center immediately following submission of the acceptance deposit to the University of New Haven, but not later than July 1 (for fall students) or January 1 (for spring students). Although the Accessibility Resources Center accepts documentation at any time, submitting these documents by the aforementioned deadlines will minimize any delay in receiving appropriate reasonable accommodations, ensuring enough time to determine the student's eligibility and to meet with the student to affirm appropriate reasonable accommodations. Submitting documentation after the deadlines may delay appropriate accommodations, and students should be aware that reasonable accommodations are not retroactive. Reasonable accommodations are effective starting from when the student properly notifies a faculty member by providing a Verification of Disability/Request for Accommodations letter.

What should I expect to happen after my student submits the documentation and intake form for accommodation(s)?

Once documentation of a disability is received by the Accessibility Resources Center, it is reviewed to determine eligibility for reasonable accommodations. If incomplete, the student will be notified of any missing or incomplete documentation that the Accessibility Resources Center will need in order to complete this review. Eligible students will be scheduled for a welcome interview to complete their accommodation process during the first few weeks of classes. When students have attended the welcome meeting, they can begin utilizing reasonable accommodations.

How do I know which accommodation(s) my student will be receiving at the University of New Haven?

Accommodations are provided for students who are enrolled at the University of New Haven and have registered with the Accessibility Resources Center. When students pick up their Verification of Disability/Request for Accommodation letter to give to faculty members, they will receive a copy of the letter for their records. The letter outlines which reasonable accommodations the student is receiving. Parents/family members can discuss this information with their student after the intake meeting, or ask their student for a copy of the letter.

How can a student receive modified housing or dining accommodations?

The University of New Haven strives to provide the best housing and dietary arrangements to suit the particular needs of students. A variety of housing and dining options currently exist for that purpose, but the University recognizes that there are circumstances in which specific requests and accommodations may need to be considered. The policy on Modifications to Housing and Dining was created for that purpose. Students in need of modified dining options, specific types of rooms (e.g., single room, double room), access to specific facilities or equipment within a room (e.g., bathroom or cooking facilities, roll-in or transfer showers), or use of alternatives due to a medical condition (e.g., air conditioning) should complete Modified Housing/Dining requests by July 1 (for fall semester incoming students) and by January 1 (for spring semester incoming students). Requests for modifications are carefully evaluated by the 504/ADA/FHA Committee. Dates for returning students will be communicated directly to the student via email or myCharger.

Can a parent/family member receive or view a copy of a student's file or documentation?

The Family Education Rights and Privacy Act of 1974 (FERPA) applies to education records at all levels of education: primary, secondary, and postsecondary. Under FERPA, parents have the rights to these records until the student is 18 years old. When the student reaches age 18 or attends an institution of higher education, regardless of age, FERPA rights transfer to the student. At the postsecondary level, eligible students have the right to inspect and review the student's own education records maintained by the University of New Haven (including those maintained in the Accessibility Resources Center). Eligible students can submit a written request to any office which holds education records to view — in the presence of an appropriate staff member — the records maintained within that office. This right is not extended to parents or guardians at the postsecondary level.

Who at the University of New Haven will know that a student has a disability?

Only those persons at the University of New Haven who have a legitimate need to know will receive select information related to the accommodations, disability, or diagnosis of the student. Students receive a Verification of Disability/Request for Accommodations letter, which they must provide to faculty members. The letter informs faculty members of the student's approved accommodations, but does not disclose student's disabilities. Although students do not have to disclose a disability to anyone other than the staff of the Accessibility Resources Center in order to receive accommodations, students with certain disorders such as diabetes, epilepsy, or POTS may wish to notify faculty or staff members in case of a medical emergency.

Does anyone check in periodically to see if a student is adjusting properly?

The University of New Haven has many offices that monitor the progress of students; this varies from student to student, depending on a student's involvement on campus. For example, Athletics monitors student-athletes' progress.

The following applies to the Accessibility Resources Center:

- First-year students who have participated in the D.R.E.A.M. Orientation will have received a mentor. The mentor will contact the student regularly throughout the semester to check in, offer assistance, and encourage the student to attend Accessibility Resources Center sponsored events and utilize the department's available services.
- Students and mentors are encouraged to keep in touch beyond the first semester.
- The Accessibility Resources Center monitors the academic progress of all first-year students who have registered with the office through the use of the Starfish Alert system. Struggling students will be contacted and asked to schedule an appointment to review their progress with a learning assistant. Any student can schedule a meeting to go over reports. Students can request to be monitored in this way beyond their first year.
- All students registered with the Accessibility Resources Center can, and are encouraged to, schedule regular meetings with learning assistants. It is the student's responsibility to schedule and attend these meetings. While Accessibility Resources Center staff members (including mentors and learning assistants) make every attempt to contact a student, it is ultimately the responsibility and choice of the student to utilize the services, and to schedule and attend meetings. The ARC cannot require a student to come into the office.

Who can help if a student is struggling/doing poorly in classes?

We encourage parents or guardians to support and encourage their student to seek help when adjusting to life as a college student. Parents and guardians may recommend the following resources to their student:

- Encourage your student to contact the Accessibility Resources Center to schedule an appointment with a learning assistant who can tutor, assist with study skills, time management, and organization techniques.
- Encourage your student to visit professors during office hours and ask for clarification of the class material.
- If students feel overwhelmed and would like to take on a lighter course load, encourage them to discuss this with their advisor or the director of the Accessibility Resources Center. (Students do need to take a minimum of 12 credits to remain full-time, but initially may be taking more than

the minimum.) The University allows eligible students to take on a reduced course load while allowing them to remain full-time.

- The University of New Haven's Center for Learning Resources, which offers tutoring, is available to all students. The Center for Student Success offers academic skill development and academic coaching. Encourage your student to connect with these offices for additional assistance.

While it can be upsetting for parents or family members to learn that their student is struggling academically, the University cannot require a student to utilize the above services upon a parent's request. Accessibility Resources Center staff members are aware of the difficulties a parent may go through during this time, and welcome the opportunity to offer advice and general information to parents. Staff members can help parents of students with disabilities to better support and guide students, helping them to become productive, capable, and successful college students. While Accessibility Resources Center staff members (including mentors and learning assistants) make every attempt to contact and reach out to a student, it is ultimately the responsibility and choice of the student to utilize the services and schedule and attend meetings. The ARC cannot require a student to come into the office or utilize services.

How can a parent or family member help prepare a student for the transition from high school to college?

Although many of the responsibilities that parents and guardians once assumed will now be the student's responsibility, parents of students with disabilities can still play a key role in the student's transition from high school to college. In order to be of assistance during the transition process, parents can do the following:

- Know and understand the differences between receiving accommodations or services for a disability in high school and in college.
- Encourage your student to register with the Accessibility Resources Center, where students will be guided through the process of obtaining reasonable accommodations.
- Encourage your student to take responsibility for academic concerns and limitations, and to not be afraid to ask for or accept help.
- Help your student to both acknowledge a disability and to know and understand the limitations that stem from it. In other words, help your student to come to terms with the disability and its limitations. The more self-aware students are, the better they will be able to know how to access and use appropriate resources.
- Let your student know that a visit to the Accessibility Resources Center does not mean a commitment. Students are in control of their own academic careers. Remind your student that

civil rights means the right to refuse any accommodation, but it also means that students ought to fully inform themselves when making decisions.

SPIRITUAL LIFE & CAMPUS MINISTRY

Phone: 203.931.6040

Location: 308 Harugari Hall

Marty O'Connor, University Chaplain

The Office of Spiritual Life & Ministry provides students, faculty, and staff members with opportunities to develop and express religious ideas and values. The office serves as a clearinghouse on matters of religious services, programs, and enrichment opportunities that are available in the communities surrounding the campus. The Dean of Students Office oversees the Campus Ministry Office as well as the spirituality program offerings and the Prayer and Meditation Space which is located in Ruden St. Building 15 on the ground level. The Meditation and Spirituality Center has a dedicated space for students of the Muslim faith. There are separate prayer rooms for men and women and foot-washing stations for convenient ritual washing. Students are invited to learn more about their personal beliefs as well as the beliefs of our Charger community members through programs, meditation, registered student organizations and other campus-wide initiatives.

CAREER DEVELOPMENT CENTER (CDC)

Email: CareerDevelopmentCenter@newhaven.edu

Phone: 203.479.4858

Hours: Monday – Friday, 8:30 a.m. – 5:30 p.m.

Location: Bartels Student Activity Center 103

The Career Development Center (CDC) provides complete career development services, resources, programs, and guidance to students. Staff members are focused on helping students to explore potential major and career options, connecting them with resources to learn about careers, preparing students for experiential opportunities, helping students learn from and leverage their experiences into marketable skills, and guiding them through the internship, job, and graduate school processes.

Frequently Asked Questions – CDC

What career development assistance does the University of New Haven offer to students?

The University of New Haven has a full-service, comprehensive Career Development Center (CDC) that assists students with all aspects of career development.

We work with students in finding the right major and career path, conduct educational programs to inform students about career types, job market conditions, and the various paths to success; additionally, we prepare students for experiential opportunities through one-on-one coaching, résumé and cover letter preparation, interviewing practice, and identifying opportunities. The CDC also holds career fairs, networking events, on-campus interviews, and recruiting events. It maintains alumni contacts and helps prepare students for graduate school. The friendly, knowledgeable, and student-focused staff members work closely with students to develop an individual career action plan that will lead to lifelong career success. Through our peer career advisors, a group of students trained to provide career assistance to their fellow students, career assistance is available in the residence halls, classrooms, library, and other locations around campus, including during evenings and weekends.

My student is having trouble selecting a major. Can the Career Development Center help?

The Career Development Center has the resources to assist students with choosing a major or an academic course of study. Our experienced career advisors work individually with students to identify areas of interest and strength, and have conversations to begin focusing on academic programs that match. Your student can take the online FOCUS Career Assessment System, a computer-assisted career guidance system that will suggest potential career areas to explore based on interests, abilities, personality, and values. It is always recommended that your student meet with a career advisor after completing the FOCUS to discuss results and compose a plan for follow-up action. We also offer a one-credit course every fall semester called “Discovering Majors and Careers” that guides students through the major selection process with weekly class meetings, career assessment activity, career exploration assignments, and conversations to illuminate major and career choices for each student. The University recently became the first in the nation to utilize an algorithm-based candidate matching system that allows employers to connect with students with the majors, skills, and qualifications they seek, creating significant engagement opportunities for students with our employer partners.

What types of connections to local and regional employers does the University have?

The Career Development Center partners with local, regional, and national companies and organizations in for-profit, not-for-profit, and government sectors to ensure that there are opportunities for students in every major. The primary focus of these relationships is to build the on-campus recruiting program that directly connects employer partners with students for internship and job opportunities. Each year, the University hosts more than 300 organizations on campus for recruiting purposes, posts more than 1,500 jobs and internships, brings alumni back to campus to connect with students, and partners with faculty members to develop contacts for students. The Career Development Center hosts several events designed to connect students and employers, including three major annual on-campus career fairs, employer information sessions, on-campus interviewing, networking events, seminars, and professional development workshops, all free of charge for students.

My student needs help finding an internship. Is there any assistance available?

Assistance is available through the University's employer and alumni connections, on-campus recruiting programs, career fairs, and the hundreds of internship opportunities posted to the job posting site, Charger Link. Aside from direct connections, Career Development Center staff members employ a variety of techniques to teach students how to locate positions in their fields of study, as well as companies in which they are interested. Students also find internships through their academic departments, with support from the CDC.

My student needs a résumé. Are there resources available?

The Career Development Center assists with résumés by offering students opportunities to attend résumé-writing workshops. Students may also submit their résumés online for review and meet with a career advisor to learn how to build an effective résumé from scratch. Additionally, the Career Development Center partners with faculty members across campus to conduct in-class résumé workshops, working with staff members, student groups, Athletics, and other programs to integrate résumé building and career development. CDC staff members have experience reviewing résumés in all degree programs, staying abreast of employer preferences and feedback to ensure that students are successfully conveying their experiences and skills to employers in a format that produces results.

Does the University of New Haven offer assistance with interviewing?

The Career Development Center has several resources available to students to help them learn and master interviewing skills. Students meet with a career advisor to learn the strategies behind a successful interview and begin practicing. Staff members will review important interviewing questions and conduct a mock interview, so students get immediate feedback on their performance. Additionally, the Career Development Center offers an online mock interview system which allows students to record themselves answering questions and to submit the videos for review by CDC staff members. Our Peer Career Advisors work with student clubs and organizations to provide interview training and workshops. Through collaborations with several academic programs, students participate in professional mock interviews in which employers and alumni come to campus to conduct mock interviews for students, providing a hands-on simulation with immediate feedback for students.

Is there any assistance available to my student who is looking to apply to graduate school?

The Career Development Center helps students begin the graduate school application process by providing information on how to research graduate and professional schools, exam preparation resources, personal statement reviews, and general application tips. The CDC, in collaboration with several departments on campus, hosts an annual Graduate School Week with a series of events, workshops, and information sessions to help students understand the graduate school application process, write their personal statements, become acquainted with admissions requirements and

exams, and learn how to finance graduate school. The CDC also collaborates with pre-law and pre-med faculty advisors to address specific student professional program application needs. Faculty members also serve as valuable resources for students to learn about graduate school and identify programs that match their career and academic goals.

CENTER FOR STUDENT ENGAGEMENT, LEADERSHIP AND ORIENTATION (CSELO)

Email: csele@newhaven.edu

Phone: 203.479.4582

Hours: Monday – Thursday, 8:30 a.m. – 6:00 p.m. Friday 8:30am – 4:30pm

Location: Bartels Hall, Level 4

The Center for Student Engagement, Leadership and Orientation is responsible for initiating programs, activities, and services which serve the educational, social, and cultural needs of the University community. The office works cooperatively with the Undergraduate Student Government Association (USGA), Graduate Student Council (GSC), Evening Student Council (ESC), and other recognized student organizations to coordinate and plan programs. It also serves as the primary administrative liaison and advisor to the USGA, media, and Greek organizations. Many major University programs are also coordinated through this office, including annual events such as Charge In, Welcome Week, Homecoming, Family Day, Spring Weekend, Senior Week, the Commencement Ball, and many others.

Frequently Asked Questions – CSELO

Is there a list of recognized student organizations?

The Center for Student Engagement, Leadership and Orientation recognizes more than 200 Recognized Student Organizations (RSO). Students can access a full list of Recognized Student Organizations by visiting Charger Connection, which can be found in the MyCharger portal. Please encourage your student to explore Charger Connection as a way to find out about events happening on campus. Each recognized student organization has its own page on Charger Connection with information on meeting times, organization contact information, and upcoming activities.

How can my commuter student get involved?

All programs, events, and recognized student organizations are open to all residential and commuter students. We encourage commuter students to make the most of their college experience by participating in on-campus events, joining a recognized student organization, staying on campus to utilize resources, and stepping out of their comfort zone to meet new people. If your commuter student is on campus for class, encourage your student to remain after class to see what programs and events are available.

What leadership opportunities are available for my student?

Take Charge is the University of New Haven's leadership program that provides experiential opportunities to explore concepts, develop skills, and acquire knowledge. The experiences challenge students to be more critically, globally, and socially aware community members. There are various programs offered for students interested in leadership development:

- **Beginners' Understanding of Individual Leadership Development (BUILD)** is a one-semester, not-for-credit course that introduces first-year students to leadership theory and concepts through interactive assignments, discussions, and case studies. This course is only offered to first-semester, first-year students.
- **The Certified Leader Program (CLP)** is a curriculum-based experience that provides students the opportunity to develop their leadership skills through participation in a variety of activities, workshops, educational programs, and lectures and by identifying leadership roles on campus. There are six certificates available, based on the six areas of the Competency Learning Experience (CLE) that employers have identified as essential skills for prospective job seekers: Leadership, Teamwork, Critical Thinking, Global & Cultural Awareness, Resilience, and Communication. Students interested in enrolling or learning more can email TakeCharge@newhaven.edu.
- **The First Year Leadership Experience (FLEx)** is a two and a half day off-campus retreat exclusively for first-year students who want to get a jump start on their leadership skills before the fall semester. Incoming first-year students must pre-register for FLEx during the prior summer.
- **The Take Charge Program Series**, bi-monthly programs developed by student leadership interns, addresses various leadership topics or current events. Students can check Charger Connection or their University email for a schedule of the upcoming workshops, lectures, discussions, and activities offered as part of the series.

How does my student apply for leadership positions (i.e., Orientation Leader, Resident Assistant, Building Manager, etc.)?

Applications for various leadership positions are emailed to students via their University of New Haven email account; they are also available on Charger Connection. Most applications will be available in the spring semester. Students interested in a specific leadership position are encouraged to reach out to the office overseeing the position.

What are the benefits of joining a Greek organization?

Joining a fraternity or sorority enhances a student's experience at the University of New Haven by making them part of a brotherhood or sisterhood, honing leadership skills, encouraging academic

success, and promoting philanthropy and community service efforts. Students who join a fraternity or sorority often feel as if they have found a home away from home. After graduation, students have access to alumni networks to support their post-college transition.

How and when can my student join a Greek organization at the University of New Haven?

Recruitment is the process by which a student shows interest in a Greek organization. Recruitment takes place throughout the year and includes information sessions, open houses, and individual chapter events. The University has deferred recruitment, which means that all students are eligible to join a Greek organization after they have completed 12 credit hours at the University of New Haven.

What are the qualifications for joining a Greek organization at the University of New Haven?

The University requires that all new members have a minimum cumulative GPA of 2.5 and have passed 12 University of New Haven credit hours. Individual Greek chapters may also have standards of membership, such as higher GPA requirements, required community service hours, and leadership involvement.

Will joining a Greek organization cause my student's grades to suffer?

The Greek life community at the University of New Haven strives for academic excellence. Chapters offer academic assistance to their members, providing monitored study hours and peer tutoring. Each chapter has GPA requirements that apply to both incoming and active members.

How much time does it take to be involved in a Greek organization?

When students join a Greek organization, they will participate in a period of orientation during which they learn about the history and values of the Greek organization. Each Greek organization also has weekly chapter meetings, fundraising events, community service programs, and educational programs. Students will learn time management skills to help them balance their multiple responsibilities.

What is the University's policy against hazing?

As per University policy, hazing is any action taken or situation created which produces mental or physical discomfort, embarrassment, harassment, or ridicule. The University of New Haven has a strict no hazing policy. Before becoming a new member of a Greek organization, all students will attend an anti-hazing workshop to learn about hazing, how to spot hazing, and how to report hazing.

How can I be supportive as my student joins a Greek organization?

We hope that you will learn as much as you can by asking your student questions before and during the process of joining a Greek organization at the University of New Haven. Many Greek organizations

provide written statements concerning activities, finances, and policies; students should be encouraged to read this information on the chapter's national website. Many of the Greek organizations also host family events, and you are encouraged to participate with your student to gain insight into the experience.

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

Phone: 203.932.7333

Hours: Monday – Friday, 8:30 a.m. – 6:00 p.m.

Location: Sheffield Hall, Ground Level

Counseling and Psychological Services (CAPS) offers a range of free services to assist students with resolving personal difficulties that may interfere with their academic, social, or vocational functioning. These issues may include, but are not limited to, interpersonal distress, depression, anxiety, trauma, suicidality, sexual assault, and discrimination. CAPS staff members are licensed clinical psychologists and counselors who provide confidential individual psychotherapy, group psychotherapy, and crisis intervention. A licensed psychiatrist provides psychiatric services and medication management. CAPS staff members also host programs on topics that affect the University community, sometimes in collaboration with University staff, faculty, and student groups.

Frequently Asked Questions – CAPS

How can my student schedule an appointment with CAPS?

Students can make an appointment by calling 203.932.7333, or by visiting the CAPS office on the ground level of Sheffield Hall.

The counseling center can be reached by phone at (203) 932-7333. It is possible to leave a message at that number, and it is also possible to reach a counselor on an urgent basis. You can also email the director any non-urgent communications via email at cbanderson@newhaven.edu, but please note that email is not a confidential medium.

What types of difficulties do students bring to the Counseling Center?

There are many issues that students bring to the Counseling Center:

- Troubling moods (e.g., depression, anxiety, and stress)
- Persistent difficulties in adjusting to university life
- Relationship problems
- Grief over any type of loss

- Substance use
- Other personal or emotional concerns

What services does the Counseling Center provide?

There is no charge for counseling or psychiatry appointments. Costs of filling prescriptions are the responsibility of the student/family. Services include:

- Brief counseling for individuals and couples
- Substance abuse groups
- Consultation
- Assistance with referrals to community resources
- Crisis interventions

I'm noticing changes in my student. When is the right time to suggest visiting CAPS?

We encourage students to visit CAPS before their concerns become so overwhelming that they begin to interfere with academics, relationships, work, and other important pursuits. Your student may not think his or her issues are pressing enough to warrant counseling, however, encourage your student to inquire. Often, students receive help from as little as one session. It is best for your student to visit and determine whether or not further treatment is needed than not to inquire at all.

CAPS strives to offer these services in an atmosphere that is welcoming and comfortable for all students, regardless of race, gender, ethnic background, age, sexual orientation, citizenship, or physical status.

How can I support my student who may be interested in counseling?

The best thing that you can do for your student is to encourage your student to go and talk to someone. There is often a negative stigma associated with going to counseling or seeking help during times of need. However, all types of students talk to counselors; some on a weekly basis, others once or twice a month. As a partner in your student's success, encouraging your student to talk to someone during times of need will play an important role in his or her academic and social success.

My student is in need of emergency assistance. What should my student do?

If you have reason to believe a student is at imminent risk for harm to self or others, please reach out to Campus Police (203) 932-7070 or 911.

DAVID A. BECKERMAN RECREATION CENTER

Phone: 203.932.2965

Hours:

Monday – Thursday: 6 a.m. – 11:30 p.m.

Friday: 6 a.m. – 10 p.m.

Saturday: 9 a.m. – 8 p.m.

Sunday: 11 a.m. – 10 p.m.

The Beckerman Recreation Center is a 56,600-square-foot student recreation center that features multi-purpose group fitness studios; weight room & fitness center; racquetball courts; hardwood activity courts (for basketball, volleyball, and badminton); a multi-activity court (for basketball, volleyball, indoor soccer, floor/roller hockey & various other activities); jogging track; juice bar; locker rooms (men’s, women’s & individual use) and lounge areas.

Programs offered:

Intramural Sports, Club Sports, Group Exercise, Personal Training, Massage Therapy, Wellness Events, Adventure Recreation, Team Challenge, and Student Employment.

DINING SERVICES

Phone: 203.932.7185

Location: Bartels Hall, Level 1

University Dining Services consist of the Marketplace Food Court, Jazzman’s Brew and Bakery, The Charger Cafe, Moe’s Southwest Grill, Re-Charge (C-Store), NRgize Lifestyle Café, Wow Café, Food on Demand (FoD), and University Catering, located all around the campus.

Campus Meal Plans

Platinum Unlimited

\$2,955/semester \$5,910/year

This plan includes unlimited swipes at Marketplace daily, 15 lunch swipes at Food on Demand (FoD) per semester, breakfast and dinner swipes in FoD, \$225 Dining Dollars per semester, six guest passes, and an individual birthday cake.

Gold Plan

\$2,850/semester \$5,700/year

Geared toward Food on Demand (FoD), this plan includes 19 swipes per week at Food on Demand or the Marketplace, \$275 Dining Dollars per semester, six guest passes, and an individual birthday cake.

Silver Plan

\$2,615/semester \$5,230/year

This plan includes 14 swipes per week, 15 lunch swipes at Food on Demand per semester, \$425 Dining Dollars per semester, and three guest passes.

Bronze Plan

\$2,320/semester \$4,640/year

This plan includes 10 swipes per week, 15 lunch swipes at Food on Demand per semester, \$525 Dining Dollars per semester, and three guest passes.

Senior Plan

\$1,695/semester \$3,390/year

This plan includes 7 swipes per week at either the Marketplace or Food on Demand per semester and \$525 Dining Dollars per semester.

Commuter Meal Plans

These plans are designed to meet the needs of commuter students; however, commuters also have access to the residential student meal plans listed above. You may purchase a commuter meal plan at www.newhaven.edu/CommuterMealPlan.

Charger Premium

\$1,490/semester

This plan includes \$675 Dining Dollars, 70 meals at The Marketplace, 10 Food on Demand meals, and two guest passes.

Charger Standard

\$1,185/semester

This plan includes \$575 Dining Dollars, 50 meals at The Marketplace, and 5 Food on Demand meals.

Charger Basic

\$680/semester

This plan includes \$400 Dining Dollars, 20 meals at The Marketplace, and f5 Food on Demand meals.

Charger Value

\$140/semester

This plan includes 15 meals that can be used at the Marketplace during lunch.

Frequently Asked Questions – Dining Services

What happens to my student’s Dining Dollars at the end of each semester?

Any leftover Dining Dollars from the fall semester will automatically roll over to the spring semester. Any Dining Dollars remaining at the end of the academic year will be forfeited.

How does my student sign up for or change meal plans?

To purchase or make changes to a residential plan, students may contact the Office of Residential Life, located in Bixler Hall, at 203.932.7076. Students may change their meal plans during the first week of the semester. To purchase a commuter meal plan, students may sign up online [here](#).

How fresh is the food?

All food is prepared fresh daily. Fruits and vegetables are brought in fresh each day. All “grab ‘n go” sandwiches, salads, and fruit cups are made fresh each day and only have a 24-hour shelf life. Most of the baked goods offered at the University’s dining locations are baked fresh daily.

How does the menu work?

Sodexo Campus Dining Services uses a national menu, which follows a four-week cycle. The University of New Haven makes changes to the national menu to accommodate the needs and requests of students, faculty, and staff members. Please let us know if there are menu items you would like served in addition to, or in place of, the national menu. The University’s executive chefs do their best to compose menus that will satisfy all dining guests.

Can my student use Charger Cash?

All dining locations accept Dining Dollars, Charger Cash, credit cards, and cash.

My student ran out of Dining Dollars. Can I add more?

Although you cannot add more Dining Dollars to your student’s account, Charger Cash works at all dining locations and can be used to purchase food at any location. The eAccounts page below allows

students to check their meal plan, Dining Dollars, Charger Cash, and printing balance, as well as add Charger Cash to their account. Please visit <https://newhavensp.blackboard.com/eaccounts> for more information, or to add more Charger Cash to your student's account.

My student is a commuter and is interested in a meal plan. What should my student do?

Students looking to purchase a commuter meal plan should visit www.newhaven.edu/CommuterMealPlan. Here they will find a breakdown of all options available, and they will be able to purchase their desired meal plan.

It's my student's birthday. How do students get their birthday cake?

Dining Services is happy to help celebrate your student's birthday. Your student should email DiningServices@newhaven.edu at least 48 hours in advance. Students are notified of the pick-up time and location via their University student email.

My student has dietary restrictions. What should my student do?

If Dining Services cannot meet a student's dietary needs, a student can apply to the Accessibility Resource Center for a modified meal plan. For a step-by-step guide to requesting reasonable accommodations, please visit <http://www.newhaven.edu/student-life/diversity-inclusion/accessibility-resources-center/new-students/step-by-step-guide.php>.

HEALTH SERVICES

Phone: 203.932.7079

Fax: 203. 931.6090

Hours: Monday – Thursday, 8:30 a.m. – 5:30 p.m. Friday 8:30am-4:30pm

**Last appointment taken 30 minutes before closing

Location: Sheffield Hall, Ground Level, Facing the Quad

Health Services provides care for illness and minor injuries, as well as diagnoses, referrals, and follow-up care for more serious conditions. The office, in most cases, is the primary provider of on-campus medical care for students. Health Services is also responsible for educational health programs. A weekly Women's Services Clinic provides assistance and information about gynecological care. Open to all University students free of charge, Health Services is a valuable resource for medical information and referrals to off-campus health facilities.

Student Health Insurance

All University full-time undergraduate and international graduate students are required to have health insurance and are automatically billed. The University of New Haven offers health insurance for students without private insurance. For more information about the University of New Haven's student

health insurance program, please visit the Bursar's Office webpage:

<http://www.newhaven.edu/about/departments/bursars/student-health-insurance.php>. For specific questions regarding health insurance, please contact Health Services.

Frequently Asked Questions – Health Services

Who staffs the Health Services Office?

Health Services staff members include registered nurses, nurse practitioners, part-time physicians, and a certified nurse midwife for the Women's Clinic. Registered nurses are in the office every day to see students during office hours, Monday through Friday, Prescribing clinician hours are posted on the office door daily. These hours vary; therefore, students are advised to call prior to visiting Health Services.

Do students have to pay when visiting Health Services?

Students are not charged for using Health Services. However, if medication is prescribed, the student must have the prescription filled at a pharmacy off-campus. The student is responsible for any costs or copays. Lab or x-ray procedures are billed to the student's private insurance.

Is there an overnight service for sick students on campus?

University Health Services is an ambulatory care center; therefore, it does not provide overnight services. Students who need medical care after the clinic has closed may visit one of the many urgent care or walk-in clinics in the area. If the situation is an emergency, students are urged to contact their Resident Assistant or Community Director, University Police, or call 911. The student will then be evaluated by EMS personnel and transported to a local emergency room.

Does Health Services respond to residence halls when a student is ill?

Health Services staff members do not make "house calls." If a student needs medical attention, the student must visit the clinic for care.

Can students have blood work done or x-rays taken at Health Services?

The clinic is not equipped to draw blood or take x-rays on site. Students are referred to a facility a short distance from the University for these procedures.

Can students get their prescriptions filled at Health Services?

The clinic does not have a pharmacy on site. However, there is a CVS pharmacy (independent of the University and Health Services) across the street from the University. There are also other pharmacies a short distance from the University, including Walgreens, Rite Aid, and Target.

Can parents or family members get information regarding a student's visit(s) to Health Services?

A student's visit to Health Services is confidential. Though it is understandable that parents and guardians are concerned about their student's well-being, the University cannot openly discuss anything about the student without permission from the student. In most cases, students are encouraged to give Health Services verbal permission to speak with parents and guardians. However, the decision is left to the student.

What do students do if they need to go to the hospital? How will they get there?

If a serious illness or injury occurs, an ambulance should be called for transportation to the hospital. In non-emergency situations, the student is required to obtain transportation via a friend, taxi, or transportation service. In non-emergency situations when Health Services is closed, students are encouraged to use local urgent care centers or walk-in clinics.

What information does Health Services need about each student?

All full-time students must complete the Physical/Immunization Form this form can be found on the ROADMAP or by going to the Health Services Link from the main Webpage. Students must read and complete it carefully. All students must be up-to-date on all immunizations. All required immunizations are listed on the information sheet provided with the Physical/Immunization Form. Students should make a copy for their own records. Students also need to provide Health Services with a copy of their private medical insurance card.

What medical supplies, if any, should a student have at college?

Students and their families are encouraged to make a "first aid kit" to be kept in the student's dorm room or apartment, including:

- Prescription medications (stored in a pharmacy-labeled container and secured in a locked box)
- Digital thermometer
- Adhesive bandages
- Gauze pads
- Anti-itch cream
- Reusable ice packs
- Antibiotic ointments (such as Bacitracin)
- Cold medication
- Throat lozenges

- Cough syrup
- Tylenol or Advil
- Roloids, Tums, Pepto-Bismol, or Maalox

INTERNATIONAL SERVICES

Phone: 203.932.7475

Location: 19 Ruden Street, Lower Level

Email: ISO@newhaven.edu

Hours:

Monday – Thursday: 8:30 a.m. – 6:00 p.m.

Friday: 8:30 a.m. – 4:30 p.m.

The International Services Office (ISO) advocates for and advises the international student population at the University of New Haven on U.S. immigration and visa-related issues. The office also supports international students' success by promoting campus engagement through friendship exchange in the International Pathways Program and cultural adaptation through the International Student Success Series.

Celebrating individuals in an intercultural environment, the ISO is a center where international students can seek advice on the intersection of academics and U.S. immigration regulations, as well as social and acculturation issues. In addition, the ISO provides orientations and workshops on topics of interest such as such as employment for international students. Finally, the ISO exposes the University community to the international population through the annual International Festival, as well as a calendar of other cultural events throughout the year in order to foster global awareness throughout the University community. The overall vision of the ISO is for successful international students to accomplish their academic goals while engaging with the campus community for the cultural enrichment of all.

The three most important recommendations for international students are:

- Keep visa documents up-to-date. If either the student's passport or I-20 expires, the student is in jeopardy.
- International students may not work without proper authorization. The student's visa strictly limits employment, and working illegally is cause for deportation.
- With a few exceptions, the international student must always enroll full-time (12 credits undergraduate, nine credits graduate).

A more detailed view of international student regulations is available on the ISO webpage in myCharger.

Make sure your student communicates regularly with the ISO and that their paperwork and information is up-to-date. Students with questions or concerns can contact their international student advisor.

MYATT CENTER FOR DIVERSITY AND INCLUSION

Phone: 203.932.7427

Location: Gerber Hall, Level 1

Email: CDI@newhaven.edu

Hours:

Monday – Thursday: 8:30 a.m. – 9 p.m.

Friday: 8:30 a.m. – 4:30 p.m.

The Myatt Center for Diversity and Inclusion assists the University in promoting cultural diversity, awareness, and sensitivity throughout the campus community. Its programs, services, and activities promote cultural identity and understanding within a multicultural environment.

Staff members assist students with finding information about scholarships, internships, student leadership conferences, and other events that may be of interest to specific populations of students (i.e., women, students of color, members of the LGBTQA+ community, etc.).

The Myatt Center for Diversity and Inclusion presents activities and workshops, co-sponsoring programs with departments such as the International Services Office, the Center for Student Engagement, Leadership, and Orientation, and various student organizations.

Diversity Peer Educators

The mission of the Diversity Peer Educators program is to generate a comfortable campus climate where students can accept themselves while discovering similarities and embracing differences within the community. They strive to serve as role models, challenging stereotypes and rejecting prejudices through advocacy, education, and community building. Diversity Peer Educators work collaboratively with the Office of Residential Life to promote diversity and inclusion in the residence halls on campus through programming on topics pertaining to social justice and equity. In addition, they work to promote inclusion within the campus community at large.

Frequently Asked Questions – Myatt Center

My student is looking for information about a specific topic. Can the Center help my student?

The Center has a Diversity Resource Center offering books, DVDs, CDs, magazines, and journals with information on topics related to ability, race, gender, religion/spirituality, and sexual orientation. Recommendations are always welcome.

Is the Myatt Center for Diversity and Inclusion only for minority students?

All members of the University community, regardless of background, are welcome and encouraged to meet the director, explore the center, and attend Myatt Center for Diversity and Inclusion events.

What types of programs and events does the Myatt Center sponsor?

During the past year, Myatt Center for Diversity and Inclusion staff members have presented activities and workshops in classrooms and residence halls, co-sponsoring programs with the International Services Office, the Center for Student Engagement, Leadership, and Orientation, and various student organizations. In the coming months, the Myatt Center for Diversity and Inclusion plans to sponsor events such as guest speakers, movie nights, cultural craft nights, and poetry slams. If there is a specific event your student would like to see, please let us know.

Are there student groups which celebrate various aspects of diversity (i.e., religion, ethnicity, gender, sexual orientation)?

The University of New Haven has many clubs and organizations to choose from. Examples of student organizations include the following:

- Crusaders for Christ (CRU)
- Black Student Union (BSU)
- Caribbean Student Association (CSA)
- Cultural Greek-Lettered Organizations
- Hillel
- International Student Association (ISA)
- Latin American Student Association (LASA)
- SPECTRA, the University of New Haven's organization for trans-identified students and their allies)
- National Association for the Advancement of Colored People (NAACP)
- National Society of Black Engineers (NSBE)
- People Rejoicing in Diversity Everywhere (PRIDE), the University of New Haven's Gay, Lesbian, Bisexual, Straight Allies organization
- SPELL (Student Pagans Educating, Leading, and Learning)

RESIDENTIAL LIFE

Phone: 203.932.7076

Email: Reslife@newhaven.edu

Location: Bixler Hall, 1st Floor

Hours: Monday-Friday 8:30am – 6:00 p.m.

As you and your student will discover, college is full of new opportunities. It also comes with exciting responsibilities and decisions. One of the biggest choices students will make is deciding where they will live. We hope that students will choose to live on campus — their home in more ways than one.

Residential living at the University of New Haven offers opportunities for students to learn outside of the classroom. Students discover new passions and learn about themselves by participating in co-curricular programs and leadership opportunities and by engaging with friends and faculty members in Living Learning Communities. Living on campus fosters lasting friendships, extracurricular opportunities, and access to campus events that extend learning opportunities beyond the classroom.

RESIDENT ASSISTANTS

Resident Assistants (RAs) are specially trained to assist residential students. RAs are usually the first people students go to when students have a question or a problem. RAs plan programs and activities to help students get to know one another and build a sense of community in each residence hall.

RAs are on duty in the evenings and are available to assist their community members, should a concern or urgent situation arise. They also uphold University policies and promote an environment where students can feel safe and thrive academically and socially.

There are many ways in which students can get support from their RAs throughout the academic year. Some of the Resident Assistant responsibilities include:

- Developing and implementing recreational, social, and cultural programming in your student's living area
- Ensuring the health and safety of residential students, ensuring that their living conditions are maintained
- Acting as a resource provider for students who may be struggling academically or socially
- Hosting resource hours during the week when students can reach out with questions or concerns
- Assisting students in the transition to college life by helping develop connections between roommates and the University community

Frequently Asked Questions — Office of Residential Life

Can you give me my student's room number and phone number?

For privacy reasons, the University will not give out a student's information; however, staff members will be happy to contact your student and leave your student a message to contact you.

My student is not getting along with a roommate. What should my student do?

Your student should contact his or her Resident Assistant. The RA, in conjunction with the resident director, will help your student to navigate the conflict and mediate if necessary. The ultimate goal is to help students resolve their conflicts. If necessary, staff members may also arrange for a student to move to a new room, depending on availability.

How do students submit work orders for their rooms?

To request a repair, your student should log in to myCharger and click the Facilities icon to submit a work ticket.

What do Resident Assistants, Academic Peer Mentors, and Community Directors do?

Resident Assistants (RAs) are student staff members specially trained to assist students who live in each residence hall. RAs plan programs and activities to help students get to know each other, build a sense of community, and promote a positive feeling within the residence halls. RAs are on duty in the evenings and are available to address incidents involving University policies. RAs are a great resource for students with questions and concerns or who are looking to get more involved on campus.

Academic peer mentors (APMs) are student staff members assigned to each first-year residence hall to provide academic support and guidance to the residential community. APMs provide programs on study skills, time management, and academic exploration, receiving training through the Center for Student Success and Office of Residential Life.

Community Directors are live-in professional staff members who directly supervise RAs and APMs. They provide leadership and guidance for their residence hall community. Their offices are typically located within the residence halls.

What can my student bring to campus? What items are prohibited?

Your student can find a list of what to bring on the residential life page on myCharger. Any specific questions can be directed to the Office of Residential Life.

Can my student's younger sibling visit?

Siblings are welcome to visit for the day; however, siblings under the age of 18 are not permitted to spend the night in the residence halls. More information regarding the guest policy can be found in the Office of Residential Life section of the Student Handbook.

What are Living Learning Communities (LLCs)?

Living Learning Communities, commonly known as LLCs, are communities in the University's first-year residence areas. Students are grouped together based on majors or common interests. Each LLC works directly with a faculty advisor and an RA who plan programs, field trips, and other activities based on the theme of each LLC. For more information about LLCs, please visit:

<https://www.newhaven.edu/student-life/living-on-campus/living-learning-communities/>.

STUDENT SERVICES

BANKING SERVICES

An automated teller machine (ATM), located near the Campus Bookstore and maintained by Wells Fargo Bank, offers on-campus banking services. There are also several banks in the New Haven area, each with several locations.

ONE STOP STUDENT FINANCIAL AND REGISTRAR SERVICES OFFICE

Phone: (203) 932-7220

Location: Bergami Hall (Ground Level)

Hours: Monday – Friday, 8:30 a.m. - 4:30 p.m.

Email: OneStop@newhaven.edu

The mission of the One Stop Student Financial and Registrar Services Office is to provide a centralized and efficient customer experience while working with students and their families as they navigate the administrative processes of higher education. The office is dedicated to assisting you with your student billing, financial aid, and registration questions. For current students seeking more information about the One Stop, they can log in to myCharger.

Serving as the primary keeper of student records, the Office of the University Registrar is committed to preserving the academic integrity of the institution. The Office of the University Registrar assists in regulating the institution's policies and procedures. The Office of the University Registrar's mission is to serve all constituents in a professional, courteous, ethical, and efficient manner.

In fulfilling this mission, the Office of the University Registrar is responsible for implementing policies, procedures, and systems in support of class scheduling, registration, transfer course approval, final grading, degree auditing, maintenance of academic records, and graduation. These policies, procedures, and systems will ensure the integrity and quality of the University of New Haven's mission.

The Bursar's Office is responsible for all aspects of tuition billing, payment processing, and refunds. The Bursar's Office is located within the One Stop Student Financial and Registrar Services Office. The One Stop provides a centralized and efficient customer experience while assisting students and their families with their student billing, financial aid and registrar questions.

All billing for tuition, fees, and room and board is processed electronically through ePay, the University's online billing and payment system. Through ePay, your student can access tuition

statements, view account activity, make a payment in a secure environment, and authorize other payers to access tuition accounts. Parents and family members must have their student's permission to access tuition accounts; therefore, students must register them as authorized users. Students and authorized payers will receive an email notifying them when their bill is ready to be viewed.

To make a payment on ePay, you can use your Visa, MasterCard, Discover, American Express, debit card or a U.S. checking or savings account. Payments can also be made in person via check or cash at the One Stop or via mail

How can I view my student's bill?

All billing for tuition, fees, and room and board is processed electronically through ePay. With ePay, your student can access tuition statements, view account activity, make a secure payment, and authorize other payers to access tuition accounts. Paper statements are not produced or mailed. Students can access ePay by logging in to myCharger and clicking the ePay icon on the right.

The University of New Haven fully complies with the provisions of FERPA and with its statements on policies and procedures. In order for one of our One Stop Specialists to discuss a student's tuition account with parents or family members, students must give permission by authorizing up to five payers on their ePay account. Authorized payers will receive an email notifying them when their bill is ready to be viewed.

Authorized payers have access to the tuition bill in ePay. For more information, please visit: <http://www.newhaven.edu/about/departments/bursars/epay.php>.

What is a tuition differential fee?

Tuition differentials are additional fees associated with particular courses. These courses (usually engineering, chemistry, and computer science courses) require additional resources to operate. Tuition differential fees are noted on the Academic Schedule.

Why is my student being charged a lab fee if they're not taking a lab?

Although the course in question does not necessarily have a laboratory component, there is an additional fee required to operate the class. This fee is used to support courses requiring specialized materials and/or a specialized environment. Lab fees are noted on the Academic Schedule.

What happens if my student does not pay by the due date?

If the payment is not received by the designated due date, your student may be assessed a late fee each month equal to 1% of the unpaid balance. A financial hold may also be placed on your student's

record, restricting your student from scheduling or registering for future classes, requesting transcripts, and receiving his or her diploma.

Why is my student being charged for health insurance?

All full-time undergraduate students and all international students are automatically charged for University of New Haven health insurance. Domestic students may waive this coverage if they are already covered by another health insurance plan. Please contact the One Stop for further information regarding the waiver deadline.

The University health insurance plan is mandatory for all international students.

What if my student missed the health insurance waiver deadline?

Once the waiver deadline has passed, your student will not be able to waive coverage until the next academic year. Failure to complete the online waiver request form by the specified date will mean your student is obligated to pay for the coverage indicated on your student's account.

The loan amount that my student took to cover the account balance is more than what is needed. How and when can my student receive a refund?

If a student has a Title IV (federal financial aid) credit on the account, then a refund will be processed automatically within 14 days of the funds posting to the account. If the credit on a student's account is not a Title IV credit, then the student must complete a refund request form.

Students should monitor their ePay account. When a transaction appears on a student's account that says "Student Refund," the refund will be available the next business day after 1 p.m.

What is the quickest way to receive a refund?

Students are strongly encouraged to use direct deposit. Students can sign up for direct deposit through ePay to have refunds sent to their checking or savings account.

How can my student be considered for financial aid?

To be considered for University-awarded financial aid, all students must file a Free Application for Federal Student Aid (FAFSA). In addition, students may be required to submit appropriate tax documents as part of the application process.

How often must my student apply for financial aid?

All students must reapply for financial aid each year. No aid sources are automatically renewed, and most require that application forms be submitted by January 1 for consideration for the following academic year.

What academic requirements does my student need to meet to be eligible for financial aid?

All students receiving financial aid must be making satisfactory academic progress (SAP) and be in good academic standing in order to be eligible to receive financial aid. In other words, they must maintain a minimum cumulative grade point average (GPA) and successfully earn 67% of the total credits they attempt (called pace). At the end of every academic year, the Financial Aid Office checks students' academic transcripts to make sure that they have met these requirements and are not on academic probation. If a student does not meet these requirements, the student is not eligible to receive financial aid for the next school year.

How can students get a copy of their transcript?

Transcripts can be mailed or sent electronically. Your student's tuition account must be in good standing before a transcript will be issued.

What should be included in my student's request for transcripts?

All requests must include the student's name (and previous name[s], if applicable), University ID number, dates of attendance, signature of the student, and the student's mailing address, as well as the name of the institution or third party to which the transcript will be sent.

How does my student submit a request to have transcripts mailed?

To submit a request through the University Registrar for your student's official transcript, please click the following link to download a Transcript Request Form:

<http://www.newhaven.edu/resources/documents/academics/registrar/transcript-request-form.pdf>).

Detailed information is available on the form. Transcripts processed through the University are free of charge and will be processed within 3-5 business days. Transcripts will be mailed to the address provided.

How does my student submit a request for expedited services or request an electronic version of transcripts?

For expedited services or to request an electronic version of transcripts, your student may submit a request online at www.credentials-inc.com/CGI-BIN/dvcgitp.pgm?ALUMTRO001397. The University of New Haven has retained Credentials, Inc. to accept transcript orders over the internet. If you are uncomfortable placing an order over the internet, students may call Credentials, Inc. at 847.716.3005 to place the request. There is an additional operator surcharge for placing orders over the telephone. Please keep in mind that there will be additional fees for this option in order to meet the desired time frames.

CAMPUS BOOKSTORE

Phone: 203.932.7030

Students visit the Campus Bookstore, located near the campus center, to purchase required course textbooks and academic supplies. Operated by Follett Higher Education Group, the Campus Bookstore also provides a full line of University of New Haven-imprinted clothing and merchandise, greeting cards, candy, stamps, gifts, and school and residence hall supplies. Information regarding the return of books is posted in the Campus Bookstore. It is open weekdays year-round and on most weekends from 12–3 p.m. during September and January. Hours are posted on the front door at all times. For your student's convenience, hours are extended at the beginning of each semester. The Campus Bookstore accepts checks, Charger Cash, Visa, MasterCard, American Express, and Discover. To order textbooks and merchandise online, please visit the bookstore's website: www.bkstr.com/newhavenstore/home.

STUDENT EMPLOYMENT OPPORTUNITIES

Location: Bergami Hall

Hours: 8:30 a.m. – 4:30 p.m.

There are a number of ways for students to gain valuable work experience while earning a few extra dollars to pay the bills and enjoy campus life. Opportunities for students to work include:

Federal Work Study is awarded to full time, registered students who demonstrate financial need as determined by their FAFSA. Eligible students are able to select from a wide range of positions including jobs in Residential Life, Athletics, and various Administrative offices. Students also have the option to work off campus in a Community Service capacity. Generally, students work between 6-8 hours a week but can work a maximum of 20 hours per week. Currently students are paid the minimum wage set by the State of Connecticut. Students are not permitted to work in multiple Federal Work Study positions.

Institutional Student Employment (Non-Federal Work Study) is offered by individual offices and departments to registered students. Non-Federal Work Study students are paid on a weekly basis and may work up to 20 hours per week. Students with multiple jobs are still held to the 20 hours a week maximum.

Students can look on ChargerLink on myCharger for job postings. If students experience problems or have questions, please have them contact the Payroll Office at payroll@newhaven.edu.

UNIVERSITY OF NEW HAVEN POLICE DEPARTMENT

Emergency Phone: 203.932.7070

Non-Emergency Phone: 203.932.7014

Location: Campus Bookstore, Lower Level

The University of New Haven Police Department is a fully sworn, accredited police department responsible for providing 24-hour police services to help ensure the personal safety and security of all University students, faculty and staff members, and guests.

The department provides services similar to those provided by local police departments, enforcing local, state, and federal laws on campus. The department investigates all incidents that are discovered or reported. Students and their families are encouraged to report any incidents to the University of New Haven Police Department at the earliest time possible.

The department comprises 20 sworn positions, and all officers have been fully trained through the State of Connecticut Police Officers Standards and Training Council Academy and have full arrest powers. Police authority is granted by state statute through the Mayor of the city of West Haven. Officers patrol campus in marked police cruisers, on foot, and on mountain bicycles. We encourage all officers to "reach out" to students and create opportunities for casual dialogue. Additionally, six certified dispatchers staff the office to handle radio and telephone communications and assist the many students and staff who visit the department.

The University of New Haven Police Department has a commitment to community based policing through its practice and philosophy. Community policing is based on strong geographical and partnership components. Each patrol officer has an [assigned residence hall](#) or group of housing units. Officers are encouraged to familiarize themselves with the Office of Residential Life (ORL) staff and the resident students of their assigned area.