

*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](http://www.newhaven.edu/studenthandbook)



University of New Haven

# PARENT & FAMILY HANDBOOK



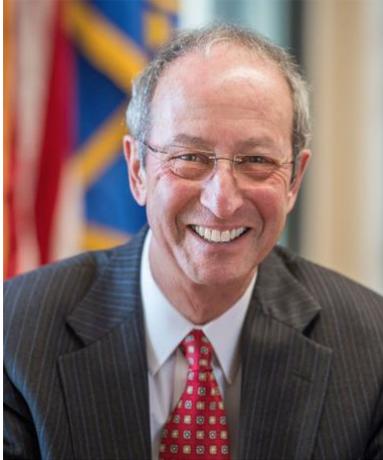
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# WELCOME

## 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

The Office of the Dean of Students would like to welcome you to the University of New Haven Community! Our commitment is to provide an integrative co-curricular learning experience for students. Therefore we would like to provide you with resources to help you navigate the different learning opportunities we offer to your students.

The Parent and Family Handbook is a valuable resource with information about the services, programs, and learning experiences available to students. The University of New Haven has a significant obligation to develop a community of learners and create an environment that is supportive, diverse, and inclusive. As you continue to embark on this academic journey with your student, please connect with any of the key staff members listed in the handbook if you have questions or concerns.

Your student is about to begin one of the most important experiences of their life. They will face different choices, with most of them offering positive transformative skills. We also understand that there will be expected and unexpected challenges that will test their resilience and even yours. Remember the wisdom you have shared with them, the decisions you have helped them make, and the values and virtues you have instilled in them. These qualities will guide them through the years ahead as they discover and be empowered to meet and exceed the challenges as active Chargers in shaping the future of our world.

Sincerely,

Ophelie Rowe Allen, Ed.D

A handwritten signature in black ink that reads "ORAllen". The letters are cursive and somewhat stylized.

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 support our students in being the best that they can be. 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/](http://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 because navigating change can be difficult.

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. A collaborative approach to your student's success is valuable

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.

We know the transition from high school to college can be challenging. University staff members are available to support your students as they navigate these changes.

Topic	High School	College
<b>Teacher-Student Relationship</b>	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.
<b>Classes</b>	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.
<b>Studying and Grades</b>	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.

<b>Personal Freedom</b>	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.
<b>Motivation</b>	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.
<b>Academic Counseling &amp; Guidance</b>	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.	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.
<b>Health and Wellness</b>	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.	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.

*\*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 students’ 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](http://mycharger.newhaven.edu) and clicking on the ePay icon.

### **How can I make sure that University tuition 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 payer, 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](http://www2.ed.gov/policy/gen/guid/fpco/ferpa/parents.html).

## How does my student update their Academic and Disciplinary Contacts?

Students will be prompted on their myCharger page to update their contacts. Students will have the opportunity to select one or more contacts for their academic and/or their disciplinary records or not select any contact(s) at all.

# 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.



**Interim Dean**  
**College of Arts and Sciences**  
Dr. Michael Rossi 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 and second year of college. APMs are trained to connect 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.

## ***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](mailto:CLR@newhaven.edu)

**Phone:** 203.932.7215

**Location:** Marvin K. Peterson Library

### **Hours:**

M-Th: 9:30 AM-10:00 PM

F: 9:30 AM-2:30 PM

Saturday: CLOSED

Sunday: 3:00-10:00 PM

**Note: in Fall 2020 all tutoring sessions will be provided online through Zoom.**

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. Students can schedule appointments through the CLR's page on MyCharger through the EAB Navigate system.

The CLR consists of:

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

## **Our Labs**

The Computer Lab, Math, Science, and Business Lab, and the Humanities and Social Sciences Lab are staffed by both Peer and Professional Tutors. All of our Peer Tutors have taken the classes they support; all of our Professional Tutors have advanced degrees and university teaching experience. We encourage students to shop around and find a tutor with whom they "click." We also encourage students to visit us early and often, as research shows that students

who seek out tutoring early in the semester and commit to regular tutoring sessions enjoy more academic success than their non-tutored peers.

### **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. Students are strongly encouraged to make an appointment with a tutor as immediate online appointments cannot be guaranteed.

### **Learning Assistant Program**

In the Fall 2020 semester, the CLR will inaugurate a Learning Assistant (LA) Program in select Math, Chemistry, Physics, and Engineering courses. Learning Assistants are undergraduates who have already taken the course(s) they are supporting. In addition to meeting every week with their lead faculty members, LAs also attend a weekly one-credit pedagogy course. They work in the classroom under faculty supervision to help students working in small active learning teams, and they also work in the CLR as Peer Tutors for those students who need help outside of class.

### **Center for Student Success (CSS)**

**Email:** [CSS@newhaven.edu](mailto: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](http://www.newhaven.edu/academics/academic-support/center-for-student-success/index.php)

Note: in Fall 2020, the majority of CSS appointments will be held online through Zoom. Students can make appointments by calling 203-479-4584 or through the EAB Navigate link on the CSS homepage in myCharger.

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 academic peer mentors, hosting programs and workshops, helping students navigate university policy and procedures, 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 Center for Student Success (CSS) works with all undergraduate and graduate students to provide a seamless continuation of support services throughout a student's time at the University. CSS Success Advisors assist first-year students in getting acclimated as they make the transition from high school to college, connecting them to the resources necessary for their success. Success Advisors challenge upper-class students to further and more deeply explore connections between their majors and career interests and to continue to develop positive and meaningful relationships with faculty members. Success Advisors advocate for students as they seek to resolve issues and concerns related to their academic careers. They challenge and support students to explore all avenues available to them to get the most out of their education.

## **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

### *Canvas*

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

**Email:** [amaccdougall@newhaven.edu](mailto:amaccdougall@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](mailto: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](mailto: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 Library has both a physical facility and a strong online presence and service model.

REFERENCE SERVICE	DESCRIPTION	RESPONSE TIME	AVAILABILITY
<a href="#">24/7 Reference Service from Altarama.com</a> (Ctrl & Click to follow link)	Chat session with a professional librarian	Immediate	24 hours a day, 7 days a week
The services below are available during these days/times Mon-Thurs - 9:30am-10:00pm Friday 8:30am-4:30pm Saturday 9:00am-5:00pm Sunday 2:00pm-10:00pm			
 (Ctrl + click to follow link)	Instant Chat with a University of New Haven Librarian	Immediate	Available during the times listed above
By appointment: Zoom virtual reference or phone	For in-depth one-on-one assistance for a research project or paper, contact the Reference Department by completing the <a href="#">Research Consultation Form</a> (Ctrl & Click to follow link)	Within 2 working days, but probably sooner.	Appointments to be scheduled during the hours listed above
Email	Send us your question in an email message to <a href="mailto:LibraryHelp@newhaven.edu">LibraryHelp@newhaven.edu</a> . (Ctrl & Click to follow link)	Within 2 working days, but probably sooner	You may e-mail us anytime, but we will send responses during the hours listed above
<a href="#">LibGuides</a>	Guides prepared by the librarians to assist students in utilizing the resources available through the Library both in-house and electronically.	Immediate.	Online 24/7

The Marvin K. Peterson Library includes three floors of quiet study space, an Information Commons, Library Café, four 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's upper level is a quiet study floor with individual carrels for students to conduct research and study. The Library's lower level allows for collaborative work space so students can work in groups to prepare presentations, work on assigned problems in engineering or and major projects.

The Library's main level has the Information Commons, Library Café, and Information Desk where staff are available to help students charge out books, DVDs, educational games, and course reserve materials assigned by their professor. This is also where students can obtain assistance from a professional librarian in effectively utilizing databases and other resources for their course work and research assignments.

Assistance is available to use the scanners, printers, and computers. Highly trained IT student workers with backgrounds in computer science and technology aid in using the computers, printers, and software programs available in the Library's Information Commons.

The Library's physical collections of print books, U.S. Government documents, journals in various formats, and games are currently around 47% with the other 53% of our collections available electronically in the form of full-text databases, academic e-books, academic e-journals, e-U.S. Government Documents, data sets, and other materials. Access to these collections is through the [Library site in MyCharger](#).

## **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. The program is suspended until the threat of the pandemic has subsided and it is safe for students to go abroad.

### **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](mailto:AccessibilityResCtr@newhaven.edu)

**Phone:** 203.932.7332

**Fax:** 203.931.6082

**Hours:** Monday – Thursday, 8:30 a.m. – 7:00 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 Information 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 information form to the Accessibility Resources Center immediately following submission of the acceptance deposit to the University of New Haven, but not later than August 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 Welcome Interview, 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 are accepted at any time, but should be submitted by the 1<sup>st</sup> of any month for that month's meeting. New students should submit requests no later than 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 (9 – 11 credits) 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](mailto:CareerDevelopmentCenter@newhaven.edu)

**Phone:** 203.479.4858

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

### **COVID-19 Implications**

The Career Development Center will continue to engage with students virtually and in-person (with limitations) in all areas of career development. Career workshops and appointments will be offered via Zoom and our large-scale Career Expo will be held virtually on Wednesday, September 16<sup>th</sup>, 2020 from 1:00-5:00 p.m. The Center will continue to host smaller-scale employer engagement opportunities via virtual methods such as Zoom information sessions and interviewing events.

Our employer relations team continues to work with employers to promote job and internships to University of New Haven students. In addition to recruiting events, students can create a profile in our career management system, ChargerLink, and be matched to opportunities based on major and career goals. The Center stays informed of hiring trends to best serve University students during the pandemic.

### ***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, understanding 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. 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. Additionally, the University utilizes 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 on ChargerLink, via myCharger. 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 in a variety of ways. Students may request to meet with a staff member to review a resume in person, submit online via ChargerLink and/or attend a resume writing workshop. 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 can meet with a career advisor to learn the strategies behind a successful interview and begin practicing. Staff members will review important interviewing questions with students and conduct a mock interview to obtain 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 also collaborates with faculty advisors to address specific student professional program application needs. Faculty members serve as valuable resources for students to learn about graduate school and identify programs that match their career and academic goals.

## **How does my student find an on-campus job?**

All on-campus jobs, including Federal Work Study, are posted in ChargerLink. Students can browse opportunities and apply as indicated in the job posting.

## **CENTER FOR STUDENT ENGAGEMENT, LEADERSHIP AND ORIENTATION (CSELO)**

**Email:** [cseelo@newhaven.edu](mailto:cseelo@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), 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 150 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?**

The University of New Haven's Take Charge Leadership program mission is to provide experiential opportunities to explore concepts and develop skills in a co-curricular environment. Students are challenged to become more critically, globally and socially aware community members through the incorporation of the six Competency Learning Experience (CLE) areas into their collegiate experience: Leadership, Teamwork, Critical Thinking, Global and Cultural Awareness, Resilience and Communication. There are various programs offered for students interested in leadership development:

**Beginners' Understanding of Individual Leadership Development (BUILD)** is a one-semester course that introduces first year students to leadership theory and concepts through interactive assignments, discussions and case studies. The class meets once a week for one hour and fifteen minutes. If you are interested in enrolling for the Fall or Spring, please email [takecharge@newhaven.edu](mailto:takecharge@newhaven.edu).

**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, speakers and by holding leadership roles on campus. There are six certificates available to earn 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 can get more information and enroll by contacting [takecharge@newhaven.edu](mailto:takecharge@newhaven.edu).

**The First Year Leadership Experience (FLEx)** is a two and a half day program exclusively for first year undergraduate students who want to get a jump start on their leadership skills.

Through activities and workshops, participants will build friendships with other new students, develop skills, and explore concepts pertaining to the six Competency Learning Experience (CLE) areas: Leadership, Teamwork, Critical Thinking, Global and Cultural Awareness, Resilience, and Communication. The experience is facilitated by professional University faculty and staff, outside speakers, and upper class students who serve as mentors to participants in small groups. Interested students may apply to one of two distinct cohorts, each with a unique theme: **FLEx Adventure** or **FLEx Connections**. Incoming first-year students must pre-register for FLEx during the prior summer.

**Leadership Day** is a one day on-campus conference style experience developed by the Student Leadership Interns for students to explore various facets of leadership focused on a specific theme.

**The Take Charge Program Series** is a monthly series of programs developed by Student Leadership Interns that 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, Student Leader Interns, 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 prospective members have a minimum cumulative Grade Point Average (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. – 4:30p.m. (Available remotely until 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. All services will be offered remotely via secure, HIPAA-compliant platforms until further notice. The sole exceptions are first-time appointments with psychiatry and crisis presentations.

### ***Frequently Asked Questions – CAPS***

#### **How can my student schedule an appointment with CAPS?**

Since we are staffed on campus minimally for emergencies, students should make an appointment by calling 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](mailto: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 contact 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

The University Dining Services consists of the Marketplace Food Court, Jazzman’s Brew & Bakery, The Charger Café, New Coffee shop (To be named), Re-Charge (C-Store), NRgize Lifestyle shop (on line only), Wow (World of Wings), FöD, (Food on Demand) and University Catering.

Dining Services offers “online ordering” and a “delivery menu” thru the Grubhub app to all concepts but the Marketplace.

You can find dining facilities all around campus. Comments and suggestions are welcome.

**The Marketplace (Bartels Campus Center)**

- Deli Favorites
- Creamery
- Pizza, Pasta and More

- Beach Grill
- Vegan / Vegetarian Station
- Home town
- Simple Serving (Allergy Free)
- My Zone (Gluten Free options)
- Salad Bar
- Tex Mex Station
- BAD – Breakfast all day station
- Cold Beverages

**Jazzman’s Brew & Bakery (Bartels Campus Center)**

- Gourmet Coffee, Cappuccino and Espresso
- Fresh-baked Muffins, Scones and Pastries
- Sandwiches, Salads and Snacks
- Cold Beverages

**The Charger Café (Peterson Library)**

- Starbucks Coffee, Tea and Espresso
- Baked Goods
- Salad and Sandwiches
- Cold beverages

**The New Coffee Shop (To Be Named) (Bergami Center for Science, Technology, and Innovation)**

- Starbucks Coffee, Tea and Espresso
- Baked Goods
- Salad and Sandwiches
- Cold beverages

## ***Campus Meal Plans***

### **Charger Pride: First-Year Student enrollment in Charger Pride is required**

#### ***\$3,050 per semester***

- 21 Swipes per week at The Marketplace or Food on Demand
- 6 guest passes per semester
- 1 Swipe=\$7 (At Wow or Moe's-Dinner Only)
- Individual Birthday Cake
- \$250 Dining Dollars per semester

### **Charger Gold**

#### ***\$2,935 per semester***

- 16 Swipes per week at The Marketplace or Food on Demand
- 6 guest passes per semester
- 1 Swipe=\$7 (At Wow or Moe's-Dinner Only)
- Individual Birthday Cake
- \$325 Dining Dollars per semester

### **Charger Blue**

#### ***\$2,600 per semester***

- 11 Swipes per week at The Marketplace or FoD
- 3 guest passes
- 1 Swipe=\$7 (At WoW or Moe's-Dinner only)
- 3 guest passes
- Individual Birthday Cake

- \$675 Dining Dollars per semester

### **Senior Plan: Available to residential Seniors only**

#### ***\$1695 per semester***

- 7 swipes per week at The Marketplace or FoD
- \$525 Dining Dollars per semester

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](http://www.newhaven.edu/CommuterMealPlan).

### **Green Plate**

#### ***\$1,550 per semester***

- 80 swipes per semester at The Marketplace or FoD
- 6 guest passes per semester
- 1 Swipe=\$7 (At WoW or Moe's-Dinner only)
- Individual Birthday Cake
- \$675 Dining Dollars

### **Gold Plate**

#### ***\$1,225 per semester***

- 60 Swipes per semester at The Marketplace or FoD
- Individual Birthday Cake
- \$575 Dining Dollars per semester

## **Blue Plate**

### ***\$725 per semester***

- 20 Swipes per semester at The Marketplace or FoD
- Individual Birthday Cake
- \$400 Dining Dollars per semester

**Resident Students** can choose from Charger Pride (required for first-year students), Charger Gold, Charger Blue, or the Senior Plan (for senior students, only). Resident students sign up for or change their meal plan via myHousing during the room selection process. Resident students have a one-week grace period at the start of each semester to login and change their plan one time. For more information about resident student dining options, please contact the Office of Residential Life at [ResLife@newhaven.edu](mailto:ResLife@newhaven.edu).

**Commuter Students** can sign up for any of the meal plans listed on this page. Please allow 24 hours for the plan to be added to your student's Charger Card and 36-48 hours to be added to the student billing statement. Please note that commuter students must sign up for a meal plan each semester.

**Guests** joining us for breakfast, lunch and dinner will be charged a door rate of the following:

Breakfast: \$8.25

Brunch: \$11.25

Lunch: \$11.25

Dinner: \$11.25

### **Meal Equivalency**

Available at Moe's Southwest Grill & WoW

Monday-Friday, 4:30 pm - 7:30 pm

Saturday-Sunday, 4:30 pm - 7:30 pm

Meal Equivalency allows for a \$7.00 credit towards a meal during the times stated. If the total meal price is greater than \$7.00 then the remaining money will come out of dining dollars.

## ***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](http://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](mailto: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. 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 fulltime 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**

### **Changes for the for the Coming Year Fall 2020 – Spring 2021 - Due to COVID-19 Virus**

In the past students were able to just walk into the Health Services to ask a question, see a provider or drop off paperwork. Due to the COVID-19 Virus, and CDC and Public Health advisement, all students will need to contact the Health Services via phone at (203) 932-7079 during regular office hours. The student will be connected to a triage nurse for discussion of their medical concern, issues or etc. Dependent on the issue, the student may have a telehealth or in-person visit with a prescribing clinician. Health Services is taking every precaution to keep students who need to visit the office safe and protect their health and well-being. Anyone who believes to be having a medical emergency should contact University Police at (203) 932-7070 or dial 9-1-1

#### **Who staffs the Health Services Office?**

Health Services staff members include registered nurses, nurse practitioners, part-time physicians, 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 department. Health Services will provide follow-up with the student once back on campus.

#### **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.

### **Does Health Services Administer Allergy Injection?**

Health Services DOES NOT administer allergy injections. Should your student need to have them administered you should contact an Allergist Office in the surrounding area to discuss your students' needs and appointment partnering.

### **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 students must complete the Health History/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 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. **\*\* PLEASE NOTE** there are some students who need to provide

an actual completed medical physical from their Private Physician. They are Varsity Athletes and Students in Health Sciences Programs (the physical form is part of the whole health packet).

### **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 (different sizes)
- 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
- Hand Sanitizer
- Multi-purpose surface cleaner
- Face Covering (washable or disposable)
- Other medical item(s) they may use

**We strongly urge all student to obtain an Annual Flu Shot early this year – Vaccines are usually available starting in September, check with your Primary Care Provider, Local Pharmacies who administer vaccines, Local Urgent Care Center and also check with Health Services regarding clinics**

## INTERNATIONAL SERVICES

**Phone:** 203.932.7475

**Location:** 19 Ruden Street, Lower Level

**Email:** [ISO@newhaven.edu](mailto: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 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](mailto: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](mailto: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, as well as 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. A list of prohibited items can be found in the Office of Residential Life section of the Student Handbook.

### **Can my student's younger sibling visit?**

The most updated policies and information regarding the requirements to visit campus in relation to Covid 19 can be found on the University [webpage](#).

### **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.

### **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 the Bursar's Office 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 Bursar's Office 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 account in ePay and will receive an email when a refund is being processed.

### **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.

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.

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](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](http://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](http://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](mailto: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 24/7/365 police services to 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 to include 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 the campus in marked police cruisers, on foot, and on mountain bicycles. Additionally, seven certified dispatchers work 24/7/365 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 and liaison with the Office of Residential Life (ORL) staff and the resident students of their assigned area to build relationships to enhance communication and safety campus wide.

## CAREER CLOSET AND CAMPUS PANTRY

The University of new Haven cares about its students. In response to national trend of food insecurity amongst college students and the direct impact it has on our students, staff from the University of New Haven recognized the need and developed a plan to meet that need head on. The goal of these two campus resources is to provide support to current students in need of professional clothing, non-perishable food, and health & wellness products

Email: [closetpantry@newhaven.edu](mailto:closetpantry@newhaven.edu).

**Location:** Ruden Street Building 19, Room 005.

## SUPPORT OUR STUDENTS

The mission of the Support Our Students Team (SOS) is to assist students with identifying resources and directing them to the appropriate office or individual at the University. The SOS Team, comprised of staff members from multiple departments with various backgrounds, is eager to offer guidance, support and to connect our students with the appropriate resources.