



# Quick–Reference Guide

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## **\* Academic Success Center**

Phone: 508.929.8139

[worchester.edu/academic-support-services](http://worchester.edu/academic-support-services)

The Academic Success Center (ASC) empowers students to engage in the WSU community and choose a path towards academic success. The ASC strives to facilitate student achievement through holistic advisement, timely and appropriate referrals, and well-coordinated support services.

The Academic Success Center focuses on:

- Connecting all first-year students with academic information and resources
- Advising (for first-year, transfer, and undeclared students)
- Placement testing in English, and mathematics
- Workshops for students about advising and pre-registration

### ***First Year Academic Advising***

As a first year student, at the time of your admissions deposit, you are assigned an Academic Advisor in the Academic Success Center. This advisor will work closely with you to design the first semester schedule, answer questions prior to the start of the semester, and be available to introduce the academic expectations of a college student. During the first semester, the Academic Advisor will remain in close contact with you to provide weekly emails, highlight academic requirements, and offer advice and information to any student who may be struggling. After the fall semester ends, the Academic Advisor will review fall grades and make recommendations for your Spring schedule, if needed.

In addition to the ASC advisor, you will also be assigned a faculty advisor in your major. This individual can assist you by answering questions about your major, career options, and potential internship and research opportunities.

### ***Undeclared Advising***

All students at WSU who have yet to declare a major are assigned to an academic advisor in the ASC. Advisors work closely with you to provide information and exploration opportunities across all majors at the University.

### ***Probation Registration***

All students who are on academic probation are required to register with an academic advisor in the ASC. Prior to the Advising and Registration period each semester, the ASC assigns a group of students on academic probation to each advisor. The advisor will connect with you and conduct meetings to discuss your status at the University along with course options for the upcoming semester. These interactions are built on the foundation of what will allow you to explore the best options for academic success and how you can raise your grade point average to come off academic probation.

### **\* Math Center**

[worchester.edu/sp-math-center](http://worchester.edu/sp-math-center)

The WSU Math Center provides services to enhance student learning and success in any course with mathematical content, including Business, Computer Science, Psychology, Physics, and math courses up through Calculus II. Placement test materials and preparation support are also available.

Semester hours begin the Monday of the first full week of each semester and will be published on the door of the center as well as on the website and Math Center calendar. **No appointment is needed. Tutoring is on a drop in basis by course.**

### **\* Writing Center**

Phone: 508.929.8112

[worchester.edu/sp-writing-center](http://worchester.edu/sp-writing-center)

The Writing Center, staffed by friendly student consultants, is a space where students can have productive conversations about their writing. Student writers can take advantage of 20-45 minute synchronous or asynchronous appointments. Students can schedule an asynchronous appointment by filling out a form or drop in, call, or email the Writing Center for an in-person session. All services are offered free of charge.

### **\* Financial Aid**

Phone: 508.929.8056

[worchester.edu/financialaid](http://worchester.edu/financialaid)

The Financial Aid Office assists students and their families in financing their education and ensures that students have a clear understanding of their financial aid while attending Worcester State University. To facilitate this, each student will be assigned a financial aid counselor who will work with them throughout their academic years at the University.

### **\* Bursar's Office**

Phone: 508.929.8051

[worchester.edu/sp-student-accounts](http://worchester.edu/sp-student-accounts)

The Bursar's Office is responsible for student tuition bills and accounts. Student bills for tuition can be paid online.

### **\* OneCard**

Phone: 508.929.8888

[worchester.edu/onecard](http://worchester.edu/onecard)

The WSU OneCard is the official identification card for all Worcester State University students, faculty, and staff. This convenient and flexible multi-purpose card may be used for debit transactions to purchase food, books, copies, printing, and other campus services. Parking or library fines can also be paid with the OneCard. Funds can be deposited to a student's common account online, in person, or at one of the convenient OneCard ATM machines located throughout campus. In order for a parent to deposit funds, they must know the student's school I.D number. The OneCard is now available to use in various locations off campus.

### **\* Banking Information**

In Worcester, the three most popular banks are Bank of America, People's United, and Santander Bank. There is a withdrawal-only Santander ATM located in the Student Center that accepts Yankee24, NICE, and CIRRUS cards.

If you have an account at a bank that uses SUM to avoid surcharges, there are locations close by:

- Bay State Savings Bank.....275 Mill St.
- Berkshire Bank.....11 Park Ave.
- TD Bank .....295 Park Ave.
- Webster Five Cents Savings.....266 Chandler St.
- Santander Bank.....Tatnuck Square

NOTE: All student employees of WSU, including those participating in work-study, MUST have direct deposit. Please refer to the payroll office website, **[www.worcester.edu/payroll](http://www.worcester.edu/payroll)**, for more information.

### **\* University Police**

Phone: 508.929.8044

[worcester.edu/university-police](http://worcester.edu/university-police)

University Police is responsible for the safety and security of the WSU community. The University Police provide 24-hour-a-day services throughout the calendar year by a full-time staff of 16 sworn law enforcement officers and residence hall security officers. They enforce the rules and regulations of the University, federal laws, and laws of the Commonwealth of Massachusetts.

Their philosophy and mission is to enhance the “community policing” model to all members of the campus, including students, staff, and faculty. With students’ help and prompt reporting of any suspicious activity, along with the campus police and their continued efforts to remain visible by cruisers, foot, and bike patrols, officers can minimize the dangers of crimes occurring within the community. Officers also provide crime prevention programs on various safety-related topics

The WSU Alert System provides critical information regarding campus emergencies and closings to members of the Worcester State University Community. The University strongly encourages all students, faculty, and staff to register their cell/home information in this system so they can receive important information in a timely fashion via their preferred method. Student and parents can sign up to receive emergency alerts via text message. Learn more and register at [worcester.edu/emergency-incident-information](http://worcester.edu/emergency-incident-information). The emergency verification system automatically sends alerts to your [@worcester.edu](mailto:@worcester.edu) email address.

## \* Parking and Transportation Office

Phone: 508.929.8887

[worchester.edu/parking](http://worchester.edu/parking)

The office provides services such as Commuter Parking decals and payment of fines due to parking violations at the University. Tickets issued at WSU should be paid within 21 days to avoid the ticket going to the Motor Vehicle Registry and having late fees attached to the original fine. If you wish to appeal any ticket, see the Parking Clerk as soon as possible or fill out the parking appeal form.

All members of the WSU community, including commuter students, are required to display a current parking decal. Decals should be attached to the interior lower left corner of the rear driver's side window. Campus guests must get authorization from University Police to leave a car on campus during overnight hours. Failure to do so may result in the car being ticketed or towed at the owner's expense.

**Parking for Residents:** Residential parking decals are available through our online application process. Parking decals are only issued to full-time, residential students. Also note that parking decal availability is ultimately based on the number of credit hours completed.

NOTE: First-year resident students are NOT ELIGIBLE for Resident Student Decals.

**Parking for Commuters:** Commuters will receive their parking decal via USPS mail within the week before classes begin. Decals for a second vehicle can be picked up at the Parking Clerk Office at no additional cost. Parking decals are valid from September 1st through August 31st.

## \* Residence Life and Housing

Phone: 508.929.8074

[worchester.edu/residence-life](http://worchester.edu/residence-life)

Residence Life and Housing is committed to providing residents with an inclusive living and learning experience that is conducive to achieving their educational and interpersonal goals. The Residence Halls consist of Wasylean Hall, Chandler Village, Dowden Hall, and Sheehan Hall.

Each building includes a staff of Resident Assistants (RAs) and a Residence Hall Director (RD). RAs are students who assist the housing staff in getting residents involved with WSU campus life and enforcing housing policies.

**Wasylean Hall** contains apartment-style living areas that accommodate 348 upper-class students. Apartments house 2, 4, or 6 people; each apartment is equipped with a kitchen and common area. Laundry facilities are located on the first floor. The University Police offices are in Wasylean Hall.

**Chandler Village** is an apartment-style complex that accommodates approximately 420 upper-class resident students. Apartments house 4, 8, 10, or 11 students, and each apartment includes a kitchen and common area. Bedrooms within each apartment are for 1, 2, or 3 students. A laundry room is centrally located within this complex.

**Dowden Hall** is a traditional-style residence hall that accommodates approximately 400 first-year students. Each wing has a corridor with bedrooms on both sides and a common single-gender bathroom for each wing. Bedrooms are co-ed by room, and residents share gender-specific bathrooms. While the majority of bedrooms are designed for two people, there are also a very limited number of single and triple occupancy bedrooms available. A laundry room is located on the 1st floor, along with 2 lounge areas.

**Sheehan Hall** is our newest residence hall. It houses 400 students, both first-year and upper-class students, and features the main campus dining hall with 2-story windows overlooking the John F. Coughlin Field. Each suite consists of 2 double or 4 single rooms sharing a private bathroom. In addition to housing students, this residence hall houses Health Services, the Residence Life and Housing Office, a multifunctional room, a game room, student lounges, and a communal kitchen. A small fitness center and laundry room are located on the 2nd floor.

### **\* Maintenance Concerns**

Contact: Office of Residence Life and Housing  
Phone: 508.929.8074  
[worchester.edu/reslife](http://worchester.edu/reslife)

Every room in the residence halls undergoes careful inspection for maintenance concerns before the students check-in. If by chance your student has a maintenance problem, please have them go to their MyHousing account and complete a Work Order Request. Most concerns are taken care of within 48 hours. For emergency plumbing, heating, or safety concerns, call the Residence Life office during business hours or call University Police after hours and on weekends for assistance.

### **\* Chartwells Dining Services**

Phone: 508.752.1118  
[worchester.edu/dining-services](http://worchester.edu/dining-services)  
[dineoncampus.com/WSU](http://dineoncampus.com/WSU)

WSU has eight dining facilities on campus. All dining facilities accept cash, OneCard, credit, and debit. All students, both residents and commuters, can purchase a meal plan to put on their OneCard (current resident students are required to purchase a meal plan). Students are able to make changes to their chosen meal plan during the first two weeks of classes. Dining Dollars can also be added to the OneCard, and can be used at any dining service facility on campus.



## Dining facilities:

- **Sheehan Dining Hall** is Worcester States main dining hall on campus. Open 7 days a week, including holidays and snow days, the dining location offers a variety of options to fit the needs of all students. Within Sheehan, students will find hot entrees, including dishes prepared without major allergens, soups, artisan pizzas, an action station, desserts, a large salads, a deli, all day breakfast, and a grill. Students will be able to engage in various events throughout the year including monotony breakers, holiday themed events, and our famous DIY Series.
- Located on the first floor of the Student Center, **The Food Court** is the perfect location for students looking to grab made to order dishes quickly in between classes. At this location, students will find classic deli sandwiches from Woo Street Subs, grilled favorites from Burger 508, Smoothies and Acai bowls from Smoothie Lab, Asian comfort foods from Paper Lantern and Sushi Rolls from Wild Blue. Open Monday through Friday, all stations within the food court are available for in person ordering or in our mobile app, Boost Ordering.
- **The Market** is the perfect location for students to grab sandwiches, snacks, and other small items for their late night study sessions. Located in Dowden Hall, The Market is open 7 days a week including holidays and snow days.
- **We Proudly Brew Starbucks** is located at the entrance of Sheehan Dining Hall. Offering all your favorite Starbucks beverages, students can order ahead through our Boost Ordering App or order in person.
- **Lancer's Loft**, located on the third floor of the Student Center, serves late night favorites, including burgers, chicken sandwiches, snacks, and other student favorites. Lancer's Loft is open evenings Monday through Thursday and is also available for in person and mobile ordering.
- **Dunkin'** is the newest dining location on campus, opening Fall 2022. Located on the first floor of the Wellness Center, students will be able to use Lancer Bucks, cash or credit to purchase their favorite coffee beverages, breakfast sandwiches and of course, donuts.

## **\* Health Services**

Phone: 508.929.8875

[worchester.edu/healthservices](http://worchester.edu/healthservices)

Health Services is staffed by full-time by nurse practitioners and part-time physicians. Available services include acute and routine medical care, specialty referrals, women/men's health (including gynecological exams, pap tests, pregnancy issues, STI screening and contraception), flu vaccine at a nominal fee, tuberculosis screening in select situation physical exams (athletes, Nursing, OT, CSD, Education majors clinical clearance), and hypertension screenings. Treatment is completely confidential.

Students' health history questionnaires (including immunization records) are kept on file in the office. These records are mandatory for all registered students. Health and insurance brochures are also available. Students are required to be enrolled in a health insurance program either on their own or through the school. Please refer to the Worcester State University Student Catalog and visit the Health Services website for further details. Health Services is located in Sheehan Hall.

## **\* Counseling Center**

Phone: 508.929.8072

[worchester.edu/counseling-services](http://worchester.edu/counseling-services)

The Counseling Center helps students navigate the challenges and emotional pressure that they may encounter during their time at college. Individual counseling is available to anyone seeking assistance. Specialized counseling is available for individuals who have experienced sexual maltreatment at any point in their life. The staff of the Counseling Office is also able to assist students with advising and other academic issues. Support group programs and personal growth workshops are also offered throughout the year. The Counseling Center also holds programs throughout the year to expand the University community's understanding of mental health issues faced by college students.

## **\* Student Accessibility Services**

Phone: 508.929.8733

[worchester.edu/SAS](http://worchester.edu/SAS)

Student Accessibility Services (SAS) promotes an accessible college experience for students with disabilities. The registration process is confidential, and begins with student self-identification to SAS. Accommodations and services are individually determined based upon documentation from a qualified professional, the student's self-report, and our findings during the interactive intake process. Accommodations are available to any student enrolled in one of more courses and may include academic, housing, and others as needed. SAS welcomes students at any point during their time at WSU. SAS collaborates with other offices on campus, including Residence Life and Housing and the Counseling Center, to ensure that students are supported throughout their time at WSU.

## **\* Multicultural Affairs/The Alternatives for Individual Development Program (A.I.D)**

Phone: 508.929.8049

[worchester.edu/multicultural-affairs](http://worchester.edu/multicultural-affairs)

The Multicultural Affairs Office takes a comprehensive and intense approach to increasing the effectiveness of minority, low-income, first generation college students, and provides programs for current students and well as students who are interested in attending WSU.

The A.I.D. program is an educational assistance program for students who may require support services in order to successfully complete a college degree. The program recruits students who may be either ALANA (African American, Latinos, Asian, and Native American), low-income, and/or first-generation. Services include individualized or group tutoring, study skills, career awareness, cultural enrichment, financial aid information, and counseling.

The program actively recruits students who show motivation and the desire to succeed in higher education. In order to be eligible, students must be incoming freshmen, meet minimal admissions requirements, be a Massachusetts resident, and a U.S. citizen and/or permanent legal resident.

Letters of recommendation from guidance counselors and high school teachers are needed to complete the application file. In some cases, an interview may be required.

### **\* International Programs Office**

Phone: 508.929.8305

[worchester.edu/study-away](http://worchester.edu/study-away)

The International Programs Office supports the internationalization of the WSU campus. The office strives to provide services for all students, faculty, and staff who are interested in participating, developing, and implementing academic and cultural exchange, world travel, and global understanding. The IPO offers a range of information about the National Student Exchange program and study abroad options.

### **\* Office of Student Involvement & Leadership Development**

Phone: 508.929.8073

[worchester.edu/student-involvement](http://worchester.edu/student-involvement)

The Office of Student Involvement and Leadership Development provides co-curricular opportunities to WSU students who want to enhance their overall educational experience. Coupled with their intensive academic program, programs sponsored by the OSILD allow students to explore additional interests, talents, and hobbies while better defining themselves as an individual and an emerging leader. The OSILD advises all campus clubs and organizations as well as implements a variety of leadership programs and personal growth and skill workshops. These outside-the-classroom experiences facilitated by the staff in the OSILD enable students to gain self-assurance and valuable life lessons that they can take with them when they leave WSU to pursue their future career.

## \* **Commuter Services**

Phone: 508.929.8545

[worchester.edu/commuter-services](http://worchester.edu/commuter-services)

The Commuter Services Office serves the needs of the commuter population at WSU by helping commuters establish a relationship with the campus.

The office promotes commuter participation in student life at the University and encourages commuters to get involved in extracurricular activities and organizations. Commuter-specific programs include Commuter Appreciation Week, Make 'N Take novelty events, and Commuter Socials.

Commuter Services also maintains the Living Room, an area in the Student Center that is used for commuter programming. The Living Room includes study areas, TVs, couches and lounge spaces, pool and ping pong, and access to a microwave and refrigerator.

## \* **WSU Bookstore**

Phone: 508.754.3448

[wsu.bkstr.com](http://wsu.bkstr.com)

All required course materials for classes are available at the WSU Bookstore, located in the Student Center. The Bookstore offers new, used, and rental textbooks, as well as school supplies, specialty books, and a wide variety of gifts and WSU branded clothing. Textbooks can be returned for a full refund within 10 days of the start of classes and must be accompanied by a receipt. Textbooks can also be purchased online at **[www.efollet.com](http://www.efollet.com)**. The Bookstore accepts cash, check, credit cards, and OneCard.

## **\* Career Services**

Phone: 508.929.8941

[worchester.edu/career-services](http://worchester.edu/career-services)

The Department of Career Services is not just for graduating seniors embarking on a job search for their first position after college. The staff encourages students to become familiar with, and take advantage of, their many services and resources from their first year onward. It is never too early to start gathering information about career options. The office provides students with the opportunity to explore career fields and occupations, conduct self-assessment, link career planning to academic planning, and obtain experience in a variety of professional areas while still an undergraduate—most notably, by taking advantage of internship opportunities.

Appointments with a Career Counselor are available year round and can be set up by calling Career Services.

## **\* Athletics**

Phone: 508.929.8034

[wsulancers.com](http://wsulancers.com)

Worcester State University is home of the Lancers and has 20 NCAA Division III athletic teams.

The Athletics department also manages a variety of intramural sports for WSU students. These include soccer, softball, and ultimate Frisbee. Intramural sports are open for any student to participate and vary depending on semester and space availability.

## **\* Wellness Center and Recreation and Wellness**

Phone: 508.929.8158

[worchester.edu/wellness-center](http://worchester.edu/wellness-center)

Worcester State's new state-of-the-art wellness center offers the latest in exercise and weight-lifting equipment, a wide variety of group exercise classes, an indoor elevated track, and more. Students are able to use all Wellness Center facilities for free, including classes. Past fitness classes have included barre, Insanity, yoga, Zumba, CycleFit, and more. Locker rooms are available for student use. The Wellness Center also offers both competition and multipurpose gyms and a golf simulator, and is open 7 days a week.

## **\* Campus Ministry**

Phone: 508.929.8017

[worchester.edu/campus-ministry](http://worchester.edu/campus-ministry)

Campus Ministry provides religious services, pastoral counseling, and a variety of programs aimed at the spiritual and psychological development of the University community. The ministry is located in the Campus Ministry House, behind Dowden Hall. The house is open daily and provides a quiet place to study, watch television, listen to music, cook a meal, or just relax and meet other people. Campus Ministry provides an interfaith approach to ministry with programs and services open to all students and the University community at-large.

