

WELLNESS

Counseling Services

Student Center, Room 325, Ext. 8072
[worcester.edu/counseling-services](https://www.worcester.edu/counseling-services)

- Free, confidential mental health counseling—call or email to schedule an appointment
- Individual counseling
- Crisis intervention—Same day, walk-in appointments available
- Group counseling
- Suicide prevention and response
- Sexual violence response
- Substance abuse counseling

Health Services

Sheehan Hall, 1st floor, Ext. 8875
[worcester.edu/health-services](https://www.worcester.edu/health-services)
health_services@worcester.edu

- Ensure that your records are completed to avoid delays in registration and processing
- Get help if you are not feeling well
- Ask any health-related questions

Recreation & Wellness Center

Gene J. and Julianne DeFeudis Wellness Center, Ext. 8158

[wsulancers.com](https://www.wsulancers.com)

- Explore programs like Intramurals, Group Exercise classes & the Korzec Golf Simulator
- Drop in for a workout in the Fitness Center or Open Recreation
- Check out other services like Bike & Equipment Rentals, Personal Training, and Wellness Coaching

SNAP

(Supplemental Nutrition Assistance Program)
Sullivan, Room 129A
[worcester.edu/theas-pantry](https://www.worcester.edu/theas-pantry)
UAI@worcester.edu

- Confidential, peer support
- Provides food purchasing assistance for low- and no-income students
- Get information about the SNAP program, participant eligibility, and submit applications for SNAP benefits

Thea's Pantry

Student Center, Room 345
[worcester.edu/theas-pantry](https://www.worcester.edu/theas-pantry)
theaspantry@worcester.edu

- Provides food for WSU community members in need
- A WSU OneCard is required when using the pantry
- Hours of operation are posted at the pantry and may change semester to semester. For the most up to date hours and any closings please follow on Instagram at [@wsu_theaspantry](https://www.instagram.com/wsu_theaspantry).

ACADEMIC SUPPORT SERVICES

Academic Success Center

Administration, Room 130, Ext. 8139
[worcester.edu/academic-success-center](https://www.worcester.edu/academic-success-center)

New to Woo is a workshop series hosted by the Academic Success Center. Each workshop is designed for students transitioning to college or a new college campus. New to Woo also provides weekly office hours where students can receive assistance from ASC staff to address individual needs. New to Woo will guide students through their first semester at Worcester State and provide students with specific tools and resources for success.

Math Center

Sullivan, Room 140, Ext. 8912
[worcester.edu/math-center](https://www.worcester.edu/math-center)

The Math Center services are designed to enhance your mathematical learning and success. The center serves all introductory level math courses, as well as certain courses that contain mathematical components in other departments.

The center offers free tutoring during the fall and spring semesters provided by peer tutors. Tutoring is drop-in, no appointment needed, and the schedule can be found on the Math Center website and in the Math Department.

Spanish Clinic

Sullivan, Room 302-B
[worcester.edu/spanish-clinic](https://www.worcester.edu/spanish-clinic)

The Spanish Clinic is a free tutoring service where students of any level of Spanish can practice language skills. Advanced Spanish students work as tutors to help their peers with grammar reviews, homework, conversational practice, feedback on class presentations or writing, and more.

Writing Center

Sullivan, Room 306, Ext. 8112
[worcester.edu/writing-center](https://www.worcester.edu/writing-center)
writingcenter@worcester.edu

The Worcester State Writing Center is a space where students have productive conversations about their writing with friendly, knowledgeable peer consultants.

Student writers can make in-person or online synchronous and asynchronous appointments by emailing writingcenter@worcester.edu to schedule a session.



Worcester State University Retention Office
Administration, Room 162
Phone: (508) 929-8325
[worcester.edu/retention-office](https://www.worcester.edu/retention-office)

The Retention Office at Worcester State is here to assist new and returning students overcome unforeseen obstacles. From the management of our Early Support System, Starfish, to connecting students with a Success Coach, the Retention Office is here to support students on the path towards degree completion.



WORCESTER
STATE
UNIVERSITY

FALL 2024

STUDENT SUCCESS RESOURCES



Connect with people & resources on campus for help when you're stuck

© [worcester.edu/retention-office](https://www.worcester.edu/retention-office)

ACADEMICS

Academic Success Center

Administration, Room 130, Ext. 8139
worchester.edu/academic-success-center

- Attend registration workshops during the fall and/or spring semester to prepare for course registration
- Seek information about CLEP (College Level Examination Program)
- Seek information about the Spanish proficiency test (worchester.edu/spanish-proficiency), and the FLATS testing (Foreign Language Achievement Testing Services)
- Withdraw or take a leave of absence from the University

Bookstore

Student Center, First Floor, Ext. 8591
worchester.edu/bookstore

- Buy or rent print textbooks and required digital materials
- Buy classroom supplies (for art classes go to CC Lowell; for photography class go to LB Wheaton's)
- Buy snacks and health and beauty products

Continuing Education

Administration, Room 401, Ext. 8127
worchester.edu/continuing-education

- Register for evening, weekend, summer, and winter Continuing Education schedule (pre-term)

Information Technology

LRC, 3rd floor, Ext. 8856
worchester.edu/information-technology

- Get help with your laptop repairs, hardware, software at the Laptop Repair Depot
- Get help with BlackBoard, WebAdvisor/ Student Planning or WSU Gmail
- Get your username and password reset
- Get general computer skills support
- Get help with your printing needs (OneCard required)

Library

LRC, 2nd and 3rd Floors, Ext. 8027
worchester.edu/library

- Seek research assistance from Library staff (libguides.worcester.edu/askus)
- Access authoritative resources including 350+ databases, 150,000+ journal, magazine, and newspaper subscriptions, 200,000+ eBooks, and 125,000+ books
- View tutorials and research guides developed by Library staff (libguides.worcester.edu)
- Access course materials held in Reserves Collection
- Utilize study and meeting spaces with mobile whiteboards, digital displays, and large tables

Registrar

Administration, Room 107, Ext. 8035
worchester.edu/registrar

- Update your name, gender identity, address, and telephone number
- Order official and unofficial transcripts
- Change or declare your major or minor
- Complete Add/Drop and/or Pass/Fail paperwork
- Get help with Degree Audit questions and issues
- Receive Consortium registration information
- Have an off-campus course approved
- Receive VA benefits

Student Accessibility Services

Administration, Room 131, Ext. 8733
worchester.edu/sas

- Any student with documented disabilities can request accommodations
- Disabilities include but are not limited to: mental health conditions, such as anxiety and depression; chronic health issues, such as diabetes and cancer; learning disabilities; temporary conditions (broken arm, concussion)
- Accommodations offered may cover the following areas: academic, non-academic (housing and dietary), physical access, communication access, or visual access needs

FINANCIAL

Financial Aid

Administration, Room 150, Ext. 8056
worchester.edu/financial-aid

- Find out the status of your financial aid
- Find out how to apply for financial aid at WSU for next year
- Use excess money for books, laptops, and classroom materials
- Get answers about finding a Federal Work-Study job

OneCard

Administration, Room 140, Ext. 8888
worchester.edu/onecard

- Get your School ID (OneCard)
- Add money to your OneCard online, through CMC machines around the campus, or at the office
- Freeze your account if your OneCard is lost or stolen (online, at the OneCard office, or University Police)

Student Accounts

Administration, Room 140, Ext. 8051
worchester.edu/student-accounts

- Pay your bill
- Get answers to questions about your bill
- Waive the health insurance premium
- Ask questions about student account balances

Student Emergency Fund

Student Center, Room 344, Ext. 8077
worchester.edu/student-emergency-fund

- Assists students by providing limited emergency financial support when they need assistance with unforeseen and unavoidable emergency circumstances
- Awards are not considered loans and do not require repayment

SAFETY & SECURITY

Title IX

Student Center, Room 344, Ext. 8243
worchester.edu/title-ix

- Civil Rights law
- Applies to all genders
- Handles reports of sexual misconduct, domestic/dating violence, stalking, gender-based discrimination and retaliation
- Provides support measures to all impacted individuals

University Police

Wasylean Hall, Room 102, Ext. 8911
worchester.edu/police

- Get help in case of an emergency call 8911 or 8044
- Report a crime
- Oversees lost and found items
- Parking & Transportation Office

STUDENT LIFE

Career Services

Student Center, Room 345, Ext. 8941
worchester.edu/career-services

- Get information about an academic major
- Get information about a career or occupation
- Refine your interviewing skills
- Develop a resume or cover letter
- Get assistance in finding a job or internship
- Learn about and get connected with employers
- Utilize the career clothing closet for professional attire
- Schedule a one-on-one advising appointment with a career advisor
- Get support with your graduate school application

Commuter Services

Student Center, 2nd floor, Ext. 8545
worchester.edu/commuter-services

- Connect and stay informed about upcoming activities and events
- Meet other commuter students and plan events for commuter students
- Get involved in Commuter Activities Board (CAB)

Dining Services

Student Center, 3rd floor, 508-752-1118
worchester.edu/dining-services

- Purchase a meal plan
- Learn more about campus dining

Information Desk

Student Center, 1st floor, Ext. 8731

- Receive info about campus events/ theatre tickets
- Purchase discounted movie tickets

International Programs

Student Center, Suite 317, Ext. 8835
worchester.edu/international-programs

- Inquire about F-1 and J-1 international students and scholars
- Get information about study abroad and study away opportunities

Mail Center, LRC, Room 128
worchester.edu/sp-admin-services

- Mail packages (UPS or USPS; packing provided; available to all students; requires OneCard funds)
- Pickup packages (available to all students; includes confirmation email when received)

Military Affairs and Veterans Services

Student Center, Room SC-335, Ext. 8884
worchester.edu/ma-vs

- Get connected with other veteran students
- Receive information, services, and support to assist with the transition to the campus community
- Receive access to state, federal and non-profit services

The Ombudsman for Students

Student Center, Room 344B, Ext. 8964

- The Ombudsman for Students is a specially trained, neutral third party designated to help students handle concerns.
- Listens, advises, and explores options
- Clarifies issues
- Explains policies and procedures
- Gathers information on behalf of students

- Facilitates communication
- Makes referrals to other WSU departments
- Is an independent, confidential resource to explore options

Residence Life and Housing

Sheehan Hall, Suite 101, Ext. 8074
worchester.edu/residence-life

- Learn about the First-Year Residential Experience program
- Discuss any questions or concerns about living on campus
- Submit a maintenance request for your residence hall room
- Change your resident student meal plan
- Follow up on information read in our #wooweekly newsletter

Resource Room

Student Center, Room 103, Ext. 8518

- Poster printing, flyers, banners, and photocopying; requires OneCard funds
- Transparencies and laminating; requires OneCard funds

Spiritual Life

worchester.edu/spiritual-life

- Connect with religious services & groups
- Participate in pastoral counseling
- Attend various ministry programs

Student Involvement and Leadership Development

Student Center, 2nd Floor, Ext. 8073
worchester.edu/student-involvement

- Get involved in extra-curricular activities
- Join a club or organization
- Explore Leadership Development opportunities