

Services for Students

Academic Advising

The **Academic Advising Center** coordinates the advising system throughout the Webster University network: graduate and undergraduate, on-ground and online, and faculty and staff. This office provides students, faculty and staff with information and tools to understand academic programs and policies that help students fully realize their academic and professional goals. Undergraduate students will be assigned either a faculty advisor or advisor from the Advising Center, who will assist them throughout their undergraduate journey, from the point of entry through graduation.

Contact Information:

Toll Free: 800-982-3847

Phone: 314-968-6972

Email: advising@webster.edu

Web: www.webster.edu/advising

Academic Resource Center (ARC)

The **Academic Resource Center** provides academic resources, support, advocacy, and access through relationships that empower students across the worldwide Webster University community. The ARC helps students succeed at Webster in a number of ways, including the following:

Academic Counseling is available to all students, undergraduate and graduate, throughout Webster's global system and supports student success. Academic Counseling conversations often focus on accessing University resources, goal setting, learning styles, motivation, note taking, self-advocacy, stress-relief and management, study skills, test taking, time management and more. Academic Counseling also includes work with students on Academic Probation, with low or failing grades, with grades of Incomplete, etc.; work with transfer students and students with disability accommodations; and work with conditionally admitted students, including an extensive program for students meeting the criteria for inclusion in the Transitions program. Academic Counseling is one-on-one support that provides the assistance students need when they need it.

Assistive Technology is available for students who need additional support. While many forms of assistive technology are available only to students with applicable disability accommodations, some technology and software is available to all students. Kurzweil 3000, a program that assists students with reading and writing, is an example of free software that is available to all students, undergraduate and graduate, throughout Webster's global system.

Disability Accommodations are available through the ARC, and Webster University considers admission, financial aid, program, and activity applications without regard to disability. The Academic Resource Center's Academic ADA Coordinator helps St. Louis and online students with documented physical, psychological, medical, and/or learning disabilities obtain the accommodations they need to have equal access to information and equal opportunity for program success. At extended sites and international campuses, the site director or a staff designee assists students with disability accommodations. Please see the section titled Services for Students with Disabilities for more information about disability accommodations.

The ARC's **Testing Center** proctors rescheduled tests with an instructor's approval, accommodated tests, MBA prerequisite waiver exams, language placement exams, and various other

exams. Appointments should be made at least 24 hours in advance of the requested testing time.

The **Tutoring Program** provides a pool of capable tutors who are available to work one-on-one or in small groups with students to help them achieve greater confidence, independence and success as learners. Individual peer tutoring is available by appointment for both short-term "catch-up" work and ongoing support. Online tutoring services are available to students worldwide. To access these services, log in to WorldClassRoom (Canvas) and open any course shell. In the course, click on NetTutor in the left-hand course menu. Then, select the subject or group area most appropriate. For questions or further assistance, click on the Help icon in WorldClassRoom and select the Peer Tutoring Request Form.

The **Writing Center** provides a friendly, welcoming place where writers receive one-on-one coaching in order to become independent writers and demystify the writing process. Trained coaches help students through the process of writing a paper. Information about how to schedule appointments as well as about online resources and helpful writing tips may be found on the ARC website (www.webster.edu/arc). The Online Writing Center draws on a group of writing experts to offer writing coaching to students unable to meet face-to-face. Papers may be submitted by visiting the Resources link in WorldClassRoom and selecting Writing Assistance or by following the instructions on the Online Writing Center's website accessible through www.webster.edu/arc. NetTutor also provides writing support to all students worldwide. To access NetTutor, log in to WorldClassRoom (Canvas) and open any course shell. In the course, click on NetTutor in the left-hand course menu.

Contact Information:

Phone: 314-246-7620

Email: arc@webster.edu

Web: www.webster.edu/arc

Facebook: <https://www.facebook.com/websterARC>

Services for Students with Disabilities

Webster University considers admission, financial aid, program, and activity applications without regard to disability. The Academic Resource Center's **Academic ADA Coordinator** helps St. Louis and online students with documented physical, psychological, medical, and/or learning disabilities obtain the accommodations they need to have equal access to information and equal opportunity for program success. At extended sites and international campuses, the site director or a staff designee assists students with disability accommodations. The ARC's Academic ADA Coordinator supports extended sites and international campuses, as needed and requested, in assisting their students.

While Webster University does not provide diagnostic learning disability testing, faculty or staff members who suspect a student may have a disability should contact the Academic ADA Coordinator (or the appropriate site/campus representative) for consultation. Students who are concerned that they may have a disability may also make arrangements to discuss resources and psychoeducational testing referrals. Students with short-term disabilities (e.g., a broken leg) may also arrange temporary accommodations by contacting the Academic ADA Coordinator (or the appropriate site/campus representative).

Students with documented disabilities should contact the ARC to arrange for appropriate accommodations to ensure equal

Services for Students

access to Webster's programs and activities. Assistive technology consultation for Kurzweil 3000, Dragon Naturally Speaking, ZoomText, JAWS, Smartpen, Braille, alternative texts, alternative keyboards, reading software, and other hardware/software is available upon request. Alternatively formatted textbooks, within publisher permission and copyright parameters, may be ordered for students and faculty and staff members whose documented disabilities include this option as an accommodation.

Contact Information:

Phone: 314-246-7700
Email: disability@webster.edu
Web: www.webster.edu/arc
Facebook: <https://www.facebook.com/websterARC>

Online Learning Center

The **Online Learning Center** supports all students enrolled in online classes at the undergraduate and graduate level who may be enrolled at any campus in the Webster network. All students are provided with an orientation to online learning prior to their first online course and then assigned an Online Success Coach who will help resolve any concerns students may have along the way. Learn more about online student support at www.webster.edu/olc/students/.

Contact Information:

Web: www.webster.edu/olc/students/

Admission

The **Office of Admission** coordinates the recruitment and processing of applications for undergraduate, graduate and international students.

Contact Information:

Toll Free: 800-753-6765
Phone: 314-246-7800
Fax: 314-246-7122
Email: admit@webster.edu

Career Planning and Development Center

The **Career Planning & Development Center (CPDC)** provides comprehensive career development resources and individual support for all students.

Through career coaching, students meet individually with their designated advisor, who will serve as a consistent point of contact throughout their undergraduate studies. Career advisors assist students identify, present and articulate the essential career and job readiness skills that employers emphasize as essential to post-graduate success. The CPDC website includes a multitude of career resources, guides and sample documents that help students in a variety of career development areas including targeted internship and job searching, preparing customized application materials and interviewing strategies. Through Handshake, Webster University's online career management and recruiting platform, students can manage multiple aspects of their internship or job search process, register for career fairs and events, and schedule career advising appointments with their designated career advisor.

Contact Information:

Toll Free: 800-981-9805
Phone: 314-968-6982

Email: careercn@webster.edu
Web: www.webster.edu/career-services
Handshake: <https://webster.joinhandshake.com>
Facebook: <https://www.facebook.com/WUCareerPlanning>
Twitter: <https://twitter.com/WebUCareerServ>
Instagram: <https://www.instagram.com/wucareerplanning>
YouTube: <http://bit.ly/1Pit1jr>

Financial Aid

The **Financial Aid Office** processes applications for all federal, state, and institutional student financial aid for all applicants throughout the Webster network.

Contact Information:

Toll Free: 800-983-4623
Phone: 314-246-6992
Fax: 314-246-7125
Email: financialaid@webster.edu
Web: www.webster.edu/financialaid

IT Service Desk

Webster University students have access to some of the latest technology to support their learning experience.

The **IT Service Desk** is the first point of contact for students requesting services from the Information Technology department. The IT Service Desk assists students at any campus in the Webster network or online. Some of the services we provide include Connections account assistance, access to Office 365, joining the wireless network, support for WorldClassRoom (Canvas) online courses and much more.

Please visit our website to see our hours of operation and a full list of our services. We are dedicated to providing quality support and services to our students, faculty and staff. We strive to provide these services in a friendly and timely manner.

Contact Information:

Toll Free: 866-435-7270
Phone: 314-246-5995
Email: support@webster.edu
Web: www.webster.edu/technology/service-desk/

International Opportunities and Support

Preparing students to be global citizens and leaders is a core part of Webster University's mission. With an acclaimed study abroad program, campuses on four continents, and students from nearly every country in the world, Webster provides students with ample opportunity for a truly international education. To learn how Webster can broaden horizons and support international students, explore the programs and offices below:

The friendly staff members in **International Recruitment and International Services (IRIS)** assist Webster students coming from all over the world to study in the U.S. with visas, immigration check-in, maintaining visa compliance, applying for practical training opportunities (CPT and OPT) and more.

Contact Information:

Web: www.webster.edu/iris

The **Multicultural Center and International Student Affairs** at Webster University exist to provide programs and services to students and faculty; and to create a community environment that

Services for Students

recognizes social differences, respects cultural uniqueness and facilitates cross-cultural interaction, learning and appreciation.

Contact Information:

Web: www.webster.edu/mcisa/

The **Office of Study Abroad** in St. Louis is the place to start for U.S.-based students looking to study at any of Webster's international campuses and beyond. The office prepares students for their travel and connects them with a range of resources that will help them have a successful international experience. A wealth of information may be found on the Study Abroad website and within the Special Study Opportunities section of this catalog.

Contact Information:

Toll Free: 800-984-6857

Phone: 314-968-6988

Fax: 314-963-6019

Email: worldview@webster.edu

Web: www.webster.edu/study-abroad

Library

The **Webster University Library** offers the latest in collections, online resources and information technology. The Library houses a collection of more than 300,000 books, periodicals, scripts, music scores, CDs, DVDs, Blu-Ray, and other media. Library resources are not limited to materials found in the building. At <http://library.webster.edu>, students and faculty and staff members will discover a wealth of electronic resources including eBooks, articles, streaming video and music, online tutorials, research guides - all accessible 24/7 from campus, home, or office. The Library also provides services to obtain books and articles from other libraries for patrons' research needs.

Of course, the Library is more than just its physical and virtual presence - it is also a group of helpful, enthusiastic staff members. Professional librarians offer general reference assistance in person, over the phone, or via email and chat. Appointments may also be made for in-depth help (either in person or online) from a subject specialist.

Contact Information:

Toll Free: 800-985-4279

Phone: 314-968-6950

Email: <http://libanswers.webster.edu/ask>

Web: library.webster.edu

Chat: <http://libanswers.webster.edu>

Military Student Information

Webster University and the U.S. Department of Defense have worked together for more than 45 years to provide high-quality and cost-effective undergraduate and graduate programs at military installations across the nation.

Webster University's **Office of Military Affairs** (OMA) is committed to the continuing education needs of our military. The OMA's mission is to provide Webster's military students with access to the global Webster University network through a "single touch point." The OMA can assist military students in multiple areas, including financial aid, academic advising, academic testing, transfer credit (including over 60 cooperative degree programs and transfer credit agreements with DoD school houses, such as Army Captain's Career Courses), grants and proposals, military alumni and military student life activities (tutoring, writing assistance, accommodation assistance, etc.).

Webster University also has a full-time Veterans Administration (VA) Success on Campus (VSOC) representative on the main campus who is fully equipped to offer Webster military veteran students the VA help they may need. Additionally, the main campus has a Veteran's Center where veterans can go to relax, study or network.

Contact Information:

Toll Free: 800-981-9801, ext. VETS (8387)

Phone: 314-246-VETS (8387)

Email: oma@webster.edu

Web: www.webster.edu/military

Office of the Registrar

The **Office of the Registrar** submits loan deferments to lenders; certifies degree audits; sends letters of good standing; does enrollment verifications, degree verifications and transfer credit evaluations; processes transcript requests; works with GoArmyEd; registers students; and processes adds, drops and withdrawals.

Webster University maintains permanent student records and transcripts that show all course activity throughout the tenure of each student, to include completed degrees and certificates. Records will show recorded grades as well as incomplete or withdrawn classes. In addition, the GPA is also included on the transcript. The University stores student records electronically. Student permanent files are also imaged and stored electronically. Student records are released to third parties only by written consent from the student or per a court-ordered subpoena. Such requests must carry the student's signature.

Access to student records is limited to authorized users of the student information system. Users must have been granted a username and password to access the system. Users are trained in student confidentiality and privacy laws such as the Family Educational Rights and Privacy Act (FERPA). Some of the records maintained in the student information system include student name, ID number, address, telephone number, date of birth, courses taken, grades earned, degrees earned and much more.

Contact Information:

Toll Free: 800-987-3447

Phone: 314-968-7450

Fax: 314-968-7112

Email: registraroffice@webster.edu

Web: www.webster.edu/academics/registrar.html

Student Affairs

Student Affairs is responsible for all co-curricular programs including Career Planning and Development, Campus Ministry, Counseling, First Year Experience (FYE) and Undergraduate Persistence, Campus Dining Services, Housing and Residential Life, Student Health Services, Multicultural and International Student Affairs, WebsterLEADS, Office of Student Engagement, Parent Programs, Student Conduct and the University Center. The Dean's office responds to student concerns and problems; administers emergency student loan funds, the Money for Textbooks program (for St. Louis and online students only) and the undergraduate tuition adjustment process; makes referrals to appropriate resources; advises on all policies affecting students; and works in close coordination with key administrators on all student conduct proceedings.

Contact Information:

Services for Students

Toll Free: 800-981-9804
Phone: 314-968-6980
Fax: 314-963-4757
Email: studentaffairs@webster.edu
Web: www.webster.edu/campus-life

Participation is encouraged from full-time undergraduate students or graduate students who meet the eligibility requirements of the NCAA and Webster University.

University Bookstore

The University Bookstore, located in the Garden Park Plaza, stocks textbooks and supplies used in courses, as well as a variety of University clothing and accessories.

Financial Services

The Business Office provides a check-cashing service for students. Short-term emergency loans are available to degree-seeking students on a "funds available" basis. The Office of Student Affairs administers these emergency loan funds. There is a maximum of \$300 per student available each year. The Money for Textbooks program is also available to St. Louis and online students with financial aid who meet certain criteria. This program provides an advance on an expected refund so that students can purchase their textbooks in a timely fashion. The application for Money for Textbooks, which must be submitted online, can be found at: http://www.webster.edu/campus-life/student-services/money_for_textbooks-non_online.html.

Student Media

The *Ampersand* is Webster University's award-winning student magazine. The magazine continues to evolve as it is created each semester by a class of Webster students dedicated to its production. It is available in print and on an *Ampersand* app available from iTunes and Google Play stores. Content focuses on student life. See the latest edition at www.websterampersand.com.

The *Galaxy* is Webster University's student-run internet radio station located in the recently renovated section of Sverdrup Hall. The *Galaxy* offers students from all disciplines opportunities to work in a variety of positions in a creative environment while developing their communication skills. Listen to the *Galaxy* at www.thegalaxyradio.com.

The *Journal* is Webster University's award-winning student newspaper produced in the recently renovated section of Sverdrup Hall. It is published bi-weekly from September through May and is also available online. It covers news about campus life, sports, popular culture, politics and entertainment. Read the *Journal* at www.websterjournal.com.

Intercollegiate Athletics Program

The Webster University award-winning intercollegiate athletics program is a competitive NCAA Division III program that sponsors the following varsity-level sports: women's cross country, indoor and outdoor track and field, soccer, volleyball, basketball, tennis, and softball; and men's cross country, indoor and outdoor track and field, soccer, basketball, baseball, tennis, and golf. These teams compete as a member of the St. Louis Intercollegiate Athletic Conference (SLIAC) with the opportunity to compete for NCAA Division III championships.

Webster University has won the SLIAC All-Sports Trophy in 18 of the last 21 years as the top overall competitor in the conference. Additionally, a competitive cheer team is offered under athletics.