

# STUDENT LIFE AND SERVICES

## Academic Support:

Academic Support programs exist to provide support to all A&M–Central Texas students. Regardless of your major, your year of study, whether you are an online or on-campus student, we're here to help you succeed and accomplish your academic goals.

Academic Support offers face-to-face tutoring, 24/7 online tutoring, student success workshops, and study abroad opportunities.

## Access and Accommodation:

At A&M–Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to an education that is barrier-free. Access and Accommodation is responsible for ensuring that students with a disability enjoy equal access to the university's programs, services, and activities.

## Career and Professional Development:

Career and Professional Development supports the campus community as they move through their careers. To support the development of career and life-long learning goals, we empower the campus community with the necessary professional tools to explore careers, engage with the career of choice, and embark successfully in their career field.

## Behavioral Intervention Team:

The Behavioral Intervention Team (BIT) is a multidisciplinary group of professionals responsible for identifying, assessing, and responding to concerns and/or disruptive behaviors in our university community who struggle academically, emotionally, or psychologically or who present a risk to the health, safety, or normal operations of the university or its members. BIT meets regularly to review referrals brought forward. Referrals may be made at Submit a Care Referral ([https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout\\_id=2](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2)). Anonymous referrals are accepted.

## Student and Civic Engagement:

Student and Civic Engagement supports an active community of student-leaders acting as catalysts for positive change. This office focuses on encouraging student involvement in campus organizations and supporting community-based programs. Do you want to get involved? Leverage your skills or learn new ones? To get involved on campus, visit Engage (<https://tamuct.campuslabs.com/engage/>) and find your next adventure.

## Student Health Insurance:

A&M–Central Texas students who are enrolled in at least nine (9) hours are eligible to enroll in the university-sponsored plan. Students who are enrolled in special classes and are taking less than nine (9) credit/contact hours will be determined eligible to enroll in the university-sponsored plan if the coursework meets the criteria for the completion of a degree plan or international program as defined and approved by the Texas A&M University System. Graduate students taking at least five (5) credit hours of classes are eligible to enroll in this insurance plan.

### International Students & Health Insurance Coverage

Those who are not United States citizens or permanent residents of the United States, are required to maintain approved health insurance coverage continuously while enrolled and attending a Texas A&M System institution, unless the student provides proof of coverage that meets

the Texas A&M University System waiver requirements. (See the TAMUS Policy #26.99.01).

## Student Success:

Student Success programs focus on encouraging the personal growth of students through innovative student-centered programs that promote service, diversity, and integrity. These opportunities can empower students to engage socially, academically, and professionally to enhance lifelong learning.

## Student Wellness & Counseling Center:

The Student Counseling Center is a place where students can go for services that are designed to help handle day-to-day challenges and encourage personal growth and development. Our work provides services ranging from assistance with anxiety, depression, relationship concerns, and crisis intervention. Students get the personal assistance needed in a welcoming and comfortable atmosphere. Services are available at no additional cost for students currently enrolled at A&M–Central Texas.

## University Writing & Learning Center:

All A&M–Central Texas students can benefit from the free, comprehensive tutoring services offered by the University Writing & Learning Center. Our tutors and supplemental instructors possess a wide range of expertise, providing one-on-one assistance in any subject, including writing across the disciplines. Whether you need help with statistics, information analysis, or any phase of the writing process, our staff are ready to support your academic success.

## University Library & Archives:

Our 27,000-square-foot facility on the A&M–Central Texas main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events.

The University Library & Archives provides many services in support of research across campus and at a distance. We offer over 250 electronic databases containing approximately 631,525 eBooks and 75,150 journals, in addition to the 97,440 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M–Central Texas are available through our website to help students navigate these resources. On campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available 24 hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place virtually or in person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

## Student Conduct:

The student conduct office supports the educational mission and goals of the university and is focused on student learning by challenging students to uphold high standards of personal and academic integrity. This is achieved through a procedurally sound conduct process with personal accountability, fairness, community, and learning as bedrock principles. To submit a referral for a possible violation of our standards, visit our online referral form (<https://cm.maxient.com/reportingform.php>)

TAMUCentralTexas). For the most up-to-date Code of Student Conduct and applicable expectations, visit the Student Conduct web page (<https://www.tamuct.edu/student-affairs/student-conduct.html>).

### **Student Complaints:**

Students may submit formal complaints (<https://www.tamuct.edu/student-affairs/student-grievance.html>) through an online portal: Submit a Formal Complaint ([https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout\\_id=10](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=10)). Prior to filing a formal complaint, students are encouraged to resolve the concern directly with the individuals involved. Students will find that most situations can be effectively addressed in this manner. The right of a student to a prompt and equitable resolution of the complaint so filed shall not be impaired by the student's pursuit of other remedies, such as filing of a complaint with the responsible federal department or agency. Students are provided opportunities to specifically address complaints through established university procedures for sexual or gender-based discrimination, employment, admission to the university, disciplinary action, parking citations, academic matters, and grade appeals. Students can find the complete description of the student complaint process online. (<https://www.tamuct.edu/student-affairs/student-grievance.html>)

### **RELLIS Students:**

Admissions, financial aid, and other enrollment services are offered online through the main campus or in person in Killeen, TX. Student support and campus life services (i.e., academic support, career services, student activities and organizations, campus recreation, etc.) are offered through the RELLIS campus.

### **Other Resources:**

#### **Emergency or Immediate Assistance**

To report immediate threats to life or property or if you require emergency assistance, please contact the University Police Department at (254) 501-5800 or call 911.

#### **Texas A&M University System**

The Texas A&M University System also maintains an online system for reporting waste, fraud, abuse or other serious ethics violations. It is available at the system site (<https://secure.ethicspoint.com/domain/media/en/gui/20488/>) or by calling (888) 501-3850.

#### **Texas Higher Education Coordinating Board (THECB)**

This student complaint procedure complies with the U.S. Department of Education's "Program Integrity" regulations, which require each state to have a student complaint procedure in order for public and private higher education institutions to be eligible for federal Title IV funds. Current, former, and prospective students may initiate a complaint with THECB by visiting the Coordinating Board website. The THECB adopted rules codified under Title 19 of the Texas Administrative Code, §§ 1.110–1.120, on October 25, 2012.

#### **Department of Defense Postsecondary Education Complaint System**

Military-affiliated students may submit a complaint if they believe A&M–Central Texas is failing to follow the Principles of Excellence established by the President's Executive Order. Examples of education-related issues may include, but are not limited to, misrepresentation or deceptive actions with regards to private or institutional loans, high-pressure recruitment tactics, false representations about degree programs, and misleading statement regarding accreditation. Students may submit a complaint at [https://www.militaryonesource.mil/education-employment/for-service-members/choosing-a-college/postsecondary-education-](https://www.militaryonesource.mil/education-employment/for-service-members/choosing-a-college/postsecondary-education-complaint-system/)

[complaint-system](https://www.militaryonesource.mil/education-employment/for-service-members/choosing-a-college/postsecondary-education-complaint-system/) (<https://www.militaryonesource.mil/education-employment/for-service-members/choosing-a-college/postsecondary-education-complaint-system/>).

#### **Accrediting Agency: Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)**

Information about filing a complaint with the university's accrediting agency, the SACSCOC, can be found on the website. Please note that the SACSCOC complaint process is not intended to be used to involve the Commission in disputes between individuals and member institutions or to cause the Commission to interpose itself as a reviewing authority in individual matters; nor does the policy allow the Commission to seek redress on an individual's behalf. The primary purpose of the SACSCOC complaint procedure is to acquire valuable information regarding an accredited institution's possible noncompliance with accreditation standards, policies and procedures rather than to resolve individual disputes.