

A photograph of two young women with dark hair, smiling and looking towards the camera. They are positioned behind a chain-link fence. The woman on the left has her hair in a bun and is wearing a white t-shirt with a black collar. The woman on the right has curly hair and is wearing a dark sweater with a maroon stripe. The background is a blurred outdoor setting, possibly a sports field.

PARENT RESOURCE GUIDE

2020



WORCESTER
STATE
UNIVERSITY



Welcome Parents!

Please take a moment to review this information on Worcester State University. This booklet serves as a resource to help you connect with various offices and services on campus. We encourage you to reference this during your student's time here at WSU, as it contains important information and contact numbers that may come in handy.

We hope your student has a successful first year at Worcester State University.

Sincerely,

WSU Orientation Staff

The WSU Orientation Staff



Quick–Reference Guide

.....

Campus Office/Service.....	Page
Academic Success Center	2
Academic Tutoring	2
Athletics	14
Banking Information	4
Bookstore	13
Bursar’s Office.....	4
Campus Ministry.....	15
Career Services	14
Chartwells Dining Services	8-9
Commuter Services	13
Counseling Center.....	10
Financial Aid	3
Health Services.....	10
International Programs	12
Maintenance Problems	8
Math Center	3
Multicultural Affairs	11
Office of Student Involvement & Leadership Development	12
OneCard	4
Parking Information	6
Residence Life & Housing	7
Student Accessibility Services	11
University Police	5
Wellness Center.....	15
Writing Center	3

*** Academic Success Center**

Phone: 508.929.8139

worcester.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

*** Academic Success Center Tutoring Services**

Phone: 508.929.8139

worcester.edu/academic-support-services

The goal of the Academic Success Center's tutoring program is to build your student's classroom experience and increase their academic success

If your student is looking for more support in specific classes, they can take advantage of the Academic Success Center's variety of tutoring services. The center works closely with academic departments to setup group tutoring for specific courses. These groups are led by peer tutors who are recommended by faculty.

*** Math Center**

Phone: 508.929.8139

worchester.edu/sp-math-center

The Math Center, housed in the Mathematics Department, is staffed with a supervisor and Peer Tutors who provide walk-in tutoring services. Test resources and skill development workshops are offered to students who have not received a passing score on the Accuplacer Elementary Algebra test. Another attempt to pass Accuplacer occurs after successful completion of a series of tests offered online.

Any student in need of refreshing their mathematics skills may use this lab, which includes the mathematics library and individual computer stations.

*** Writing Center**

Phone: 508.929.8112

worchester.edu/sp-writing-center

The Writing Center is staffed by friendly, knowledgeable peer consultants, and is a space where students have productive conversations about their writing. All services in the Writing Center are free of charge.

The Writing Center provides support to students through each stage of the writing process. Students can schedule an appointment ahead of time or can drop-in based on availability.

*** Financial Aid**

Phone: 508.929.8056

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

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

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.
- Commerce Bank & Trust Co.....11 Park Ave.
- TD Banknorth.....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, for more information.

* **University Police**

Phone: 508.929.8044

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. The emergency verification system automatically sends alerts to your @worcester.edu email address.

* Parking and Transportation Office

Phone: 508.929.8887

worcester.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

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 Problems**

Contact: Office of Residence Life and Housing
Phone: 508.929.8074
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 the Residence Life office to fill out a work order. 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
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:

- **The Sheehan Hall POD**, seats about 1000 students and is the main dining facility on campus. It is open 7 days a week, including holidays and snow days, and is an all-you-can-eat dining facility that offers soups, hot entrees, desserts, salads, a deli, and a grill. The new POD concept includes separate stations for all options throughout the dining facility, and everything is prepared right in front of the students. The new dining facility also includes an allergy free section for those students with food allergies and other dietary needs.
- **Food Court**, located on the first floor of the Student Center, includes a deli, grill, pizza, soup, and a variety of grab-and-go options. The Food Court is open Monday through Friday.
- **The Market** is a convenience store that offers sandwiches, snacks, and other small items located in Dowden Hall. It is open 7 days a week including holidays and snow days.
- **Starbucks** is located on the second floor entrance to the Learning Resource Center and is open Monday through Friday. Offers include coffee, snacks, and drinks.
- **Woo Café** is located in the Sullivan Academic Center and serves Au Bon Pain soups, premade sandwiches and salads, drinks, pastries, snacks, and Starbucks coffee. Woo Café is open Monday through Friday.
- **Lancer's Loft**, located on the third floor of the Student Center, serves late night favorites, including burgers, snacks, and other late night food. Lancer's Loft is open evenings Sunday through Thursday.
- **Chandler's Juice Bar** is located on the first floor of the Wellness Center, and is open Monday through Friday. Chandler's Juice Bar offers smoothies, shakes, and grab-and-go snacks.

*** Health Services**

Phone: 508.929.8875

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

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

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

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

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

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

worcester.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, Sweet Treat Tuesdays, 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

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. The Bookstore accepts cash, check, credit cards, and OneCard.

*** Career Services**

Phone: 508.929.8941

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

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

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

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.

Worcester State University Partial Phone Directory

Main Line: 508-929-8000

University Police: 508-929-8044 or **508-929-8911**

Academic Success Center	508.929.8139
Admissions Office.....	508.929.8040
Alumni Office	508.929.8141
Athletic Office	508.929.8034
Bookstore.....	508.754.3448
Bursar's Office	508.929.8051
Campus Ministry.....	508.929.8017
Career Services	508.929.8941
Chartwells Dining Services.....	508.752.1118
Commuter Services.....	508.929.8545
Counseling Services	508.929.8072
Diversity, Inclusion, & Equal Opportunity Office.....	508.929.8053
Financial Aid Office	508.929.8056
Health Services	508.929.8875
Information Technology Services (Help Desk).....	508.929.8856
International Student Services/Exchange Program	508.929.8305
Library.....	508.929.8027
Multicultural Affairs/AID Program.....	508.929.8049
Office of Student Involvement and Leadership Development.	508.929.8073
OneCard Office.....	508.929.8888
Parking Services.....	508.929.8887
Registrar's Office	508.929.8035
Residence Life	508.929.8074
Student Accessibility Services	508.929.8733
Student Affairs	508.929.8077
University Police.....	508.929.8044



Learn more: worcester.edu



WORCESTER
S T A T E
UNIVERSITY

486 Chandler Street
Worcester, MA 01602
worcester.edu