

STUDENT ACADEMIC SUCCESS SERVICES

Ombuds Office

790 Student Center Building; 313-577-3487
<http://ombudsman.wayne.edu>

The Ombuds Office exists to support students in achieving their academic goals by providing them with the tools to access services and resolve issues that are hampering their academic progress. The Office advises students about University policies and procedures, helps them identify possible avenues and solutions, and directs them to relevant University services.

The Ombuds Office is objective, impartial, and does not advocate a particular point of view. It listens to student-related concerns and exercises independent judgment regarding any action it may take. The Office has no authority to change academic or administrative decisions, but it facilitates communication when suitable. Confidentiality is maintained as appropriate and feasible based on individual student needs and desires.

The Ombudsperson is the Chair of the Tuition and Fees Appeals Board (TFAB). The TFAB is charged by the President to be the final arbiter of appeals for tuition and related fees. Students who have exhausted the appeals process in the Office of the Registrar related to tuition and fees may appeal to the TFAB. Each appeal is reviewed as an individual case, and cancellation of tuition and/or fees is granted only when circumstances warrant. It cannot grant tuition adjustments for classes in which students received earned grades, nor can it grant course withdrawals without tuition cancellation. The TFAB will consider only those appeals that are filed within one calendar year following the last day of the academic term in which the challenged fees were assessed.

University Advising Center

1600 David Adamany Undergraduate Library; 313-577-2680
<http://www.advising.wayne.edu>

The mission of the University Advising Center is to help all undergraduate students reach their educational goals, with high academic achievement, and to graduate.

The University Advising Center provides academic advising to all undergraduate students with undeclared majors and to preprofessional students in the College of Liberal Arts and Sciences, and the College of Fine, Performing and Communication Arts. The Center is staffed by professional advisors whose major responsibilities include the following:

New Student Orientation

The University Advising Center holds new student orientation (<http://bulletins.wayne.edu/undergraduate/general-information/success-programs/%20http://wayne.edu/orientation>) sessions prior to the start of each semester for incoming students. All incoming freshman and transfer students are required to attend a new student orientation session.

Exploratory Student Advising

Advisors provide specialized advising support to students entering WSU still deciding on a major/program of study. With their advisor, students will explore self, majors and careers and will have an opportunity to explore majors and careers through exploratory activities.

Pre-Medicine/Pre-Dental/Pre-Veterinary Advising

Students in pre-medical, pre-dental, pre-osteopathic and pre-veterinary medicine are advised on specific curricula, co-curricular activities, preparation for admission exams and procedures for applying to the professional school. Credential file services are available to students and letters of recommendation are sent to professional schools as requested by the student.

Pre-professional Advising

Advisors assist students in planning programs which will fulfill requirements for admission to the various professional programs offered by Wayne State University, including those of the School of Social Work, the College of Nursing, and the Eugene Applebaum College of Pharmacy and Health Sciences.

Academic Deficiency Advising

Students whose grade point averages fall below 2.0 are placed on academic probation and are required to discuss their progress with an academic advisor. Advisors help probationary students consider ways to overcome academic deficiencies. Referrals may be made to other University services where students can find assistance for specific problems or difficulties.

Early Academic Assessment

Academic progress for students enrolled in 0000-3999-level courses is assessed by faculty from the beginning of the third week to the end of the sixth week of classes. If a student's performance is assessed below the C level, the student receives an alert notification referring him/her to appropriate campus resources.

Academic Success Center

1600 David Adamany Undergraduate Library; 313-577-3165
<http://www.success.wayne.edu>

The mission of the Academic Success Center (ASC) is to ensure that all Wayne State University undergraduate students become self-disciplined, motivated and independent learners. The ASC accomplishes this through instruction and services that support students in the development of skills to promote academic excellence and enhance success.

Study Skills Counseling: Professional learning specialists are available to support students' academic success. Any undergraduate Wayne State student may work with a learning specialist to identify specific study skill difficulties and formulate personalized strategies for success. Each plan identifies the student's strengths, opportunities for development and action steps necessary to help the student become a more effective learner. Programs are designed to improve students' study skills including reading comprehension, memory improvement and test preparation.

Study Skills Workshops: The Academic Success Center offers a series of study skills workshops for all students each semester. Sessions provide strategies and techniques to help students effectively manage their time, prepare for exams, reduce test anxiety, improve memory and concentration, understand the relationships between wellness and academic performance and strengthen other skills. Additionally, workshops may be scheduled for groups, student organizations and academic departments to address specific needs.

Tutoring: The Academic Success Center offers tutoring by appointment for a variety of undergraduate courses. In addition to subject material, tutoring sessions address study skill areas such as note-taking and reading comprehension when necessary. All tutors have received faculty recommendation and maintain at least a 3.2 g.p.a.

Supplemental Instruction (SI) supports many 1000- and 2000-level courses by offering collaborative learning sessions facilitated by an SI leader. Sessions are designed to help students understand the course's key concepts, organize the material and develop strategies to effectively prepare for exams. Research suggests that students who consistently participate in SI typically earn a half to a full letter grade better than students who do not take part in SI. All SI leaders have received faculty recommendation, maintain at least a 3.3 g.p.a. and are required to attend the lecture.

First-Year Success Seminar (FYS 1010): This one-credit course supports first-year students' academic and personal development to promote success at Wayne State University and establish learning as a lifelong experience. Coursework and discussions assist students in understanding themselves as learners, setting goals and strengthening time management and study skills while developing a greater awareness of the factors that influence success and the habits that can support success.

Counseling and Psychological Services (CAPS)

552 Student Center Building; 313-577-3398
<http://caps.wayne.edu>

Counseling and Psychological Services (CAPS) enhances students' development and academic success by promoting an open, problem-solving approach to personal challenges and working collaboratively on building appropriate skills, attitudes, and actions.

Service hours: Monday - Friday 8:30 am to 5:00 pm. Registered WSU students may drop-in or call for an evaluation with a CAPS counselor Monday through Friday from 9:00 am to 4:00 pm.

Eligibility: All currently enrolled students are eligible for counseling evaluation to assess whether their needs can be addressed effectively via short-term counseling at CAPS or require more specialized or longer-term counseling at another facility. Faculty, staff, alumni, children, or spouses are not eligible.

Crisis Services: In the case of a non-life-threatening crisis, students, faculty, or staff can contact CAPS and indicate that a student needs immediate assistance. If assistance is needed during evening or weekend hours, contact the Wayne State University Police Department at 313-577-2222 or call the Wayne County crisis hotline at 313-224-7000. In the event of a life-threatening emergency at any time, contact the Wayne State Police Department.

Career Services

1001 Faculty/Administration Building; 313-577-3390
<http://www.careerservices.wayne.edu>

Career Services provides support to students and alumni in defining career and employment goals and assists them in their search for employment opportunities. In addition to the following services, Career Services offers topical workshops, career events, and group and individual career/employment counseling. Career Services welcomes the opportunity to discuss customized services to meet individual needs.

Career Development: The main focus of this service is to help students explore career options, clarify their career goals, and link those goals to appropriate academic paths. Individual and group services are available.

Cooperative Education, Internships, and Summer

Employment: Comprehensive paid professional, career- and non-career related work experiences are available, including a wide variety of part-

and full-time experiential learning situations. Orientation workshops are offered on an ongoing basis.

On-campus Student Employment: Students may work on-campus up to twenty hours per week as a Student Assistant or College Work-Study employee. Job openings may be viewed in-house or online via our open posting system.

Professional Employment: Graduating students and alumni may increase professional full-time employment opportunities through on-campus interviews, resume referral, career fairs, in-house and on-line job postings, along with a myriad of career-related support services.

Testing, Evaluation, and Research Services

686 Student Center; 313-577-3400; Fax: 313-577-0617
<http://www.testing.wayne.edu/>

Testing

We provide:

- A secure, standardized, testing environment where students can demonstrate their academic skills for placement, course credit, or high stakes decisions.
- The opportunity for students to earn course credit in courses accepted by the transfer credit office through the College Level Examination Program (CLEP).
- Placement testing for students interested in meeting general education and other requirements targeted toward their personal skill level in Biology, Chemistry, English Composition and Mathematics.
- Outside exams: Graduate Record Exam (GRE), Testing for the Law School Admission Council (LSAC), Medical College Admission Test (MCAT), Miller Analogies Test (MAT), Test of English as a Foreign Language (TOEFL), Written and Oral exams for the American Council on the Teaching of Foreign Languages (ACTFL), and written exams for doctoral students in the College of Education.

Evaluation

We collect student opinions about faculty teaching through Student Evaluation of Teaching (SET). We share SET reports with students, administrators and faculty members toward the goal of improving quality of teaching at the University.

We survey students and faculty regarding the quality of their education through

1. the Cooperative Institutional Research Program (CIRP) Freshman Survey,
2. National Survey of Student Engagement (NSSE) and
3. Faculty Survey of Student Engagement (FSSE).

Research Services

We offer consulting on best practice in testing for faculty and academic staff. We offer machine scoring of exams, including tabulation of test scores and statistical output to help faculty improve their tests.

Student Disability Services (SDS)

1600 David Adamany Undergraduate Library; 313-577-1851;
313-202-4216 (Videophone)
<http://studentdisability.wayne.edu>

Student Disability Services is the office at Wayne State University that determines eligibility and implements academic accommodations, services and support for students with disabilities pursuant to the

Americans with Disabilities Act (ADA), the ADA Amendments Act of 2008, and Section 504 of the Vocational Rehabilitation Act of 1973. SDS is committed to teaching students to advocate for themselves in order to fulfill their academic goals. SDS also provides training and outreach throughout the university to ensure equal access to all university programs.

Disability Determination: In order to register for SDS services, students must self-identify by providing documentation of their disability. Students will meet with disability specialists to discuss appropriate and reasonable accommodations. Once accommodations are determined, students are guided through the process of providing faculty with their accommodation letters and securing appropriate services. Students receiving accommodations are held to the same academic standards as all other WSU students and are responsible for requesting services and following procedures in a timely manner.

Academic Accommodations: Accommodations and services are individualized and based upon the student's documentation. It is for this reason that students should ensure that they have sufficient documentation that supports the need for appropriate and reasonable accommodations. Some of the accommodations and services provided by SDS might include alternative testing, interpreter and CART reporting services, alternative text format, note-taking assistance, furniture requests, use of assistive technology, and use of SDS exam/study rooms. Students registered with SDS are also eligible for pre-priority registration for classes. Through the SDS liaison program with University departments and programs, SDS ensures that members of the University community understand the types of support offered to enhance collaboration in providing accommodations.

Assistive Technology: The SDS staff includes an assistive technician who secures alternative text formats for students and teaches students how to use the various assistive technologies. SDS exam/study rooms house CCTV magnification equipment, computers with software such as Zoomtext, JAWS, Kurzweil Educational Systems, Dragon Naturally Speaking and Inspiration. Students are also informed about free downloadable software programs for reading and recording.

Community Resources: SDS collaborates with various community agencies that assist students with disabilities at the university. Students are connected to agencies such as Michigan Rehabilitation Services, the Bureau of Services for Blind Persons, Learning and Disability Network/ Michigan.

Academic Pathways for Excellence (APEX)

5700 Cass Ave., Suite 2800; 313-577-4695
<http://www.apex.wayne.edu>

APEX Scholars is an alternative admission program designed to assist students with admission to success at, and graduation from Wayne State University. The program is based on the philosophy that students who are interested, committed, and willing to invest the time, can succeed academically when provided with appropriate support services.

The mission of APEX Scholars is to provide an academic bridge to the successful completion of undergraduate studies at Wayne State University. In this quest, the program will strengthen the cognitive abilities of students; encourage a thirst for knowledge; model and demand a disciplined approach to learning; and enhance student achievement by assuring access to a committed staff that provides effective supportive services and leads to a structured path of academic success.

Admission Requirements

Evaluation of applicants: The admissions policy is based on holistic considerations of each student's potential to succeed at a research University. Holistic evaluation means that each applicant will be evaluated on the basis of full academic records, types of classes taken, grade trends, and personal history. Depending on the individual situation, applicants will also have an opportunity to submit optional essays and engage in personal interviews. The program is committed to the high academic standards that best prepare students for success following graduation.

Application: All students must apply through the regular application process for Wayne State University by submitting an online application (<http://www.wayne.edu/admissions>). Applicants who might benefit from the APEX Scholars program will be invited for campus interview to determine whether the APEX Scholars program is a good fit for them.

In consideration for admission into APEX Scholars and in order to remain in good academic standing, students admitted into one of the bridge programs (see below) will need to successfully complete all of the bridge program requirements before matriculation into APEX Scholars.

Summer Bridge is an eight-week academic program designed to prepare students for Wayne State University and to support the transition into college. Students must successfully complete the academic requirements of the APEX Summer Bridge in order to be admitted to APEX.

Fall Bridge is a sixteen-week rigorous program with the same support as the summer bridge program.

APEX Scholars: After successful completion of one of the Bridge programs offered student can matriculate to APEX Scholars. As such students will experience continued academic strengthening through enhanced counseling; targeted academic support services, and assistance with course selection. Students must also maintain a C average through three semesters of the program (thirty-six credits). After completion of the thirty-six credits, student(s) will transition into general status.

Academic Pathway Excellence Courses

| Code | Title | Credits |
|----------|---|---------|
| APX 0500 | Foundations in Writing | 3 |
| APX 0510 | Practical Mathematics | 3 |
| APX 0600 | Learning Community Seminar | 0 |
| APX 1000 | Learning Strategies for College Success | 2 |
| APX 1010 | Seminar in Reading College Texts | 2 |

Federal TRIO Office

5700 Cass Ave, Suite 1330; 313-577-5050
<http://www.federaltrio.wayne.edu>

The Office of Federal TRIO provides academic assistance and support services to promising youth and adults who have been historically under-represented in higher education due to their economic condition, first generation status, or educational preparation. This office provides academic support services, instruction, and college preparation workshops for pre-college students in the metropolitan Detroit area and students enrolled at WSU. Federal TRIO serves an extremely diverse student population that ranges from twelve to nineteen years of age, veterans of the armed services, and other adult learners. Federal TRIO Programs serve over 6,000 students residing in Wayne, Oakland, and Macomb Counties or enrolled at Wayne State University.

Federal TRIO is comprised of six state and federally funded programs designed to increase the post-secondary admission rates of the diverse populations it serves, and to increase the graduation rates of these students in the University. Through continuous improvement of services, the department aims to maximize the academic achievement of its participants and to promote equity and excellence at Wayne State University.

The Educational Opportunity Center (EOC)

5700 Cass Avenue, Suite 2701, Academic/Administrative Bldg., 313-577-5050, provides a comprehensive career counseling program that offers free academic, vocational career and financial aid information to eligible applicants nineteen years of age and older, who wish to pursue a postsecondary education.

Michigan Gaining Early Awareness and Readiness for Undergraduate Programs (MI-GEARUP)

5700 Cass Ave., Suite 1330, Academic/Administrative Bldg., 313-577-5050, offers life skills programs, career counseling services and college visitations designed to educate parents and encourage seventh-through twelfth-grade students in targeted schools to complete high school and enroll in higher education.

Upward Bound Program

5425 Woodward, 313-577-1943, provides services for low income and first generation college students in grades nine to twelve with the potential and motivation to be successful in higher education. The students must attend target area high schools. Upward Bound provides students with a head start on improving the skills required to succeed in college, through academic instruction, tutoring, academic and career guidance, personal counseling, and a six week summer residential program.

Veterans' Educational Opportunity Program (VEOP)

5425 Woodward, 313-577-9710, provides a program of instruction, academic and career guidance, personal counseling, tutoring, and post-secondary placement to veterans who have served in the U.S. Armed Forces from December 31, 1955 to present.

McNair Scholars Post-baccalaureate Achievement Program

5700 Cass Avenue, Suite 1330; 313-577-5050, provides faculty mentors, student-faculty research projects, GRE preparation services, stipend support and travel funds to present research for WSU junior and senior students. The goal of the McNair Scholars Program is to prepare low-income, first generation and underrepresented students to successfully complete doctoral studies. in the areas of Science, technology, engineering and mathematics.

Office of Military and Veterans Academic Excellence (OMVAE)

Suite 687 Student Center Building;
313-577-9180; Fax: 313-577-5020
<http://www.omvae.wayne.edu>

This office assists veterans, active-duty service members, reservists, National Guard and eligible dependents/survivors in utilizing educational benefits. Specifically, students are aided in applying for Federal benefits outlined under Title 38, and Title 10, U.S.C., including: the Montgomery G.I. Bill (chapter 30), Vocational Rehabilitation (chapter 31), Post 9/11 G.I. Bill (Chapter 33), Reserve Educational Assistance Program, the Reserve G.I. Bill (chapter 1606), REAP (chapter 1607), and the Survivors'/ Dependents' Educational Assistance (chapter 35). All eligible students

must officially request (<http://omvae.wayne.edu/va-certification.php>) to use their educational benefits each semester.

Non-Degree Status: Students must be in a degree program to receive benefits. Those not currently admitted to a degree program and enrolled in classes must verify to the OMVAE via an academic advisor (<http://advising.wayne.edu/makeappt.php>) the reason for enrollment (i.e., completing foundation courses for a master's-level program).

Transfer Credits: Wayne State University will give four transfer credits for veterans, reservists, National Guard, and active-duty service members for service in the U.S. military. The University will require military discharge document DD-Form 214 (<http://www.dd214.us>).

Wayne State University will accept up to twelve transfer credits from veterans upon receiving their Joint Service Transcript of military training. These credits are to be evaluated according to the 'Guide to the Evaluation of Educational Experiences in the Armed Services,' published by the American Council on Education.

This policy shall be in effect for all veterans, reservists, National Guard, and active-duty service members currently enrolled Fall 2005 and thereafter.

Late Tuition and Late Registration Fee Waiver: Late fees, Partial Payment fees and Late Registration fees can be waived for all students currently receiving VA Educational Benefits. Contact OMVAE for assistance.

Licensing/Certification Reimbursement: In most instances, students receiving VA educational benefits (<http://www.gibill.va.gov>) are eligible for reimbursement (https://www.benefits.va.gov/gibill/licensing_certification.asp) for licensing test fees.

Tutorial Assistance is also available (https://www.benefits.va.gov/gibill/tutorial_assistance.asp) as part of all benefit packages as noted above. Eligible recipients may receive \$100.00 per month, up to twelve months to help defray tutoring costs. Contact the OMVAE for further details. No charge to benefit entitlement is incurred for the first six months received of Tutorial Assistance.

In-State Tuition Waiver: Individuals on active duty in the U.S. Military who are stationed in Michigan and their dependents are eligible for Michigan in-state tuition. Stationing orders and proof of relationship (for dependents) must be provided with the application.

Veterans and their dependents are eligible for Michigan in-state tuition. The term "veteran" means a citizen of the United States or a resident alien whose most recent separation from any branch of the armed forces of the United States was under conditions other than dishonorable after having served on active duty for 90 consecutive days or more by reason of disability incurred while serving on active duty.

Individuals who are members of the National Guard of any state, or who were separated from the National Guard of any state under conditions other than dishonorable, and their dependents are eligible for Michigan in-state tuition.

Without regard to the foregoing, any individual using educational assistance under either Chapter 30 (Montgomery GI Bill® – Active Duty Program), Chapter 33 (Post-9/11 GI Bill®), of title 38, United States Code, and/or the Marine Gunnery Sergeant John David Fry Scholarship (38 U.S.C. § 3311 (b)(9) who lives in the State of Michigan while attending Wayne State University (regardless of his/her formal state of residence) is eligible for Michigan in-state tuition.

VA Work-study Program: The VA work-study (<https://www.benefits.va.gov/gibill/workstudy.asp>) allowance is available to all students eligible for VA Educational Benefits. Those eligible who are

at least a three-quarter-time student in a college degree program, or a vocational or professional program, can 'earn while they learn.' Pay for VA Work-study is the equal to the Federal minimum wage or your state minimum wage, whichever is greater.

Services performed under a VA work-study program must be related to VA work. Examples of acceptable work are:

- Processing VA paperwork at any university or college having a VA Office (e.g., you may be enrolled at WSU but work at Oakland or Macomb Community College VA Offices)
- Outreach services under VA supervision
- Work at VA medical facilities or National Cemetery System offices
- Work with the Veterans counselor at any of the MESC offices
- Work in the Education or Transition offices at local base
- Work at Department of Defense facilities related to education benefits under the GI Bill.

National Guard Students: Please note that Wayne State does not currently participate in the Guard's Tuition Grant Program. However, if your branch provides Tuition Assistance and/or Tuition Reimbursement the OMVAE will provide assistance as necessary with regard to grade and tuition certifications to your unit.

Reserve Officer Training Corps (ROTC): Wayne State University offers an Army ROTC (<http://omvae.wayne.edu/rotc>) program. Students interested in joining the Army ROTC program at Wayne State University should contact M.S.G. Nicholas Lachance 734-647-3034.

Recalled To Active Duty (Reservists / National Guard): Students serving in the Selected Reserves or National Guard who are called up to Active Duty during a semester may request full reimbursement of tuition and fees. Students must file an *Exception to Enrollment Policy* form and submit a copy of their orders to OMVAE. Students called up active near the end of a semester are encouraged to consider requesting Incomplete grades for coursework.

Early-Out Requests: Potential Students on Active Duty requesting a verification of enrollment to be sent to their Commands must be admitted to Wayne State University and have registered for classes. Please contact the Graduate Admissions Office and the Registration Office for assistance. Once these conditions are met, the VA Certifying Official can complete an enrollment verification for active duty members seeking an 'early out' from military service. Hard copy proof of student's admittance and registration for classes is NOT required for the VA Certifying Official to complete the enrollment verification.