

# TEXAS TECH UNIVERSITY

## SERVICES GUIDE

Texas Tech Parents Association thanks the Department of Student Affairs for creating this guide for your use.

### **INDEX**

*This guide was developed as a reference of various services and does not include all resources. Utilize the various departmental websites for more detailed information and referral to other services.*

#### ***Support Services (pg 2-4)***

Office of the Dean of Students  
Parent and Family Relations  
Office of Student Conduct  
Student Counseling Center  
Student Health Services  
Student Disability Services  
TECHniques Center  
Student Legal Services  
University Student Housing  
Transportation and Parking

#### ***Student Involvement and Engagement (pg 4-6)***

Student Involvement/Organizations  
Student Activities Board  
Student Government Association  
Transition and Engagement  
LGBTQIA  
University Career Center  
Risk Intervention and Safety Education  
Study Abroad

#### ***Academic Support (pg 7-8)***

Office of the Registrar  
SOAR  
University Advising

#### ***Financial Support (pg 7-8)***

Office of Student Financial Aid  
Student Business Services  
Red to Black Peer Financial Coaching  
Student Affairs and Services Guide – Summer 2019

## **Unit/Department: Office of the Dean of Students**

Website: <http://www.depts.ttu.edu/dos/>

phone: (806) 742-2984

Services/Programs offered to students/families:

The Office of the Dean of Students will lead an effort to focus on non-academic matters affecting student life, student success, and student learning. This is achieved through:

- Encouraging student responsibility and leadership;
- Supporting students and families during times of crisis, including case management services;
- Assisting faculty and staff in resolving student concerns;
- Active involvement in issues related to student life at Texas Tech University; and
- Support University Diversity Initiative

## **Unit/Department: Parent & Family Relations**

Website: [www.parent.ttu.edu](http://www.parent.ttu.edu)

phone: (806) 742-3630

Services/Programs offered to students/families:

Parent and Family Relations is dedicated to student success by engaging parents and family members as active partners in supporting student success at Texas Tech University. It is our goal to provide you with information and resources that will help you stay informed about opportunities, services, and programs at Texas Tech, learn more about how to support your student, and connect with other Texas Tech parents and families.

## **Unit/Department: Office of Student Conduct**

Website: <http://www.depts.ttu.edu/studentconduct/>

phone: (806) 742-1714

Services/Programs offered to students/families:

The Code of Student Conduct at Texas Tech University is administered through the Office of Student Conduct and is based on promoting education and a tradition of excellence regarding student behavior. The goal of the Code of Student Conduct is that acceptable standards of behavior are communicated to, understood, and upheld by students. The office of Student Conduct is responsible for handling any alleged violations of the Code of Student Conduct.

## **Unit/Department: Student Counseling Center**

Website: <http://www.depts.ttu.edu/scc/>

phone: (806) 742-3674

Services/Programs offered to students/families:

Provides professional psychological services in an attractive and welcoming environment. Licensed psychologists, counselors and trainees offer counseling services to address the broad spectrum of mental health issues students frequently encounter in their adjustment to college life. Counseling services are typically brief in duration and include individual, couples, and group therapy. The Center also educates the campus community about wellness strategies for positive mental health on topics related to body image, depression, anxiety, sexual identity, and healthy relationships. Our MindSpa, equipped with a massage chair, provides a range of stress management self-help techniques. Hours of operation are 8:00 a.m. - 5:00 p.m. Monday-Friday with walk-in appointments available 12:30 p.m. - 3:30 p.m.

## **Unit/Department: Student Health Services**

Website: <https://www.depts.ttu.edu/studenthealth/>

phone: (806) 743-2848

Services/Programs offered to students/families

The primary care clinic for the students of Texas Tech University located on campus in the Student Wellness Center at 1003 Flint Avenue. The clinic is staffed with physicians, nurse practitioners, physician assistants, clinical psychologists and counselors, as well as support staff to provide high-quality care for illnesses and injuries, including mental health issues. Students with a valid Texas Tech ID who pay the medical services fee are entitled to access the clinic and pharmacy services. Please visit our website [www.ttuhs.edu/student-health](http://www.ttuhs.edu/student-health) for more information. Please contact us at 806-743-2848 for an appointment or additional information.

## **Unit/Department: Student Disability Services**

Website: <http://www.depts.ttu.edu/sds/>

phone: (806) 742-2405

Services/Programs offered to students/families:

More than accommodations, Student Disability Services (SDS) enhances student learning by providing programs and services for students with disabilities. SDS provides assistance in arranging courses, classroom and testing accommodations, priority registration, campus accessibility and service/resource information, and sign language interpreter services. SDS also strives to remove barriers to education, to encourage, empower, and challenge students to excel by offering free drop-in tutoring to students registered for services, and a variety of additional support services.

## **Unit/Department: The TECHniques Center**

Website: <http://www.depts.ttu.edu/techniques/>

phone: (806) 742-1822

Services/Programs offered to students/families:

A fee-for-service program of Student Disability Services. The only tutoring program of its kind in Texas, the TECHniques Center provides supplemental academic support services to meet the needs and promote the retention of undergraduate students with documented evidence of a learning disability, Attention Deficit Hyperactivity Disorder, and/or Autism Spectrum disorder. Through weekly tutoring and meetings with academic counselors, the TECHniques Center focuses on making education accessible to those who learn differently and helps students become independent learners and self-advocates who accomplish their educational goals.

## **Unit/Department: Student Legal Services**

Website: [www.depts.ttu.edu/sls/](http://www.depts.ttu.edu/sls/)

phone: (806) 742-3289

Services/Programs offered to students/families:

Three licensed attorneys provide free legal advice, counsel and limited representation for currently enrolled TTU/HSC students. Limited representation, within Lubbock County, includes landlord/tenant, uncontested family matters, name changes, essential needs licenses, expunctions, criminal defense, certain misdemeanors and small claims consumer disputes. SLS will consult with students on any other legal matter excluding tax law or bankruptcy. This office cannot advise or represent students against another TTU/HSC student, staff, faculty or any other TTU/HSC entity. SLS also offers free notary services. This office's support staff includes an administrative assistant, a law clerk and externs.

## **Unit/Department: University Student Housing**

Website: [www.housing.ttu.edu](http://www.housing.ttu.edu)

phone: (806) 742-2661

Services/Programs offered to students/families:

University Student Housing provides the best and most convenient accommodations at a reasonable cost for students living on campus. Residence halls offer Learning Communities, which consist of designated floors and halls suited to a major or special interest. Living in a residence hall plays an important role in the growth of each resident as they become part of a community of scholars. University Student Housing is committed to providing students with an environment conducive to achieving personal, social, and academic goals, as well as providing engagement opportunities that promote a fun college atmosphere. Residential Tutoring is available to students at no additional cost and great leadership opportunities are available through the Complex Council, Residence Halls Association (RHA), and many other organizations. University Student Housing's goal is to provide an immersive college experience unlike any other. For more information, visit [housing.ttu.edu](http://housing.ttu.edu).

## **Unit/Department: Transportation and Parking**

Website: [www.parking.ttu.edu](http://www.parking.ttu.edu)

phone: (806) 742-7275

Services/Programs offered to students/families:

Transportation & Parking Services manages and maintains parking areas on the Texas Tech campus. All vehicles parking on the Texas Tech campus Monday through Friday from 7:30 a.m. to 5:30 p.m. must have a permit. Students manage their permits, registered vehicles, and citations through My Parking Account, available at <http://www.parking.ttu.edu>. The office is located on the southeast corner of 4th Street and Flint Avenue in the Administrative Support Center, suite 145. Office hours run Monday through Friday from 7:30 a.m. to 8 p.m.

---

## **Unit/Department: Student Involvement/Student Organizations**

Website: <https://www.depts.ttu.edu/centerforcampuslife/Involvement/>

phone: (806) 742-5433

Services/Programs offered to students/families:

With over 550 active student organizations Texas Tech offers opportunities to fit almost every interest. Student organizations fall in one of sixteen categories: Academic - by College, Advocacy/Activism, Campus Departmental Support, Cultural/International, Fraternity/Sorority, Graduate, Hobby/Leisure/Recreation, Honor, Law School, Political, Pre-Law, Pre-Professional, Residential, Service/Philanthropy, Spiritual/Faith Based, and Sports Club making it easier for students to find organizations that fit their interests. Students also have the opportunity to start new organizations to more specifically fit their interests if desired. For a complete list of organizations please visit [www.studentinvolvement.ttu.edu](http://www.studentinvolvement.ttu.edu).

## **Unit/Department: Student Activities Board**

Website: <http://www.depts.ttu.edu/sub/Activities/>

phone: (806) 742-4702

Services/Programs offered to students/families:

The Student Activities Board strives to be responsive to student interest, with a goal of encouraging campus community and unity at Texas Tech through exciting, relevant, engaging, and entertaining events. The Student Activities Board looks to bring

the best local, college, and national entertainment and educational programs to Texas Tech University. SAB offers free events to students with a TTU student ID.

- *Annual Events may Include:*
- Arbor Day (spring) Spring Concert
- Homecoming (fall) RaiderGate
- Late Night Movies Diversity Week
- Night at the SUB Tech to Town

## **Unit/Department: SGA (Student Government Association)**

Website: [www.sga.ttu.edu](http://www.sga.ttu.edu)

phone: (806) 742-3631

Services/Programs offered to students/families:

To **strive for honor** in the service and protection of the student body of Texas Tech University, through representing their interests by developing personal relationships. In addition, to work diligently to cultivate partnerships with the student body, administration, faculty, staff, and community, to maximize each student's educational and personal growth. The Student Government Association also encourages student involvement and will provide opportunities to develop a lifetime relationship with Texas Tech University for each student and to keep Texas Tech University at the forefront of higher education.

## **Unit/Department: Transition and Engagement**

Website: <http://www.depts.ttu.edu/studentengagement/>

phone: (806) 742-2993

Services/Programs offered to students/families:

Transition & Engagement programs provide a collaborative collection of programs and services that assist students in the transitions inherent to college and academic life and provide opportunities to help students engage in the academic community and navigate successfully to graduation. Our programs and services create a successful experience for students during each of the major college transition periods at Texas Tech University, including admission to enrollment, first year experience, major selection, moving off campus, sophomore year experience, and capstone/senior experiences.

Specific websites of interest include:

- [www.studentengagement.ttu.edu](http://www.studentengagement.ttu.edu)
- [www.redraiderorientation.ttu.edu](http://www.redraiderorientation.ttu.edu)
- [www.raiderwelcome.ttu.edu](http://www.raiderwelcome.ttu.edu)
- [www.majorfair.ttu.edu](http://www.majorfair.ttu.edu)

## **Unit/Department: LGBTQIA**

Website: [www.lgbtqia.ttu.edu](http://www.lgbtqia.ttu.edu)

phone: (806) 742-5433

Services/Programs offered to students/families:

The Office serves the Texas Tech community through facilitation and leadership of programming and advocacy efforts. These initiatives are aimed at strengthening the lesbian, gay, bisexual, transgender, queer, intersex, and asexual (LGBTQIA) community, as well as serving as a resource for the ally community. Together, this work sustains inclusive educational environments that affirm people of all sexual orientations, gender identities, and gender expressions.

Programs and Events Include:

- Pride Week (October) *Queer Reels, Real Topics Film Series*
- Trans Remembrance Vigil (November) *Queer Reads*
- LGBTQIA & Allies Summit (March) *PrideSTEM*
- Lavender Graduation (May)

## **Unit/Department: University Career Center**

Website: <http://www.depts.ttu.edu/careercenter/>

phone: (806) 742-2210

Services/Programs offered to students/families:

Career development programs such as resume critiques, mock interviews, assessments, career exploration, and salary negotiations can be provided via Skype/Lync or email.

Educational sessions and resources (webinars, presentations, resume guides, career exploration, and career options) can be provided via webinars or electronic materials.

## **Unit/Department: RISE (Risk Intervention and Safety Education)**

Website: <http://www.depts.ttu.edu/rise/>

phone: (806) 742-2110

Services/Programs offered to students/families:

RISE is empowering Texas Tech students to live vital, meaningful lives through comprehensive prevention education. RISE provides a variety of services, educational workshops, fun FREE events, and administers the required Think About It course for all incoming first-year and transfer students.

*Presentations include:* Alcohol and Other Drugs, Consent Education and Sexual Assault Prevention, Raiders Respond (bystander intervention), ONE LOVE: Healthy Relationships, Sex Education, and Stress Management

*Resources include:*

- Peer Educators (student organization)
- Violence Prevention and Response (Jane / John Doe reports for Title IX)
- Raider Restart (substance use coaching and intervention)
- Raiders Recharge (wellness coaching)
- Prevention and Wellness Education (alcohol, drugs, interpersonal violence, safe sex, mental health, stress, suicide prevention)

## **Unit/Department: Study Abroad**

Website: [www.studyabroad.ttu.edu/](http://www.studyabroad.ttu.edu/)

phone: (806) 742-3667

Services/Programs offered to students/families:

Texas Tech University offers a comprehensive range of academic programs located in more than 70 countries. Qualified students may study abroad for varying lengths of time - from a brief summer session to a full academic year. Our portfolio of approved international programs includes internships, service-learning experiences, research opportunities, foreign language courses, and courses taught in English that fulfill degree requirements. Study Abroad staff have established strong relationships with campus departments, international partner institutions, and program provider organizations to provide students with safe and productive experiences abroad.

---

## **Unit/Department: Office of the Registrar**

Website: <http://www.depts.ttu.edu/registrar/>

phone: (806) 742-3661

Services/Programs offered to students/families:

The Office of the Registrar serves students, staff, and faculty by providing assistance with registration, grading, TSI Compliance, degree audit, transfer evaluation, and other certifications. Students may request assistance with registration, dropping/withdrawing, ordering transcripts, degree/enrollment verifications, completing a FERPA waiver, and much more. This office works closely with all academic and administrative offices to support efforts in promoting a student's successful completion of their degree.

## **Unit/Department: Support Operations for Academic Retention (SOAR)**

Website: [www.soar.ttu.edu/](http://www.soar.ttu.edu/)

phone: (806) 742-3664

Services/Programs offered to students/families:

Offers academic support services that promote student success. The variety of programs is designed to assist students in attaining their academic goals. SOAR consists of four separate areas: the Learning Center (LC), Supplemental Instruction (SI), Programs for Academic Development and Retention (PADR), and Texas Success Initiative (TSI). The Learning Center offers academic assistance in a variety of self-directed learning support services such as peer tutoring and academic coaching. The Supplemental Instruction (SI) program, in partnership with TTU faculty members, targets historically difficult entry-level academic courses. All areas under SOAR aim to increase students' academic preparedness and that, in turn, raises the likelihood for academic success.

## **Unit/Department: University Advising**

Website: [www.advising.ttu.edu/](http://www.advising.ttu.edu/)

phone: (806) 742-2189

Services/Programs offered to students/families:

Think of University Advising as your student's guide to Texas Tech possibilities. We help students explore majors and validate those choices based on active and informed decision-making strategies. The professional advisors of UA engage students in creating academic plans that align with their goals-- academic, social, and professional. From major exploration to campus resources to semester planning, we are here to answer questions, provide resources, and assist students (and their parents) with the world that is Texas Tech University.

---

## **Unit/Department: Office of Student Financial Aid and Scholarships**

Website: [www.financialaid.ttu.edu/](http://www.financialaid.ttu.edu/) and [www.scholarships.ttu.edu/](http://www.scholarships.ttu.edu/)

phone: (806) 742-3681

Services/Programs offered to students/families:

Offers assistance with all forms of financial aid, including grants, student loans, student employment, waivers, and scholarships.

Office of Student Financial Aid and Scholarships

Hours of Operation: Monday – Friday

Lobby: 8:00 a.m. to 4:30 p.m.

Financial Aid Phone: 806-742-3681 Scholarship Phone: 806-742-3144

Financial Aid Email: [finaid.advisor@ttu.edu/](mailto:finaid.advisor@ttu.edu)

Scholarship Email: [scholarships@ttu.edu/](mailto:scholarships@ttu.edu)

## **Unit/Department: Student Business Services**

Website: [www.sbs.ttu.edu/](http://www.sbs.ttu.edu/)

phone: (806) 742-7272

Services/Programs offered to students/families:

Student Business Services processes tuition and fee billing through the eBill system. This service will provide email reminders of changes in a student's tuition and fee bill. It will also allow for online payments and enrollment in payment plans. The emails will be sent to the student's official @ttu.edu email address as well as any eBill authorized user's email address. Authorized users may be set up by the student which will allow parents or others to log on, view the bill, and make payments.

Texas Tech University has arranged for several different payment options to make paying the bill as simple and convenient as possible. Options include:

- Use a credit card to pay online using the student eBill system (Service fees may apply)
- Debit or eCheck payments made online using the student eBill system
- Cash, check payments, or debit cards accepted in our SBS office at 301 West Hall
- Personal check by mail (Postmarks will not be considered for meeting due dates)
- Payment Plans available via the eBill system
- Utilize a third-party payer or 529 plan such as Texas Guaranteed Tuition Plan
- Receive and accept a financial aid award package
- International payments made through Flywire
- Payment plans are available via the eBill system. To set up online, visit [www.sbs.ttu.edu](http://www.sbs.ttu.edu)

## **Unit/Department: Red to Black Peer Financial Coaching**

Website: [www.r2b.ttu.edu](http://www.r2b.ttu.edu)

phone: (806) 742-9781

Services/Programs offered to students/families:

Red to Black is here to answer your students' money questions! We provide individual financial coaching sessions and group presentations on topics such as money basics, (creating spending plans, budgeting, and financial apps), maximizing financial aid (including student loans), what to expect on the first day of work (benefits, insurance, and investing), and credit and debt concerns. Our purpose is to empower students so that they can achieve their financial goals.