

VI. Campus and Community Resources

Chapter 15 — Support and Resources

The University resources available to support instructors and their students are many and varied. Here, we list programs and services that can help you with your research and teaching responsibilities, as well as those that support students.

- **Research Services**
- **Student Support Services**
- **Teaching Support Services**
- **University Policies**

Research Services

Campus Libraries

- **FSU Library System** includes six major branches and offers such services as Interlibrary loans, online access to numerous databases, online access to the library catalog system, and online renewal.

Student Support Services

Academic Support

- **FSU Honors Program** provides the University's academically gifted students a greater opportunity to interact with each other and with some of FSU's outstanding faculty members. Students who join the program have the opportunity to enroll in special courses, and participate in extracurricular activities throughout the year.
- **Math Help Center** -- provides tutorial assistance for the following mathematics courses: MAT 0024, MAT 1033, MAC 1105, MAC 1114, MGF 1106, MGF 1107, MAC 1140, MAC 1147, MAC 2233, and MAC 2311. Limited help is available for MAD 2104, MAC 2312, and MAC 2313.
- **Center for Academic Retention and Enhancement** provides academic programming and support for minority students on campus and develops academic enrichment opportunities for college-bound minority students in grades 9-12.
- **Reading/Writing Center** provides individualized instruction in reading and writing to undergraduates and graduate students at all levels. Students may register for

1-3 elective credits (ENC 1905, REA 1905, and ENG 5998). Registration ensures scheduled appointments with a tutor over a full semester.

- **Undergraduate Academic Advising Center** helps “undecided” freshmen and sophomores in selecting liberal studies courses. Advisors assist students while in the process of deciding on a major.
- **Office of Undergraduate Studies** administers the academic and advisement assignment programs for lower division students classified as freshmen and sophomores, with the exception of those accepted into the School of Music and the Bachelor of Fine Arts programs in Theater and Dance.

Counseling Services

- **University Counseling Center** provides counseling and psychotherapy to help students overcome personal and interpersonal difficulties. Students who have paid the Health Fee are eligible for services.
- **Psychology Clinic** provides confidential psychological services, including testing and long-term counseling to adults and children *by appointment only*.
- **Marriage and Family Therapy Center** provides premarital, marital, trauma, grief, and family separation/divorce therapy. Services are available to students and to the community at large, *by appointment*. Charges are assessed per the client’s annual income.

Safety

- **SAFE Connection** transports students for free. Students on campus are served through an escort service, and students under the influence of alcohol are driven from and to selected off-campus areas.
- **University Police** maximizes the safety and well being of the FSU community as well as visitors to our campus.
Phone -- 644-1234

Students with Disabilities

- **Student Disability Resource Center** advocates for both physically and learning disabled students. At the earliest convenient date, disabled students are expected to discuss with their instructors their particular needs as they relate to the disability and provide the instructor with a letter of documentation from SDRC. The most frequently requested services are: note takers, alternate exam

testing, and permission to audiotape class lectures.

Student Support Groups and Offices

- **International Center** provides immigration and support services to international students, scholars, faculty and staff. The Center also offers programs that promote cultural awareness and understanding.
- **Office of Multicultural Affairs (OMA)** facilitates the education of university members through programs and services that help them become aware of, understand, and appreciate the various ethnicities and cultures on campus. OMA also offers culturally based education and social programs designed to increase awareness of cultural similarities and differences.
- **Student Government Association** sponsors numerous agencies for various FSU student populations. Instructors should note that many of these organizations not only support students, but can also serve as resources for instruction. **Click for complete list and links to individual websites.**
- **Veteran Affairs** (part of the Registrar's office) acts as a liaison with the Regional Processing Office in Atlanta, GA. Assists veterans, or the dependents of veterans, with the application and certification process.
- **Victim Advocate Program** provides advocacy to victims of crime. An advocate is on call 24 hours a day to respond to FSU students who have been victimized, or any other person who is victimized on our campus. Services include emotional support, instructor notification, referrals, and educational programming for our campus community.

Teaching Support Services

- **Center for Assessment and Testing** provides mark-sense scanning for exams and surveys, test and item analysis, and computer-based and internet-based national and state tests.

Computer and Technology Support

- **University Computing Services** (formerly ACNS) is responsible for computer accounts, e-mail, course mailing lists, public computer labs, and Technology Enhanced Classrooms.
- o **Technology Enhanced Classrooms (TEC)** works toward connecting all of FSU's general-purpose classrooms to the campus network and equipping them with multimedia

capabilities (e.g., a computer, LCD projector, VCR). Audio-Visual equipment is available to course instructors and staff who require items to help facilitate teaching classes.

- **User Services** offers computer software and hardware support to faculty, students, and staff through the following units:
 - o **Help Desk** personnel assist the University community in setting up Internet connections, configuring and using Internet applications, and answering questions about computing services available at FSU.

Copy Services

- **Printing and Mailing Services** provides high quality printing and mailing services, and at the Union Copy Center copying services are available.

Course Materials

- **Texts and Required Classroom Items** -- To ensure that required and supplemental textbooks are available to students by the first day of classes, they should be ordered *as soon as possible*. Ask your departmental staff for the Order Forms, which should include the following information: author, title, publisher, publication date, and ISBN number for the textbook, as well as the course number and section number of the course. The Order Forms are then forwarded to the University Bookstore and/or Bill's Bookstore.
 - o **FSU Bookstore**
Phone -- 644-2072
Location – 1st Floor of Parking Garage (across from Union)
 - o **Bill's Bookstore**
Phone -- 224-3178
Location -- across from Westcott Bldg at 111 S. Copeland
 - o **Bill's Bookstore II**
Phone -- 561-1495
Location -- near the Stone Bldg at 1411 W. Tennessee St.
- **Reading Material Packets** can be prepared by copy services located on-campus and in the community. See "Copy Services" above.

Distance (Online) Learning

- **Academic and Professional Programs Services** and its

various units offer an array of products -- course websites; professional, audio/visual digital media and streaming technologies; interactive CD-ROMs; and student recruitment materials, including brochures, print advertising, audio/visual advertising, electronic advising. Services range from faculty consultation, student and faculty web-based tutorials, and comprehensive faculty training workshops, which cover course development, maintenance, and use of the Blackboard online learning environment

- o **Center for Teaching and Learning** offers the services and support needed for continuous instructional excellence at FSU by providing opportunities for faculty and TAs to develop their instructional planning, teaching, and instructional technology skills. For PIE and PFF programs, see “Teaching Assistant Programs” below.
- **Center for Intensive English Studies** (CIES) teaches English to international citizens from all over the world. CIES teachers are experts in teaching English as a second language. So that the teachers can work personally with students, only 50 students are admitted each semester.

Teaching Assistant (TA) Programs

- **Departmental TA Programs** -- Many individual departments have programs to assist graduate TAs in improving their instructional skills and knowledge of University regulations regarding teaching. Contact your department head or TA supervisor to see if such a program exists.
- **Program for Instructional Excellence** (PIE) This unit of the Center for Teaching and Learning serves as a teaching resource for graduate students, who are currently teaching assistants or anticipate teaching in the future. PIE offers conferences, workshops, and consultation services for the development of instructional planning, teaching, and instructional technology skills.
- **Preparing Future Faculty (PFF) Program** -- This unit of the Center for Teaching and Learning helps graduate students prepare for academic careers in higher education through faculty mentoring, seminars, departmental programs, and observations.

University Policies

University policies can be found in the following online publications:

- **Faculty handbook**

- ***Florida State University General Bulletin***
- ***Florida State University Graduate Bulletin*** is a guide to all graduate policies and graduate programs, and it describes graduate curricula and requirements and content of graduate courses.
- ***Florida State University Student Handbook*** is a guide to student services, student rights and responsibilities, and policies regarding student life.
- ***Registration Guide***

If you have questions, or need advice on any policy, consult your Department Chairperson.

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