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Adapted from the Peer Advising Resource Manual.revised.4.6.15
### Offices and Services

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<th>Department</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Achievement and Learning Center (ALC)</strong></td>
<td>Whether your goal is earning a competitive GPA or just surviving a tough statistics class, the Achievement and Learning Center (ALC) is here to help. Our services can help you clarify and reinforce what you learn in the classroom, enhance specific skills (e.g., writing, exam-taking, memory), or provide a network of support for your academic aspirations.</td>
</tr>
<tr>
<td><a href="http://www.ubalt.edu/alc">www.ubalt.edu/alc</a></td>
<td></td>
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<tr>
<td>AC 113 • 410-837-5383</td>
<td></td>
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<tr>
<td>Elizabeth Mizell, Director</td>
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</tr>
<tr>
<td><strong>Barnes &amp; Noble</strong></td>
<td>This is the University’s bookstore for all textbooks. Bookstore/Café hours: [ Monday through Thursday 10:00am – 8:30pm ] [ Friday 10:00am-5:00pm ] [ Saturday 10:00am- 3:00pm ] Sunday CLOSED</td>
</tr>
<tr>
<td><a href="http://www.ubalt.edu/bookstore">www.ubalt.edu/bookstore</a></td>
<td></td>
</tr>
<tr>
<td>62 W. Oliver St.</td>
<td></td>
</tr>
<tr>
<td>410-837-5604</td>
<td></td>
</tr>
<tr>
<td>Amanda Martinez, Manager</td>
<td></td>
</tr>
<tr>
<td><strong>Bursar’s Office</strong></td>
<td>Items for purchase in the Bursar’s Office  [ o Express transcripts -- $5 payable at the time the transcript is issued. A normal transcript request, issued in 3 to 5 working days, is free. ]  [ o Duplicate ID: $20 ]  [ o Health insurance ]  [ o Monthly MTA pass: $39 ]  [ o A drop box has been installed between the Records and Bursar’s offices, so students can leave information after hours. ]  [ Issues handled by the Bursar’s Office ]  [ o student &amp; company billing ]  [ o enrollment deposits ]  [ o tuition and fees ]  [ o waivers for students, graduate assistants, and senior citizens ]  [ o requesting financial aid refund checks ]  [ o student loan and payroll check disbursement ]  [ o student emergency loan applications ]  [ o 1098T ]  [ o Perkins loan collection ] Hours: Monday – Thursday 8:30am – 6pm; Friday 8:30am – 4:30pm</td>
</tr>
<tr>
<td>AC 127 • 410-837-4848</td>
<td></td>
</tr>
<tr>
<td>Betty McNeil, Bursar</td>
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</tr>
<tr>
<td><strong>Career Center</strong></td>
<td>Whether you’re a student trying to find a career match or you have to make a decision between two job offers, The Career Center can help you. We provide a wide range of services and resources, such as career counseling, paid internships, on-campus recruiting, online job listings, programs/workshops and career fairs, to mention a few. Take advantage of The Career Center services/resources and utilize our expertise in your career planning. We are here to assist you.</td>
</tr>
<tr>
<td><a href="http://www.ubalt.edu/careercenter">www.ubalt.edu/careercenter</a></td>
<td></td>
</tr>
<tr>
<td>SC 306 • 410-837-5440</td>
<td></td>
</tr>
<tr>
<td>Lakeisha Matthews, Director</td>
<td></td>
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</tbody>
</table>

| **Counseling Services**                       | Counseling Services  The mission of Counseling Services is to deliver quality mental health services to the diverse student population at the University of Baltimore. Our aim is to promote students’ academic, personal, and social development. In addition, services are designed to support the university's mission through the provision of outreach programs and consultation for faculty and staff. |
| www.ubalt.edu/counseling                      |                                                                                                                                                                                                            |
| AC 111 • 410-837-5159                         |                                                                                                                                                                                                            |
| Myra Waters, Director                         |                                                                                                                                                                                                            |

Office hours are Monday - Friday 9:30 a.m. – 6 p.m. Walk-in appointments are available on a first come, first served basis on the following days: Monday & Tuesday 10 – 11:30am and Wednesday 4:00 – 5:30pm
| Campus Recreation & Wellness (CRW) | • Intramural Sports, such as soccer, table tennis, and basketball  
| www.ubalt.edu/campusrec | • Wellness Center  
| AC 3rd Flr • 410-837-5598 | o Personal Training Program – fees apply  
| Nick Owens, Director | o Group Fitness Classes – free to all students and members, for a current schedule check out www.ubalt.edu/campusrec  
| | o UB Smoke Free  
| | o Wellness Events including blood drives and health screenings  
| | • Rec Center  
| | o Weight room  
| | o Cardio room  
| | o Nautilus room  
| | o Aerobic Studio  
| | o Wii, Pool table, Foosball, Darts, and more  

| Rosenberg Center for Student Involvement (CSI) | The purpose of the Rosenberg CSI is to demonstrate that student involvement is more than just student activities and organizations. We believe individual and team leadership, along with a strong commitment to community service, are key elements of a successful college career.  
| www.ubalt.edu/csi | Our goal is to enhance your overall educational experience at UB by:  
| SC 303 • 410-837-5417 | • providing campus activities that reinforce and build upon your classroom learning;  
| Bill Schnirel, Executive Director | • creating a sense of community on campus through a variety of forums for meeting new people as well as opportunities to share skills, knowledge and expertise;  
| Anthony Butler, Associate Director Leadership and Community Engagement | • developing your leadership skills through development and experiential activities;  
| | • and developing a sense of social consciousness and passion for life-long learning.  
| | We hope that you recognize the importance of involvement in campus life and that your experience here at UB will provide a strong foundation for personal and professional growth.  
| | Office hours: Monday-Thursday, 9am – 6pm; Friday, 9am – 4:30pm  

| Diversity and Culture Center | The International and Multicultural Student Services Center is a new center for multicultural and diversity education and a hub dedicated to the needs of our international students.  
| www.ubalt.edu/diversity |  
| SC 002 • 410-837-5744 | Karla Shepherd, Director  

| Center for Educational Access | CEA has a wealth of information for students, staff, and faculty about the student services that CEA offers, including priority registration, scholarships, equipment, and parking. Students and their doctors can find out about documentation guidelines. Faculty and staff can learn about ways of accommodating students with disabilities.  
| www.ubalt.edu/cea |  
| AC 139 • 410-837-4775 | Karyn Schulz, Director  

| Center for Entrepreneurship and Innovation | The Center for Entrepreneurship and Innovation at the University of Baltimore is dedicated to the growth and support of innovative ventures in Baltimore. Here's where you'll discover what we mean when we say, "We Build Business." The CEI provides a broad range of services to students, emerging entrepreneurs and the general business community.  
| BC 104 • 410-837-4892 |
| **Financial Aid**  
| www.ubalt.edu/financialaid  
| AC 126 • 410-837-4763  
| Joe Blevins, Director  
|  
| *A UB education is within your reach...*  
| At the University of Baltimore, we want to make your education *affordable* and *accessible*—this is key to our mission. We have designed a program that will *guarantee scholarships* to help you afford education at UB, for all four years. Many students are eligible for merit scholarships. Visit our Web pages or office for details about your options.  
|  
| **Housing Office**  
| www.ubalt.edu/housing  
| AC 115 • 410-837-5434  
| Michelle Walters Johnson,  
| Housing Placement Coordinator  
|  
| Whether you are new to UB, new to the UB Midtown area or current UB student, UB housing can help you find the type of housing that best suits your needs. Working closely with local apartment buildings and property managers, we are able to provide information and placement assistance for a variety of housing options in and around UB Midtown.  
| Tour the buildings, check out the rooms and talk to the property managers at one of our housing fairs or set up a private tour. You can also contact us for information about rentals outside of the UB Midtown area.  
|  
| **Langsdale Library**  
| http://langsdale.ubalt.edu  
| 410-837-4260  
| Lucy Holman, Director  
|  
| Access online databases and course reserves, get help from a reference librarian on an important project, or stock up on some personal reading or a DVD.  
|  
| **Parking and Shuttle Management**  
| www.ubalt.edu/parking  
| Maryland Ave Garage • 410-837-6573  
| Stefanie Shaffer, Director  
|  
| • Maryland Avenue Garage, 1111 Maryland Avenue – check online for hours  
  • Contains Disability Parking  
  • Fitzgerald Garage, 80 W. Oliver St., Open 24 hr, every day and has *Disability parking*  
  • Cathedral Street Lot, 1150 Cathedral St – 24 hr lot with access card  
  • Mount Royal Ave (in front of the Business Center) *Disability Parking Only*  
|  
| **Office of Technology Services (OTS)**  
| www.ubalt.edu/ots  
| AC 101 • 410-837-6262  
| (Help Desk)  
|  
| *Call Center and Desktop Support*  
| • Services - 410-837-6262  
| • Student Technology Information  
| • Faculty/Staff Technology Information  
|  
| *Technical Services*  
| • Systems Administration  
| • Network and Telecommunications  
|  
| **Office of the Provost**  
| www.ubalt.edu/provost  
| AC 249 – 410-837-5244  
| Joseph S. Wood, Provost  
|  
| *Mission and Priorities*  
| The Office of the Provost provides academic leadership to the University of Baltimore. Its primary mission is to maintain academic standards and procedures, and to champion innovation.
Kurt L. Schmoke was appointed as the University of Baltimore’s eighth president as of July 7, 2014. He brings to the University a wealth of experience in public service, higher education and leadership.

Schmoke served as the mayor of Baltimore from 1987-1999 and was the Baltimore City State’s Attorney from 1982-1987. Prior to joining UB, he was dean of the Howard University School of Law in Washington, D.C., from 2003-2012. Following that, he was appointed general counsel for Howard and also served as the institution’s interim provost.

Schmoke earned his undergraduate degree in history from Yale University. While at Yale, he co-founded a child care center that has been in continuous operation as the Calvin Hill Day Care Center and Kindergarten since 1970. He pursued graduate studies on a Rhodes Scholarship at Oxford University and earned his Juris Doctor degree from Harvard Law School.

Schmoke is a member of the Hippodrome Foundation Board, the Lyric Foundation Board, the Baltimore Development Corporation Board, the Baltimore Community Foundation Board, The Howard Hughes Medical Institute, McGraw-Hill Financial, the Carnegie Corporation of New York and the Harvard Law School Visiting Committee.

We envision the Division of Student Affairs as the catalyst for student development by engaging students in transformative learning experiences that support their discovery and achievement of personal and academic excellence. Through these experiences, students will develop the knowledge and skills necessary to succeed personally and professionally, and to embrace their role as contributing members of our university and civic communities.

Dean of students oversees:
- Judicial Matters
- Graduation
- Residency among many other tasks that benefit students
**Shuttle Services**

As an urban university with a commuter population, we know that sometimes getting to class can be stressful. We strive to make it as easy as possible. We provide convenient, free shuttle service that runs in a continuous loop around campus, stopping at each of the designated shuttle stops (see the campus shuttle schedule). For additional stops and times please visit website. For inquiries please email shuttle@ubalt.edu

**UB Police Department**

The mission of the UB Police Department is to enhance the quality of campus life through the creation of a safe and secure environment for faculty, staff, students, and campus visitors to pursue a positive work and educational experience. This task is accomplished by establishing a partnership with the university community that encourages mutual respect, understanding, cooperation and a fundamental desire to develop problem-solving strategies to address the problems of crime and the perception of crime on campus.

---

### Clubs and Organizations

University of Baltimore has over 70 student organizations to get involved with. Log in to OrgSync to find out how to get involved. If a person does not see a club they are interested in, they can always start a new club on campus. Contact Joe Slider at 410-837-5688;slider@ubalt.edu for information on starting a new club or getting involved in an existing one.

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### Troubleshooting Tools

**Academic Problems**

If your mentee is having trouble in a course, help pinpoint the problem. The following is a checklist to guide you.

- **Does she understand why the instructor gave her the grade he did?**
  If not, the mentee should schedule an appointment with the instructor.

- **Is he spending enough time studying?**
  The general rule of thumb is roughly 6 hours outside of class for each course, but he may need to spend more, depending upon his background.

- **Is he having trouble concentrating? Has he lost his motivation?**
  Make an appointment with ALC’s Learning Consultant, 410-837-5366.

- **Is he having trouble understanding the material?**
  His notes might be too sketchy or his background might be minimal. The list of possible causes is a long one. *Don’t attempt to solve this problem yourself. Refer him to the following:*
    - *an academic adviser /ALC learning consultant,* who can help him identify the problem and explore possible solutions.
    - *an Achievement and Learning Center tutor.* If a tutor is not available for the course he's having trouble in, he can still request one. If five or more people request help in a particular course or if the instructor requests a tutor, the ALC will try to locate one (funds permitting). He can speed the process by encouraging other students he knows who are having trouble to request help, or by asking his instructor to request a tutor directly.
<table>
<thead>
<tr>
<th><strong>Unfamiliarity with software, E-mail, etc.</strong></th>
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<tr>
<td>♦ Take him to a computer lab and give him a hands-on demonstration (his hands, not yours!). Show him how to use the “help” function and any available tutorials. Introduce him to e-mail. (This is one of the nicest things you can do for technophobic students! SEE LOGISTICS for more tips on getting an account.)</td>
</tr>
<tr>
<td>♦ If she’s taking a UB course where knowledge of Excel, SPSS for Windows, PowerPoint or graphic design software is assumed, she can often get free help with a tutor or through participating in an ALC workshop. Call 410-837-5383 or submit a request at <a href="http://www.ubalt.edu/tutoring">www.ubalt.edu/tutoring</a>.</td>
</tr>
<tr>
<td>♦ The ALC offers workshops on word processing (Word), spreadsheets (Excel), databases (Access), presentation software (PowerPoint), website design (Dreamweaver), and graphics software (Adobe Creative Suite) for low fees. Visit <a href="http://www.ubalt.edu/alc">www.ubalt.edu/alc</a> and click on Workshops.</td>
</tr>
<tr>
<td>♦ Langsdale Library offers free workshops on using the Internet and other electronic resources. Call 410-837-4274, or visit <a href="http://langsdale.ubalt.edu">http://langsdale.ubalt.edu</a>. Electronic resources of the library—e.g., the catalog and most databases—can be accessed off campus via the Langsdale website. For information on accessing databases, obtaining an ID number, or other assistance, contact the Reference Department (<a href="mailto:langref@ubalt.edu">langref@ubalt.edu</a>: 410-837-4274).</td>
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<tr>
<th><strong>Conflicts with professors/others</strong></th>
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<tr>
<td>♦ <strong>If your mentee is ready to confront someone about the problem,</strong> —urge him to start with the person who is most directly involved; —offer to role-play the situation with him; —refer your mentee to Karla Shepherd (Diversity and Culture Center, SC 002, 410-837-5744) for advice on prejudicial speech or behavior</td>
</tr>
<tr>
<td>♦ <strong>If the conflict involves a classroom professor,</strong> —consult the Student Handbook or an academic adviser regarding the proper grievance procedure. (If the deadlines in the Handbook pose a problem, your mentee can talk to Kathleen Anderson, Dean of Students, AC 112.)</td>
</tr>
<tr>
<td>♦ <strong>If your mentee’s school responsibilities are a source of family conflict,</strong> —“Your Family as Support Group” (ALC handout) offers tips on how your mentee can build family support for his academic goals.</td>
</tr>
<tr>
<td>♦ <strong>Encourage your mentee to take responsibility for at least part of the problem.</strong> By asking &quot;How did I contribute to this outcome?&quot; we can give ourselves a measure of control.</td>
</tr>
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</table>

**Conflict is a major source of stress. UB’s Counseling Services is a tremendous resource. See contact information above.**

<table>
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<tr>
<th><strong>If your student wants a job</strong></th>
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<tr>
<td>♦ The Career Center’s UBworks lists thousands of openings—full-time and part-time—each year (updated daily); many don’t require a degree. Employers are encouraged to list their jobs in our online job bank system—UBworks.</td>
</tr>
<tr>
<td>♦ Individual departments/offices at UB frequently hire student assistants,</td>
</tr>
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</table>

Adapted from the Peer Advising Resource Manual.revised.4.6.15
especially in late summer. These jobs may not be all listed in the Career Center’s UBworks, so check with individual departments. (Langsdale Library, Campus Recreation and Wellness, the ALC, and the law library are major employers of student assistants.)

- **The Financial Aid Office** can award a portion of a student's financial aid in the form of a work-study job (if funds are available). If your mentee is eligible for financial aid, he can request a work-study award instead of—and sometimes in addition to—all or part of a student loan. The advantages of work-study employment are: 1) the convenience of on-campus work, 2) fewer loans to pay off once he graduates, 3) potentially valuable work experience and job references, and 4) the possibility of a Community Service position (with the UB Law Clinic, high school mentoring programs, etc.).

- **County libraries** list government jobs.

**On-Campus Recruiting**—Any student, from new to graduating, is eligible to participate in this Career Center program that brings area employers to campus to interview.

**For assistance with interviewing, résumé writing, and conducting a job search**, contact the Career Center for an appointment, walk-in, or participate in live chat counseling. Visit www.ubalt.edu/careercenter, SC 306, or call 410-837-5440 for up-to-date walk-in and live chat hours.

### If your student is short of funds

**Getting money**

**The Emergency Loan Fund**—usually reserved for emergencies such as overdue rent or electric bills—may have money to lend. Inquire at the **Bursar’s Office**.

**Financial Aid**—Financial aid consists of grants, scholarships, student employment and loans. Grants and scholarships do not need to be repaid. Loans allow students to borrow money that must be repaid with interest. Student employment programs give students the opportunity to earn money for school by working part-time either on or off campus. To be considered for aid, students must complete the Free Application for Federal Student Aid (FAFSA) annually. Completed applications received by March 1 will receive priority consideration for all financial aid funds. In addition, if the student is a new borrower at UB, he/she must complete a Master Promissory Note and a loan entrance interview. All can be found, along with scholarship information, at www.ubalt.edu/financialaid. Visit the financial aid office in AC 123 or contact us by e-mail at financial-aid@ubalt.edu.

Urge your mentee to plan now for the following academic year. You can also get help from the Financial Aid Office and publications in most public and college libraries. A useful web site maintained by the Dept. of Education is www.ed.gov. Scholarship searches, as well as additional information, are available at www.ubalt.edu/financialaid.

**Scholarships**—Even if your mentee didn’t receive a scholarship as an incoming student, she may still apply for a scholarship as a continuing student. Although most of these scholarships require a certain number of credits to have been completed at UB and a good GPA, it’s not too soon to challenge your mentee to reach those goals. Some scholarships pay as much as half tuition. For more
information, check out Financial Aid’s web site at www.ubalt.edu/financialaid and click “types of aid,” or check your ALC Resource Center.

If your mentee is an international student in a difficult financial situation, she or he may consult the ISO to explore options available.

**Spending less**

Urge him to **save money on books** by buying *early*—used books are much cheaper but disappear from the Bookstore shelves quickly. Books may also be available for rent at Barnes & Noble, through the Langsdale Library, or being sold/traded by another UB student.

<table>
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<tr>
<th>If your student is thinking about changing their major</th>
<th>It's an important decision.</th>
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<tbody>
<tr>
<td><strong>Has she explored the academic consequences of her decision?</strong></td>
<td>An academic adviser (not faculty adviser) can help determine</td>
</tr>
<tr>
<td>• how many credits will transfer to her new major or concentration</td>
<td>• Whether her academic strengths are a good match to the major</td>
</tr>
<tr>
<td>• Program coordinators and faculty in the program will also be helpful.</td>
<td>• She may also benefit from meeting with a counselor or learning consultant for help with the decision-making process.</td>
</tr>
</tbody>
</table>

**Has she explored career options in her contemplated major? Good resources are**

• The Career Center—Counselors, using self-assessment tools (including computer-based career planning software), can help her
  —identify her interests, abilities, experiences, and work-related values;
  —relate these to the complex world of work (occupational requirements, opportunities, salaries, career paths and employment trends).
• Faculty—If you’re in her major, you may know a good professor to refer her to. If not, network with peer advisers or friends.

<table>
<thead>
<tr>
<th>If your student is thinking about withdrawing from school/classes</th>
<th>If your mentee seems to have lost interest in a college education:</th>
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<tbody>
<tr>
<td>Sometimes withdrawing can be the best option. (In case it is, be sure your mentee knows the withdrawal deadlines.) But before he decides to withdraw, make sure he 1) talks to the instructor about the likelihood of a satisfactory grade, 2) knows the alternatives to withdrawal, and 3) weighs the risks and benefits of withdrawing vs. staying enrolled.</td>
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**Likelihood of a satisfactory grade**

• The professor can best assess the odds. Make sure your mentee consults her.
• "Extra-credit" might be an option. Your mentee can increase the chances that his professor will say "yes" to an extra-credit request by thinking about some options himself ahead of time and approaching the professor with several possible plans. A pro-active proposal: "Professor X, I know that I need to demonstrate to you my proficiency with Y. Here are some projects that might demonstrate it to your satisfaction, and I'm wondering if you would accept any of them as extra credit."

**Alternatives to withdrawal**
- "Repeat course" option if he doesn't pass—The "Repeated Courses" policy (under "Academic Policies") is actually more flexible than it appears. See an academic adviser for details.
- "Incomplete" option—If unanticipated extenuating circumstances temporarily prevent your mentee from completing his course work, he can petition the instructor for an incomplete. For more information, see an academic adviser, or consult the catalog, available on-line through the student portal. (See "Grades" under "Academic Policies.")

**Risks/benefits of withdrawing vs. staying enrolled:**

Here's an exercise to help your mentee assess the pros and cons:

- Take out a piece of paper and make two columns headed "What May Happen If I Stay in the Course" and "What May Happen If I Withdraw."
- List under each heading the personal, financial and academic consequences of each course of action.
- Contact the financial aid office to find out how a change in academic status might affect your financial aid.
- See an academic adviser for help in listing the academic consequences. (For example, the course you drop now might be a prerequisite for a later course, or might not be offered next semester.)
- (International students) Contact International Services regarding possible visa implications.

**If your student decides to withdraw**

Be sure your mentee knows that he—not the instructor or the registrar—is responsible for withdrawing himself, whether it's from only one course or all of his courses.

**If your mentee wants to return to college someday**—

- Judge whether your mentee needs to assess what went wrong and devise an action plan for change.
- If your mentee plans to return to the University of Baltimore, be sure she understands the consequences of staying out for more than two semesters. See an academic adviser or the catalog for the policy on "continuous enrollment." (The catalog is available through the student portal.)
- Encourage him not to give up on his goal of a college degree, and not to feel ashamed or discouraged. Because of family, work, or money-related interruptions, a full-time UB student takes an average of three years to graduate after entering UB; a part-time student, an average of six years.

**If you have a hard time reaching your student**

Try these ideas:

- Try varying the type of contact—e.g., if you’ve been trying phone calls, mix in e-mail, mail, and/or in-person contacts. (You may be able to tell if he’s reading his e-mail by requesting a read receipt. In Outlook, you can request a receipt from the Options tab.)
- Check PeopleSoft to confirm whether the student’s schedule has changed or whether the student is still enrolled.

**If you’re on campus when she is...**

- Show them how to use their UB e-mail account and then send her notes by e-mail.
- Tell them where and when you work on campus and invite them to stop by.
<table>
<thead>
<tr>
<th>If your student seems unresponsive</th>
<th>Some general advice:</th>
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<tbody>
<tr>
<td>■ Don’t be hesitant to be persistent without being invasive; remember that sometimes the least responsive students are the most isolated. They are the ones that may benefit most from this program!</td>
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</tr>
<tr>
<td>■ Remember the adjustment curve. Your student may be in a difficult phase of the semester and may be more responsive later. Don’t stop trying, and be patient.</td>
<td></td>
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<tr>
<td>■ Don’t take it personally. Even the most experienced and successful mentors have students who are passive beneficiaries of the program rather than active participants.</td>
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</table>

If they say they doesn’t have time to participate,

■ Emphasize that the program can be customized to their needs and schedule. If he’s interested in only one feature of the program, that’s fine.

If your mentee doesn’t return your calls,

■ If you leave a phone message with someone other than your mentee, don’t count on your message being delivered. People often forget to relay messages. Mailing notes or information is often a more reliable means of reaching people.

<table>
<thead>
<tr>
<th>If you’re unexpectedly overwhelmed</th>
<th>If you’re not able to contact your mentees as regularly as the program requires,</th>
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<tr>
<td>• Discuss the problem with your student. If they feel they need more than you’re able to deliver, urge them to tell you so. Perhaps another individual on campus could help them. If you can’t reach them immediately to discuss the matter, send a quick email explaining you’re under more pressure than you expected and urging them to call you to talk about their needs.</td>
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<tr>
<th>When you make your first phone call</th>
<th>When You Call</th>
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<tr>
<td>■ Pick a time and place where you won’t be interrupted.</td>
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<tr>
<td>■ Ask your student if this is a convenient time to talk.</td>
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<tr>
<td>■ Explain your general purpose. E.g., &quot;My purpose is to assist you in any way that I can to become familiar with PDI—the opportunities, challenges, etc.&quot;</td>
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<tr>
<td>■ Review the specific topics listed in the talking points section as well as anything else they want to talk about, remember to stay positive.</td>
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<tr>
<td>■ Try to arrange a time to meet— before classes start, if possible. If they have not registered, suggest meeting during in-person registration and advisement dates.</td>
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<tr>
<td>■ Tell them when they can expect your next contact.</td>
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| When your students “feel” good | The most important thing you can do to help your students persevere and graduate is to make her feel welcome. Studies have shown that the students who persisted in the face of adversity—lack of funds, poor test performance, lack of family support—were those who felt cared about by someone representing the university. It could be a faculty member, staff member, or student. You can make that kind of difference to your student. |
Some ways to make your student feel cared about:

- Call or email to say "hi"—you don't have to have information to impart!
- If you don't know the answer to a question or where to refer him, offer to find out.
- Introduce them to other students, faculty, and staff.
- Check the Center for Student Involvement for freebies—e.g. a UB pencil, key chain, or discount coupon—and give it to your student.
- Just listen.

Navigating around campus/important logistics

Navigating...

*Campus map, shuttle bus stops, & parking info*—See the UB Police Department desk in the Academic Center. Also, warn your mentees about *parking fines*—some of them are memorably high!—and the risk of towing from some on-street parking spaces during rush hours. Tell your mentees that UB Police Department can help if their car won't start or if they lock their keys inside. Free shuttle service is available between campus and designated parking areas Mondays–Thursdays, 7:30am–11pm and Fridays, 7:30am–8pm. Escort service is available after shuttle hours. Visit www.ubalt.edu/parking for more information and maps.

- Discount mass transit passes—**UB students, with a valid student I.D., can purchase a month’s pass for $39 ($25 off the regular price) from the Bursar’s Office. The pass is good for unlimited travel on MTA busses, subway, and light rail.**

*Library Tour*—The Langsdale Library offers tours at the beginning of each semester. Consult the Library’s web page at http://langsdale.ubalt.edu/info_services/instruction/tours.htm, or call the Reference Desk at 410-837-4274 for times. Get a library ID at the same time.

*Tips on staying safe*—Urge your student to use the shuttle service or escort service. If they take a bus to campus, discuss the safest bus stops to wait. Send them pamphlets on staying safe (available from UB Police Department, AC lobby). Also suggest that they check out UB campus crime stats at www.ubalt.edu/ubpolice or neighborhood crime stats at http://141.157.54.34/bpdmaps/

*Logistics*...

*Studying*—In addition to the libraries and empty classrooms, the various lounge areas in the Student Center, (including the **Student Center Quiet Lounge, SC 207**) and the **Business Center Lounge** (BC 312) are dedicated quiet study areas.

*Eating*—Barnes & Noble has a coffee bar and sells snacks. *Vending machines* are available in all University buildings: Langsdale Library (basement and inside auditorium), Business Center (the third floor lounge BC 312 as well as on the first floor BC 130; Law Center (the basement and second floor lounge area); Academic Center lower level (AC 135), AC 218, AC 348, & AC 401) and outside the Campus Recreation and Wellness in the Academic Center. In addition to drinks and snacks, the convenience store stocks frozen dinners that students can microwave.
### Weather-Related Closings/Campus Emergencies
Visit UB’s Web site (www.ubalt.edu) or call the “Weather Line” at 410-837-4201. To receive alerts on your cell phone in the event of a campus emergency, traffic issue, or bad weather, sign up for UB’s emergency text messaging system by clicking on “Campus Text Alert System” on the MyUB Portal page.

### Getting money & change
A State Employees Credit Union (SECU) ATM machine is located in the student lounge adjacent to the Bursar’s Office. It accepts SECU, MOST, and PLUS Network cards. (Any full-time UB student can apply for credit union membership at the SECU office in the State Office Complex at 201 W. Preston Street.) A Chevy Chase ATM machine is also located on the first floor of the Student Center. There is no change machine on campus.

### Arranging childcare
For information and referral to day care providers, your student can contact Maryland Child Care Resource Network (410-625-1111) or Baltimore City Child Care Resource Center (410-685-5150); all public libraries maintain a list of home-licensed day care providers in their service areas. Also Bolton Hill Nursery, located at 1316 Park Avenue, is a nearby nursery and daycare provider (call 410-669-3668).

### Coping with stress/troubleshooting
Some people who are coping with stress may want only a sympathetic ear. Others may want advice. Even those who want advice often cannot listen until they have first "vented." In our fast-paced society, few people take the time to listen. The single most helpful thing you can do for a person under stress is to **give the gift of your attention**. To listen well, **prepare to be changed by what you hear**.

The **least** helpful things you can do for people under stress: try to joke them out of their anger, discount their frustration, minimize their disappointment, talk at length about the time it happened to you—these invalidate or neglect people’s feelings. Let your mentees experience their emotions.

### Other resources:
- UB Counseling Services Office. Offices are located in the Academic Center, room 111. 410-837-5159.
- Stress management video in the ALC (available for check-out)
- Referrals to long-term, low-cost counseling services are available through the Pro Bono Counseling Project (410-323-5800).
- Any dispute between two or more people can be mediated at no cost by mediators trained through UB’s conflict negotiation program—contact the CNMN program coordinator for more information.
  - Examples of mediated situations: disputes between neighbors, friends, family (parent/teen, husband/wife, etc.), roommates, and landlords/tenants.
- Booklets, brochures, and handouts on stress management and relaxation techniques are free from the Rosenberg Center for Student Involvement and the ALC.
- Campus Recreation and Wellness: Exercise is a healthy stress reliever. Working out releases endorphins, which naturally decrease stress level and elevate mood. Grab some boxing gloves and take a few hits at the boxing bags, run on the treadmills, play racquetball, lift weights, take a
fitness class, drop in on one of the many martial arts classes, or relax in the steam room, sauna, or meditation room.

**If you're tempted to give advice:**

- Remember that “just listening” may be all that’s needed. Do not try to fix or advise. Just be present and listen.

- Understand that only rarely will you have the responsibility (or ability) to do anything about the situation that caused the person’s distress.

- While listening, occasionally reflect back—in your own words—what the person has said about his or her experiences and feelings. Statements such as “This must be really hard for you” are comforting. It is comforting to be heard.

- Do not get philosophical or offer vague reassurances about the future (e.g., “Everything will work out OK”). This kind of response tends to stop communication; people need to come to these conclusions on their own. It’s OK to note that the person’s feelings are normal in this kind of situation.

- Don’t hesitate to speak from your personal experience but acknowledge up front that this is only your personal perspective. Emphasize that people are different and that what applies to some may not apply to all.

- When appropriate, guide the discussion toward how the person can get further support. See “Some general resources,” above.

**If your student needs time management help:**

- Check that they have not registered for too many courses with heavy reading and writing requirements (e.g., IDIS courses—recommended maximum: 2 per semester for full-time students, 1 for part-time).

- Make sure they have allowed 2-3 hours of study time outside class for each hour in class.

- Suggest that they make an appointment with ALC’s Learning Consultant, Cydney Delia, or an academic counselor to develop a personalized time management plan.

**If your mentee has a family:**

If they need help with child care arrangements, refer him to the Baltimore City Child Care Resource Center at www.mdchildcare.org (410-539-2209). This website has a listing of local child care providers as well as other resources for parents. In addition, all public libraries maintain a list of home-licensed day care providers in their service area.

**Meeting other students, meeting professor in my major**

- Send your students to the “Guide to Clubs and Organizations” (available from the Rosenberg Center for Student Involvement) and urge them to join. Call Rosenberg CSI at 410-837-5417 for more information or have them log into OrgSync to find out how to get involved.

- If you’re advising someone outside your discipline who wants to meet people in their department,

  - **check with your student’s department** for programs sponsored by their
department, and

- **network**: Find an adviser in your student's major and ask them if they would mind sharing a cup of coffee with your student.

E-mail other mentors and ask for a referral. They might have approachable friends in the right major.

<table>
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<tr>
<th>Getting the most out of classes</th>
<th>Some good advice to pass along:</th>
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<tr>
<td><strong>Make the connection.</strong> Students who see the relationship between their class work and their career/life goals get the most out of their education. Ask your mentee about her reasons for being in college. If she's not sure, suggest the following:</td>
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<td>- Explore your interests with a career counselor in the Career Center (CC).</td>
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<td>- Talk to alumni working in a field that interests you. Ask about the alumni directory in UBworks or the SavorUB program, which matches students with alumni mentors for a free lunch and the opportunity to participate in an informational interview.</td>
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<tr>
<td>- Test out your interests by getting real-world, hands-on experience (and build your resume at the same time). A great option is an internship or volunteer opportunity. (See Career Center section.)</td>
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**Get your books early** and preview them before class. For each chapter heading, challenge yourself to ask a question that you’d genuinely like an answer to; try to read the first chapter before class starts.

**Learn about learning.** What counts most in a world of rapidly obsolescing information? How quickly can you learn? is replacing What do you know? Ask the question uppermost in employers' minds. Build a repertoire of learning skills with applications to the classroom, the workplace and your everyday life. Make an appointment with ALC's Learning Consultant, Cydney Delia. Call 410-837-5383 for an appointment. View the ALC video, Memory Skills.

**Brush up on math.** If you're a business student or AIT major—or just contemplating a statistics course—

- Talk to ALC's math coordinator, Yoosef Khadem, about what math skills are important for success
- Assess and review your basic math skills on-line with the Basic Math Self-Assessment (http://www.ubalt.edu/template.cfm?page=405)
- Take advantage of free prerequisite reviews for certain algebra and statistics courses (see UB’s Web calendar or contact the ALC, 410-837-5383)

**Be computer-wise.** Many courses assume knowledge of certain software.

**Establish a relationship with professors** from the beginning. Introduce yourself the first week and explain what you hope to learn from the course. Don't wait until a problem arises to approach the professor for the first time.

**Get a tutor.** Tutoring at UB is not just for "remedial" students: 60% of those receiving tutoring have GPAs over 3.0. Make your tutoring hours count and invest in tutoring early. One hour of tutoring when you first get confused is easily worth 10 hours later on. It's free to students. Visit www.ubalt.edu/tutoring to sign-up.

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<th>Healthcare and Insurance</th>
<th>Student Health Insurance</th>
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<tr>
<td>The University of Baltimore does not have a student health insurance plan. We</td>
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</table>
encourage you to utilize State of Maryland resources to determine the best coverage available through the Affordable Care Act given your personal and family situation. You may access the State resource directly or utilize our Baltimore Midtown neighbor, Chase Brexton Health Care, for assistance in navigating your options.

Maryland Health Connection
marylandhealthconnection.gov

Enrollment information and brochures are available at the Bursar’s Office, the Henry and Ruth Blaustein Rosenberg Center for Student Involvement or at the Office of Community Life and the Dean of Students (AC 112, 410-837-4755).

**Healthcare**

The University of Baltimore partners with our Mt. Vernon neighbor, Chase Brexton Health Care, to offer health care to students. The Center serves as a primary medical center, providing general services, women’s health care, dental and behavioral health services. Most insurance plans are accepted and there is a sliding fee for those without insurance.

Chase Brexton Health
1111 N. Charles Street
Baltimore, MD 21201

Patient Appointments:
Hours vary by department
chasebrexton.org

Free health hotlines/question lines:

*MyNurseLine* – 1-800-883-2951
Students insured with the University of Baltimore health insurance have access to nurse advice and health information 24 hours a day, 7 days a week. *MyNurseLine* is staffed by Registered Nurses who can help students determine if they need to seek medical care, understand their medications or medical procedures, or learn ways to stay healthy.

*Health Information & Physician Referral Line*
Call 410-529-7600. Leave a message describing your symptoms. A nurse returns your call with free advice.

*Mercy Hospital’s Physician Referral Line*
1-800-MD-MERCY (1-800-636-3729)

**Professors’ Expectations and Work Loads**

The typical student’s GPA drops from .5 to 1.0 grade points during his first semester at UB. Though most students’ GPAs eventually improve, some students never recover from a bad start. Help your student avoid playing catch-up.

*Every college has a unique culture. Explain how UB can be different:*

- more reading assignments, many of which the professor may not review in class. Some assignments may be on reserve at Langsdale Library.
- more writing assignments — Reading and writing requirements in IDIS courses can be especially heavy. Caution your mentees not to sign up for more than two at once if they’re full-time (one if part-time), and advise them to take Advanced Expository Writing—WRIT 300—before other IDIS courses.
- more emphasis on documenting sources — UB professors expect proper crediting of sources used in research. Completion of a required on-line tutorial helps new students better understand the subject of plagiarism and
how to avoid it. Completion is required by students’ second registration. Visit www.ubalt.edu/plagiarism or access through the student portal.

- more essay exams, few multiple choice exams
- more group projects and presentations
- more time required for out-of-class work (6–8 hours out of class for each 3-hour class). Many students find that a work/play/study schedule that worked for them in community college does not work at UB. If your mentees have no extra time to devote to class work, urge them to experiment with one course less than their accustomed load, at least for their first semester. If they are taking computer-programming courses, discourage them from taking more than one per semester.

Resources that can help***:

- General: academic advisers, program coordinators, and program directors
- Free Workshops – see the online calendar for workshops in writing skills, time management, exam prep, and public speaking skills to name a few
- Basic math: New students who’ve been away from math for a while may benefit from a quick brush-up prior to taking math, finance, statistics, or other quantitative courses at UB. Visit www.ubalt.edu/alc and click Math Resources for a quick self-assessment, free review sessions, and other helpful resources.

Career Exploration and Activities

- The Career Center’s UBworks Career Database lists thousands of opportunities, including full-time, part-time, internships and campus jobs. The Center also offers walk-in and counseling appointments to discuss effective strategies to utilize when searching for job and internship opportunities.

- Workshops on interviewing, résumé writing, researching a company, and conducting a job search are available on videotape in the Career Center. Contemporary workshops are developed and presented each semester and are available on videotape. Check CC’s workshop schedule.

- Campus Organizations and Honor Societies—Encourage your students to check out club tables at the Student Life Expo. (Call Rosenberg CSI at 410-837-5417 for more information.) Clubs can be good sources of career information as well as future job contacts.

- Leadership UB—Encourage your students to explore Leadership UB, Rosenberg CSI’s leadership certification program, which focuses on five critical areas of leadership: Citizenship, Global Perspectives, Personal Leadership, Professional Communication, and Team Management. Mastering the key elements of leadership will help students improve their resumes and improve their college experience at the same time! Visit www.ubalt.edu/leadership or contact Anthony Butler at abutler@ubalt.edu or 410-837-5419 for details.

- UBWorks—Contact the Career Center about this directory of alumni working in various fields who have volunteered to help current students and alumni with career exploration or a job. Your students can ask for a UB staff or alumni mentor who may be familiar with your mentee’s field of interest.

- On-Campus Career Fair—Visit www.ubalt.edu/careercenter, then click “For Students”, “Events,” then “Career Fair.”

- Professional Associations—Some professional associations are open to students or have affiliations with clubs on campus. Check with club officers for information.
Adapted from the Peer Advising Resource Manual.revised.4.6.15

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<tr>
<th>The Career Center’s Web Site</th>
<th>is one of the most active on campus. Visit <a href="http://www.ubalt.edu/careercenter">www.ubalt.edu/careercenter</a> for the latest info.</th>
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### Other Extracurricular Activities

- Share the list of clubs and student organizations for your student.
- Remind your students about the University’s Student Life Expo where they can talk to club representatives.
- Remind your students about the Campus Recreation and Wellness (3rd floor Academic Center) for information on Club Sports, intramural leagues and tournaments, fitness classes, and seminars. A Campus Recreation Service staff member can give you and your mentee a tour of the facility and information on activities and services. Also visit www.ubalt.edu/athleticclub.
- For information about upcoming programs and events:
  - Your students can consult UB’s home page for upcoming events as well as UB e-mail for the Daily Digest (especially if your mentees don’t!)

### Honors Program and Honor Society

The Helen P. Denit University-wide Honors Program was established by a generous gift from the Helen P. Denit Charitable Trust in 1993. The Honors Program offers opportunities to liberal arts and business students who are academically talented and highly motivated. Central to the Honors Program is student-driven education. There is more give and take between the student and instructor through smaller discussion-oriented classes. There are greater opportunities for independent research; interesting, enhanced opportunities for creativity and meeting individual goals; challenging seminars that examine current events and debate intellectual topics as well as a variety of Honors specific courses;

Completion of the Denit Honors Program is noted on the student’s transcript.

A listing of honors courses is located within the departmental course descriptions. Honors courses are designated by “HON” after the course number. Honor Web courses are designated by “WHN”. Courses are also listed on the university website on the Honors page. Current undergraduate students in both the Yale Gordon College of Liberal Arts and the Merrick School of Business whose grade point average is 3.5 or above or who have been nominated by a professor are also encouraged to apply. Students transferring to UB with a 3.5 grade point average (GPA) or higher are invited to the program. The program will consider students below a 3.5 GPA who have had special circumstances on a case-by-case basis.

Belonging to the Honors Program provides students with social and cultural opportunities along with the use of the Honors Lounge and its computers.

Honors students are cored on stage at graduation, the only undergraduates to have this honor. Upon the completion of all requirements of the Honors Program the student transcript will reflect this accomplishment and the student will receive a seal for his/her diploma.

Visit the Honors Program website at www.ubalt.edu/honors, or for general inquiries please contact the Honors Office, 410-837-6583.

For specific inquiries contact:
  - Brian Etheridge, Director
To enroll in any Honors course, your mentee must obtain the approval of the coordinator.

**Honor Societies**—Send your student Rosenberg CSI’s brochure for a list of honor societies. For additional information, your mentee can contact the faculty adviser listed in the brochure, or look for the societies’ tables at the Student Life Expo. For more information, visit www.ubalt.edu/csi.

### American Customs Service for International Students

**If you have an international student:**

- Find out what information and services your student can receive from the International and Multicultural Student Services Center. Some useful handouts include *Work Permit (CPT & OPT Permit)*, *Tax Services and Filing Tax Returns*, *Culture Shock: Stages and Signs*, and *Intercultural Communication Clues*.

- Inform him/her about the International Student Association (a great way to make friends and meet other international students).

- Ask your student if they have attended school in the US. Students who are new to America will have different needs than those who are not. Ask for "Higher Education in the U.S." and "Study Skills Tips" handouts from IMSS.

- If they need a Social Security number, advise her to e-mail imss@ubalt.edu. Give her a copy of the ISO Social Security information sheet. If she needs to open a bank account in the meantime, contact Sun Trust Bank on Charles Street or other major banks such as Wachovia or Bank of America—she should be able to open an account without a Social Security number.

**If English is not her native language:**

- Ask if she's interested in assistance with written assignments. If so, introduce her to the ALC's writing consultants.

- Encourage your student to check out ALC’s Conversation Partners program. Non-native English speaking students can get paired with native English speakers to practice conversational English while learning about American customs and culture. Partners meet each other on campus at mutually convenient times. Meeting goals are flexible. For more information, visit AC 113 or call 410-837-5383.

**If your mentee is new to the US:**

- Familiarize yourself and your student with the stages of *culture shock*. (Ask for handout from ISO.)

- Find out about your student’s *support network*. Many come to Baltimore because of friends, relatives or sponsors in the area, but some may have little day-to-day interaction with these contacts.

- Encourage your student to talk about *differences* he notices between the US and his home country; offer to help interpret those differences. (Ask for Cultural Values and Communication handouts from IMSS.)
Offer to help with *common logistical needs*. Send your student to get IMSS’s helpful handouts on ownership, drivers’ licenses, telephone service, and banking in the US. If your student is looking for housing, offer to help interpret classified housing ads and explain American laws and expectations regarding leases. (See also HOUSING CONCERNS.) If your mentee owns expensive electronics, let him know about the availability of renter’s insurance.

*If your student is new to Baltimore:*

- See also MEETING OTHER STUDENTS, MEETING PROFESSORS IN MY MAJOR.
- See other resources listed under BALTIMORE AREA.