

## **Academic Support**

### **Where can a student get academic advice? Who is the student's academic advisor?**

Students should start with Student Advising Services or their academic advisor for help with:

- Working with faculty
- Developing an academic plan
- Staying on track
- Maximizing their undergraduate education
- Applying to a major

There are 12 academic advising units on campus that serve undergraduate students. Find an academic advisor.

### **Where can a student get help with a class? Is tutoring available?**

- **As soon as a student doesn't understand something**, the student should **immediately** speak with the professor and/or teaching assistant (TA), either after class or during office hours. (All faculty hold office hours, which are listed on the syllabus/course outline that they distribute at the first class.)
- The student should make use of free Tutoring Services.
- The student may also choose to contact the academic department to inquire about the possibility of obtaining a paid tutor. Often, a few sessions with a tutor can set a student on the right path, making it a worthwhile investment.

### **Where can a student go for help in choosing (or changing) a major?**

Career Services and Student Advising Services offer one-on-one support and other assistance with major and career decision-making. Professors are also a valuable source for advice.

### **What are some ways to manage the academic transition from high school to college?**

#### **For more information**

The transition from high school to college can be challenging for some students, including:

- Learning to self-advocate, think critically, and utilize campus resources and support services
- Practicing effective time management and study skills
- Knowing how to be responsible for one's own finances
- Understanding and adjusting to the differences between:
  - High school teachers and college faculty
  - Testing and grading in college versus high school
- Figuring out how to responsibly embrace new-found independence
- Making friends
- Getting involved

### **How does a student drop or resign from a class? Are there deadlines?**

For more info

Yes, there are deadlines. Before dropping or resigning from a class, students should meet with their academic advisor and the professor to discuss ramifications and possible alternatives.

### **If a student has a disability, where can he/she go for assistance?**

For more info

Students with disabilities should register with Accessibility Resources. This office coordinates accommodations to ensure that the university's programs are accessible to all students.

### **If a student is ill and misses classes, what should the student do?**

The student should email his/her professors, explain the situation, and determine how to make up the work. If the student is too ill to notify the faculty, a family member should contact one of the following and request that they notify the student's professors:

- The student's academic advisor
- The Office of Judicial Affairs & Student Advocacy

### **How does a student track his/her academic performance?**

Students need to carefully monitor their progress in each course throughout the semester. Mid-way through a student's **first semester at UB**, professors are asked to submit mid-semester grade indicators, which include MS (satisfactory) and MU (unsatisfactory) indicators along with the standard letter grades. These grades are then transmitted to students. If a student receives enough unsatisfactory grades, the student's academic advisor also receives a copy of the grades. It is very important for students who receive any unsatisfactory indicators to immediately meet with the professor(s) and the academic advisor to develop strategies for improvement.

### **How do students obtain their grades?**

Students may access their grades for a specific semester, or a complete record of their grades, in one of two ways:

1. The student should visit his/her HUB Student Center (via MyUB).
2. The student should request a transcript at the Student Response Center, 232 Capen Hall, or by following the instructions to request an official transcript online.

### **How can parents/family members obtain a student's grades?**

The university complies with the Family Educational Rights and Privacy Act (FERPA) to protect the privacy of students and, as a policy, does not release academic records, including grades, to parents or family members. UB expects students to assume full responsibility for their academic progress, including appropriate communication with their families. More on FERPA

### **What is academic probation?**

More info

Academic probation is an undergraduate student status in which a student is determined not to

be making timely progress toward a degree. A student on academic probation is a candidate for dismissal from the university.

### **How do students qualify for the Dean's List?**

[More info](#)

Students who earn at least a 3.6 GPA during a semester in which they complete at least 15 credit hours (12 of which are letter graded) are named to the Dean's List.

### **Should parents contact professors to discuss a student's academic performance?**

Whenever students are concerned about academic progress or have questions regarding a class, parents should encourage them to follow-up directly with the professor. We do not advise parents to contact professors. It is very important for students to develop good relationships with their professors.

### **Career Services**

#### **How can a student find a part-time job on campus?**

[More info](#)

Career Services helps UB students find part-time and seasonal jobs along with internships.

#### **When and how should students start thinking about a career?**

Students should start thinking about a career as early as their first semester. [Career Services](#) helps students choose a major, explore career options, find employment or internships, and apply to graduate or professional schools.

Career Services also offers resources and tools to help students:

- Investigate interests and skills by using self-assessment tools
- Explore career paths and search for jobs through online resources
- Build workplace skills by taking a career-focused [Life & Learning Workshop](#)

#### **How can parents/families help with a student's career search?**

Parents can help students make their own decisions by being supportive, even when their career direction may not seem viable. Parents can also share their experiences with other UB students by getting involved as a [mentor](#).

### **Campus Safety**

#### **How safe is UB?**

UB is considered among the safest campuses in the nation. View [UB's crime statistics](#).

#### **What is UB doing to keep our campus community safe?**

[University Police](#) provides a safe, friendly, and welcoming environment for students, faculty, staff, and visitors to live, learn, work, and play. University Police Officers are highly trained

professionals with full authority to enforce all state and local laws along with university regulations.

**Does the university have an emergency plan?**

Yes. UB has a campus-wide emergency plan and an Incident Command System. The emergency plans encompass:

- All buildings buses/shuttles, and common areas
- Every major university functional area
- Academic, public, and residential areas
- Trained university personnel
- Training and mock emergency exercises involving campus and local emergency responders
- Specialized training in emergency protocols for University Police and occupational/environmental personnel

**How will UB communicate with the campus community in an emergency?**

In an emergency, the university will employ various methods to communicate with the campus community.

**Does UB offer a safety service to accompany students around campus at night?**

More info

Yes. SBI Safety Services provides a walk service on both campuses along with a van service on South Campus.

**Computers**

**Is computing help available?**

**Computing Help: CIT Help Desk**

214 Lockwood

(716) 645-3542

[cit-helpdesk@buffalo.edu](mailto:cit-helpdesk@buffalo.edu)

[helpdesk.buffalo.edu](http://helpdesk.buffalo.edu)

**Campus retail store for computer software, hardware and repair: UBMicro IT Support Services**

UB Commons

(716) 645-3554

[www.ubmicro.buffalo.edu](http://www.ubmicro.buffalo.edu)

**Course Registration, Student Records, Financial Issues, Academic Calendars**

**What is the process for students to register for courses? Are there deadlines?**

Registration for classes takes place during specific periods of time. For the fall and spring semesters, students are able to begin registering during their designated registration

window/enrollment appointment. For summer sessions, registration typically begins in mid-March.

### **When does the university close for holidays?**

More info

### **How do we find financial aid information?**

Visit the Office of Financial Aid

### **When does UB send tuition bills?**

UB no longer sends paper tuition bills. Students receive electronic billing statements (eBill). University eBill notifications are sent to the student's @buffalo.edu email address. The billing schedule for each semester is posted online.

### **Dining and Retail Services**

#### **What meal plans are available?**

More info

#### **Can a student change his/her meal plan?**

Fall meal plans may be changed through the first week of classes. Changes for the spring semester must be made before the semester starts. Changes may be made online or in person at the UB Card Office, 228 Student Union.

#### **How can I order a gift package or birthday cake for my student?**

Send a "Greeting from Home"

#### **What if a student loses his/her UB Card?**

Deactivate it here

The student should take action immediately. The student may be held responsible for any use of the card until it has been properly deactivated. Students can deactivate a UB Card:

- Online or
- By calling (716) 645-6344 during business hours OR 1-800-lost UB1 (567-8821), after hours.

#### **What is the difference between Dining Dollars and Campus Cash?**

- Dining Dollars is a tax-free debit account that can be used instead of cash for food and beverage purchases in the residential dining halls, food courts, snack bars, vending machines, and university convenience stores.
- Campus Cash, which is separate from the Dining Dollars portion of student meal plans, is a taxable debit account used for items, such as books, toiletries, and more.

### **Health and Wellness**

### **What health and medical services are available on campus?**

All currently registered students have access to comprehensive health, counseling, and wellness education services through these offices:

- Health Services: Comprehensive medical services
- Counseling Services: Individual and group counseling
- Wellness Education Services: Wellness programs

### **Is a meningitis vaccine necessary?**

More info

The Centers for Disease Control and Prevention and the American College Health Association recommend that college students consider the meningitis vaccine, which offers some protection against bacterial meningitis. College students, particularly students who live in residence halls, are at increased risk for meningitis. In New York State, students are not required to have the vaccine, but they are required to certify that they have received education about meningitis along with the availability of the vaccine.

### **Does the university require students to have health insurance?**

More info

UB requires all full-time domestic students and all international students to have adequate accident and sickness insurance to supplement the services provided by the Student Wellness Team and to provide coverage for the cost of medical expenses both on and off campus.

### **If a student is on a parent or family member's health insurance, can the student still use UB's Health Services?**

More info

Yes. All registered UB students have access to the care provided by Health Services regardless of insurance coverage. Medical appointments are covered by the mandatory Comprehensive Fee included in the tuition bill. Please note that costs for lab work, prescriptions, and specialty care incurred as a result of the visit are the responsibility of the student (and/or the student's personal health insurance)

### **How do we get proof of enrollment at the University at Buffalo for insurance purposes?**

Contact Enrollment and Degree Verification at the Student Response Center.

### **What is AlcoholEdu?**

More info

AlcoholEDU is a three-hour, online, research-based course that is required of all new UB students. Whether or not students drink, AlcoholEDU will help them make healthier and safer decisions and balance their social and academic life. Students receive information about this course at Orientation and through direct mail.

### **Does UB offer counseling services on campus?**

Yes. Counseling Services is located in Richmond Quad, North Campus, and in Michael Hall, South Campus. Students often come to Counseling for help with concerns, both large and small, including depression, anxiety, eating disorders, chemical use, assault or abuse, sexual identity, relationship conflicts, grief, academic stress, family issues, and more.

### **Living on Campus**

#### **Where should students go if they have a problem in the residence halls or on-campus apartments?**

- Residence Halls: students should start with their Resident Advisor (RA), who lives in the residence hall.
- On-campus Apartments: students should contact their Community Assistant (CA), who lives in the apartment complex.
- Other assistance includes residence hall directors and apartment complex directors.
- Contact information for the professional staff in the residence halls and on-campus apartments is available online.

#### **What if roommates don't get along?**

##### More info

If roommates have challenges living together, they should discuss the issues with the residence life department staff. They are there to help.

#### **What if a student needs something repaired in their room?**

Students should file a work order online.

#### **How do students report an emergency in a residence hall or an on-campus apartment?**

- If the emergency is building-related (*i.e.*, no power, no heat, excessive amounts of water, etc.), students should call (716) 645-5440, Monday – Friday, 8:30 am – 4:30 pm.
- After hours, students should contact their hall or on-campus apartment office.
- Contact information for the residence hall and apartment offices may be found online.
- In a campus emergency, students should call University Police at (716) 645-2222 or pick up any blue light emergency phone.

#### **What is the best way to send/receive mail?**

Students are assigned a mailbox in their Area Mail and Package Center. When a package arrives, a student is notified with a slip in his/her mailbox to pick up the package in his/her Area Mail and Package center. To claim packages, students must present the package slip and I.D.

### **Living off Campus**

#### **What should students who are considering moving off campus know before seeking off-campus housing?**

Each spring, some students choose to make the transition from the close-knit residence halls to independent living off campus. Students are often surprised by the differences between being a residence hall floor-mate and an off-campus neighbor. Before committing to off-campus housing, students need to understand the challenges of independent living, so that they are better able to protect their own interests and hopefully have a positive experience. Before seeking off-campus housing, students should consult Off-Campus Student Services.

### **Parent Programs**

**Who can parents contact if they have questions or concerns? (Note: This question has been rephrased.)**

When parents or family members have a question or concern and don't know where to go, they should contact the Parent Advisory Service for information, advice, and referrals.

**What is the best way for parents/family members to keep in touch with UB?**

These sources will help you stay in tune with UB:

- UB Parent Association
- UB News Center
- Emergencies
  - On Campus: University Police, emergency number, (716) 645-2222; non-emergency number, (716) 645-2227 or pick up any Blue Light Emergency Phone
  - Off Campus: 911
- Division of Athletics
- The Spectrum (student newspaper)
- UB Reporter (faculty/staff newspaper)

**What is the parent newsletter?**

Members of the Parent Association receive a monthly e-newsletter the second Wednesday of every month, from September through May. The newsletter contains suggestions and updates to help parents support their students. To subscribe, unsubscribe, or change contact information, visit <https://www.student-affairs.buffalo.edu/parent/registration>.

**What is the Parent Fund?**

More info

Contact: Kristen Brill, Constituency Relations, [kbrill@buffalo.edu](mailto:kbrill@buffalo.edu)

The UB Parent Fund was created to support programs that extend a student's learning beyond the classroom. Funds support programs to teach students how to plan, stay healthy and lead fulfilling lives. Please consider an investment in UB – while your son or daughter is here to benefit from your generosity. There is no better way to stay involved in a student's college experience. To make a gift, visit <http://www.student-affairs.buffalo.edu/parent/support.php>. Be sure to designate your gift to the UB PARENT FUND.

## **What is the Parent Association**

[More info](#)

Well-informed parents have a stronger, more positive impact on their student's college experience. Stay well-informed as a member of UB's Parent Association. There is no cost to join. Members receive a monthly e-newsletter the second Wednesday of every month (September through May). The newsletter is full of tips and tools to help your student succeed and to help you support your student and stay involved at UB. Members also receive discounts on certain purchases at the university and have an opportunity to give us feedback on UB programs.

## **Parking and Transportation**

### **What should students know about parking?**

[More info](#)

A valid permit is required to park on UB Campuses Monday through Friday, from 7 am to 3 pm,. First-year students living on campus may park only in their residence hall lot or in a Park and Ride Lot from 7 am to 3 pm, Monday through Friday. Resident first-year students use campus buses and shuttles to go between campuses and to get around each campus.

### **How does a student get a parking permit?**

[More info](#)

Students register for a parking permit online through MyUB. Students need their vehicle information, including the license plate number. They can show their ID and pick up their permit at 102 Spaulding Quad, North Campus, or 104 Harriman Hall, South Campus. Prior to the fall semester, a mail option is also available. There is no charge for a parking permit.

### **What campus transportation is available?**

The [UB Stampede](#) bus service connects the North and South Campuses; [shuttles](#) travel on each campus; and [paratransit shuttle service](#) transports students with disabilities. Buses and shuttles run every 5 to 10 minutes during peak periods, Monday through Friday, during the academic year, and every 30 to 60 minutes on weekends, university recess periods, and in the summer. [Mall/Market Bus Service](#) is available for shopping trips twice a week.

### **How can students get around without a car?**

- In addition to UB's buses and shuttles, [Zipcar](#) provides students with a car when they need it. Gas, insurance, and 24-hour roadside assistance is included in membership.
- The [Weekend/Holiday Express Bus Home](#) gets students home for Thanksgiving, winter, and spring breaks, traveling to New York City, Albany, Syracuse, and Rochester.

### **Is there transportation downtown?**

## More info

Students can get to downtown Buffalo in one of two ways:

1. Blue Line Shuttle from Main Circle on South Campus to the NFTA Allen Street Medical Campus Station (Monday through Friday only) or
2. NFTA Metro Rail from the station on South Campus (any day)

## **How does a student get taxicab service?**

### More info

Buffalo Transportation Inc., the University's Campus Cash partner, accepts cash or Campus Cash and travels within the Buffalo metropolitan area, including the airport, bus and train stations.

## **Student Activities and Other Services**

### **What's happening on campus?**

#### More info

### **How does a student get involved on campus?**

- To learn about opportunities for campus involvement, visit <https://buffalo.collegiatelink.net>
- [Student Programming Board](#)
- [Undergraduate Student Association \(SA\)](#)
- [The Student Life Office](#)
- [UB Athletics](#) (as a spectator or participant)

### **What is Sub-Board?**

#### More info

Sub-Board I is a not-for-profit corporation founded by UB students and owned by UB's student governments. Sub-Board I provides the following services:

- [Clinical Lab](#)
- [Health Education \(including SBI Safety Services\)](#)
- [Legal Assistance](#)
- [Off-Campus Housing](#)
- [Pharmacy](#)
- [Student Medical Insurance](#)
- [Ticket Office](#)
- [WRUB Radio](#)

### **Where can we learn about fraternities and sororities?**

#### More info

### **What are Life & Learning Workshops?**

## More info

Life & Learning Workshops offer free, convenient student workshops that support student success in the classroom and beyond. Workshop topics include:

- Academics and Study Skills
- Wellness & Recreation
- Interpersonal Relationships
- Diversity
- Leaders
- Careers