

# Student Affairs

## Vision Statement

The Division of Student Affairs enhances the University of Arkansas Experience by helping students to become intellectually engaged, more self-aware, and strongly bonded to the University.

## Mission Statement

The Division of Student Affairs' mission is to provide programs and services to promote academic success and student development.

## Core Values

- Act as partners and collaborators in all endeavors.
- Exercise our role as educators in the student learning process.
- Provide friendly, helpful, and responsive service.
- Treat all individuals with dignity and respect.
- Preserve the highest ethical standards based on trust, honesty, and integrity.
- Encourage and model civility in all relationships.
- Be an inclusive community.

The Vice Chancellor for Student Affairs administers the departments of the Division of Student Affairs and provides leadership in the development of programs and services that supplement the classroom experience of students and enrich the quality of campus life. The Vice Chancellor serves as a liaison to other administrative offices, faculty, and student governing groups. The office is a central source of information concerning University policies and procedures affecting student life and co-curricular programs and services.

Students are encouraged to bring their concerns, questions, and ideas to the attention of the Vice Chancellor or the Dean of Students.

The Dean of Students offers a wide variety of educational programming, as well as advising and referral services for individual students and many student organizations. Programs and services are developed to meet the needs of the campus community. Recognizing a diverse and changing student population, the staff works with faculty and University personnel to provide the best possible experience for all students.

For more information, see the *Code of Student Life*, available from the Dean of Students.

## STUDENT SERVICES

### Services for Non-Traditional and Commuter Students

Increasing numbers of non-traditional students are attending the University. A non-traditional student is defined as an undergraduate who is 25 years of age or older, is enrolled part-time, is financially independent, has interrupted his or her education, works or has worked

full-time, is married, or is a parent or has dependents. Recent figures indicate that approximately 25 percent of undergraduate students at the University of Arkansas are non-traditional. The mission of the Office for Non-Traditional & Commuter Students is to provide prospective and currently enrolled non-traditional and commuter students with support, services, information, and resources to meet their unique needs. The office will assist individuals with problem solving and provide information and referrals. For more information, visit us in Walton Hall (south end), telephone 479-575-7351, or e-mail [onts@uark.edu](mailto:onts@uark.edu).

In addition, several Student Affairs areas provide programs for older students. Orientation has two summer sessions for transfer and adult students. Campus Dining Services offer individual meals or meal ticket programs for off-campus students. Career Services has extended office hours beyond 4:30 p.m. Counseling and Psychological Services (CAPS) provides a number of workshops and support groups designed to meet the special needs of adult learners. Information on childcare services is available from the Office for Non-Traditional & Commuter Students.

### Student Support Services

Student Support Services is available to students who need academic or counseling support to successfully pursue a college degree. Services include assistance in securing financial aid, tutoring, wellness counseling, cultural enrichment opportunities, and college survival skills training. Students' needs are determined by an interview with a counselor and a personal career-abilities assessment. To qualify for the program, a student must be either the first in their family to pursue a four-year college degree, have low-income qualifications, have a documented disability, or any combination of the three. For more information call 479-575-3546 or come by the ground floor of Gregson Hall.

### Services for International Students

The Office of International Students and Scholars serves foreign students and scholars and enhances the global awareness of the UA community. The office provides pre-arrival assistance and a comprehensive orientation program for newly admitted international students each semester. Cross Cultural Mentors provide one-on-one contact and group activities for new international students during their first semester, assisting them in their adjustment to the academic community and the Fayetteville/Northwest Arkansas area. The office provides services such as immigration advising, employment authorization, non-resident tax filing assistance, and other programs and services that help students and scholars reach their academic and personal goals and make their time at the University of Arkansas more productive and enjoyable.

The office administers four outreach programs that give students an opportunity to learn about U.S. life and culture while enriching the community's knowledge and appreciation of diverse populations and cultures. These are: the Friendship Partner program, which pairs students with local families who share American culture, daily life, and special activities with students; the Conversation Club program, which provides students with a small-group setting in which to practice conversational English with native speakers; the International Culture Team, a group whose members speak or share other skills and talents through presentations at community organizations, representing their home countries and cultures; and the Spouses Program, which brings together spouses of students and scholars to build friendships and introduce resources in the community that would benefit them.

The office sponsors various events including: the celebration of International Education Week each fall, yearly seminars for immigration attorneys, and an International Student Support Group each semester. A number of registered student organizations specific to various country, culture, or language groups are linked with the office including the International Students' Organization (ISO), a group for U.S. and international students, which organizes events such as the International Bazaar and an annual banquet.

The Office of International Students and Scholars is in Holcombe Hall, Room 104; phone 479-575-5003; fax 479-575-7084; e-mail [iss@uark.edu](mailto:iss@uark.edu); Web: <http://www.uark.edu/iss>.

### **Office of Student Mediation and Conflict Resolution**

The Office of Student Mediation and Conflict Resolution provides an informal, impartial, and confidential means of conflict resolution to students and the campus community. It is the goal of the office to foster a culture of community, safe and open dialogue, and to encourage cooperative problem resolution. If you contact the office to address a specific conflict, a representative will: listen to your concerns, provide facilitation or mediation services when appropriate, value diversity, hear all perspectives, assist you in considering your options for resolution, and remain impartial to all parties involved. Services are confidential, and no identifying records are kept.

Educating the University community and maintaining effective processes are important components of preventing conflicts from escalating and can help enable University students and employees to effectively address adversity themselves. Training is available in alternative conflict resolution techniques, theory, and practice. Workshops are customized to fit specific needs. Recommendations may be made to improve processes that may inadvertently create conflicts, or inhibit informal resolution. Our hope is to create an environment that supports the early resolution of conflict.

The Office of Student Mediation and Conflict Resolution is in the Arkansas Union, Room A677A; phone 479-575-4831; Web: <http://www.uark.edu/ua/ombuds>.

### **Greek Life**

The Office of Greek Life facilitates the educational process and provides resources related to programs that promote the growth and development of students affiliated with fraternities and sororities on campus. The overall mission is to enhance the academic, cultural, moral, and social development of students in Greek organizations; provide training in leadership and other personal and social skills; promote student involvement in extracurricular activities and community service projects; and promote Greek Life as a productive and viable lifestyle on campus. Programs such as Recruitment, Greek Weekend, Greek Life Facilitators, and Greek 101 are coordinated by the Office of Greek Life, the Interfraternity Council, and the Panhellenic Council.

The Interfraternity Council (IFC), Panhellenic Council (PHC), and National Pan-Hellenic Council (NPHC) are the governing bodies for 10 national sororities and 16 fraternities. The officers and representatives of IFC, Panhellenic, and NPHC work with the Office of Greek Life to provide positive programs and leadership opportunities to the members of the Greek organizations. The Greek Life office is in the Arkansas Union A697; phone 479-575-5001 or fax 479-575-3531; Web: <http://uagreeks.uark.edu>.

### **Multicultural Center**

The Multicultural Center exists to enhance the University of Arkansas academic experience by preparing students for life in a pluralistic society. The staff seeks to provide a "home away from home" atmosphere for African American, Latino/a, Native American, and Asian American students; to provide an environment that promotes cross-cultural interaction; and to collaborate with the University community in providing educational, cultural, social programs, and resources to assist in the development and advancement of a diverse community. The center also offers a large gallery area for programming, displays, and exhibits, a small resource library, and an informal lounge. The center is in the Arkansas Union, Suite 404; phone 479-575-2064; Web: <http://www.uark.edu/studorg/samc/>.

### **Multicultural Student Services**

The Office of Multicultural Student Services seeks to develop and use existing programs to provide for the social, cultural, and academic presence of students of color on campus. In addition, we strive to educate and sensitize the campus community concerning diversity and to provide resources to help each individual and University department to acquire the skills and knowledge needed to make the University campus a place that truly respects and appreciates diversity. For more information, contact the office of Multicultural Student Services in the Arkansas Union, Suite 404 or call 479-575-2064.

### **Reasonable Accommodations for Students with Disabilities**

The Center for Students with Disabilities (CSD), 104 Arkansas Union, serves as the central campus resource for students with disabilities. Working in partnership with students, faculty, and staff, the goal of the CSD is to ensure a physically and educationally accessible University environment. CSD staff work individually with students and assist academic and non-academic units to determine reasonable accommodations that will enable every student to have access to the full range of programs, services, and activities offered through the University.

For more information contact the CSD at Center for Students with Disabilities, 1 University of Arkansas, 104 ARKU, Fayetteville, AR 72701, phone 479-575-3104 (voice) or 479-575-3646 (TTY); e-mail: [ada@uark.edu](mailto:ada@uark.edu); Web: <http://www.uark.edu/us/csd/>.

### **Office of Community Standards and Student Ethics**

The mission of the Office for Community Standards and Student Ethics (OCSSE) is to provide an equitable and effective educational system that promotes responsibility, individual growth, accountability, and student learning through community outreach, peer mentoring, and enforcement of the Code of Student Life. The office is designed to provide an equitable process for dealing with alleged Conduct Code infractions of University rules, regulations, and/or laws by students. This system is informal, non-adversarial, and is intended to be a part of the total educative process of the University. Students are encouraged to make responsible decisions and to be accountable for their actions. In addition, students who witness violations of the Code or who are victims of inappropriate or illegal

behavior perpetrated by other students are encouraged to report such activity to the Office of Community Standards and Student Ethics.

Students who are interested in involvement with the All-University Judicial Board or the PEERs (Peers Educating Ethical Razorbacks) program should contact the Associate Dean of Students of the OCSSE. For more information see the Student Handbook, available in the Administration Building, Room 325. The Office of Community Standards and Student Ethics is in the Administration Building, Room 325, telephone 479-575-5170; Web: <<http://www.uark.edu/ethics>>.

### **First Year Experience Programs**

The First Year Experience Programs at the University of Arkansas is a collaborative effort developed to enhance the academic and social integration of incoming students through a variety of classroom and co-curricular activities. Faculty and Student Affairs professionals work together to offer special assistance and promote skills designed to help students experience a fulfilling, rewarding, and successful first year at the University, and to assist them in reaching their ultimate goal of completing a degree.

First Year Experience Programs supports eight major initiatives: Orientation, ROCK Camp, Welcome Weeks, Academic Convocation, Burger Bash, Help-A-Hog, Family Weekend, and First Year Experience Seminar courses. First Year Experience Seminar courses are guided by an advisory board of Student Affairs professionals and associate deans from each academic college. U of A executive administrators, faculty, and staff participate in these programs as speakers, mentors, or through other means of engagement. By providing transitional support for incoming students, First Year Experience Programs effectively promotes their academic growth and supports the mission of the University.

The First Year Experience Programs office is in the Arkansas Union, Room A687; phone 479-575-5002; Web: <<http://fye.uark.edu/>>.

### **UNIVERSITY CAREER DEVELOPMENT CENTER**

The Career Development Center provides a comprehensive career development program designed to meet the needs of the University of Arkansas community. The center assists students and alumni in the development of skills necessary for lifelong career management.

The center provides individual and group career advising sessions; a one-hour credit "Career Decision-Making" course; career planning and job search workshops; individual assistance with resume preparation and job interview skills; resources for experiential education opportunities; career interest assessments; a career resource library; and placement services.

Students are encouraged to begin working with the staff of the Career Development Center during their first year at the University of Arkansas. Advisers assist students in selecting a college major, in obtaining a cooperative education or internship placement, and in preparing for their job search or graduate/professional school application. A full-range of career fairs is offered each semester including all-campus fairs and individual industry-specific fairs.

The Career Development Center staff members welcome opportunities to present career planning or job search information to students in the classroom. The Career Center also encourages faculty and staff to partner with them in hosting employers for on-campus recruiting visits. There are valuable opportunities to develop strong professional relationships with the 300-400 corporate recruiters who visit our campus each year.

The University Career Development Center provides services and educational programs to students, alumni, former students, faculty, staff, and their families. A satellite Career Center in the Walton College of Business serves students and alumni in the Walton College.

For further information, contact the University Career Development Center, ARKU 607, 479-575-2805, or visit our Web site at <<http://career.uark.edu/>>.

### **UNIVERSITY HEALTH CENTER**

The University Health Center provides professional and comprehensive medical care, mental health care, health education, and health promotion for the University of Arkansas community, including students, faculty, and staff. Committed to physical, mental, spiritual, emotional, and social health, the highest standards of quality, and an appreciation of the value of each individual, University Health Center services and programs support the education and development of each individual. University Health Center services include:

#### **Medical Services**

Professional medical staff including physicians, nurse practitioners, and registered nurses provides primary health care, as well as women's health care. An allergy clinic and a travel immunization clinic are also available. The University Health Center is particularly advantageous to the campus community with a comprehensive clinical laboratory, x-ray facilities, and a licensed pharmacy with both prescriptive and over-the-counter medications.

#### **Counseling and Psychological Services**

Counseling and Psychological Services (CAPS) provides a wide-range of consultations to students, students' partners, staff, and faculty of the University of Arkansas. Psychologists, social workers, and professional counselors work with students to solve problems, understand themselves, grow personally, and develop more satisfying relationships with friends and family. In addition to office consultations and therapy sessions, students have opportunities to participate in educational programs on campus as well as access to 24-hour emergency services for mental health crises.

#### **Health Promotion and Education**

A unique feature of the University Health Center is the complete focus on the promotion of good health and prevention of negative health conditions. Professional health educators serve the campus community with wellness and prevention activities delivered in a variety of educational settings including everything from individual consultations to one-hour credit classes. Students benefit from the breadth of health and lifestyle topics addressed, which help them attain success in all aspects of their lives.

### **Pat Walker Health Center**

By December 2004, the Pat Walker Health Center will open at 525 North Garland Avenue. The University Health Center will relocate to the Pat Walker Health Center with expanded services for the University of Arkansas community.

Students pay a per credit hour semester health fee that covers professional office visit charges. Student spouses are eligible for services and may pay the health fee. Services other than professional office visits are the responsibility of the patient and/or their health insurance plan. The University strongly recommends that all students have health insurance. A student health insurance policy endorsed by the Associated Student Government is available to all students, student spouses, and their dependent children. Students may enroll in this plan at the Student Health Insurance office, located at the University Health Center.

The University Health Center welcomes inquires about specific services at 479-575-4451; TTY 479-575-4124. More information is available on the Web at <<http://www.uark.edu/depts/healthinfo>>.

## UNIVERSITY HOUSING

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University Housing is committed to providing a quality living and learning environment that challenges and supports the personal, social, and academic development of residents and their diverse communities.

Experience and extensive research nationwide has shown that academic success in the first year and beyond is directly linked to residing in an on-campus residence environment. In an effort to increase the academic success of our entering students, the University of Arkansas requires all single freshmen under the age of 21, who do not reside with a parent in their permanent home, to live in an on-campus residence hall their first year. Requests to live somewhere other than with parents in their permanent home are not likely to be approved under most circumstances. The Freshmen Exemption Requirement will not apply to students who have earned 24 credit hours at another college or university (even if the hours are not transferable). Students planning to live with their parents in their permanent home, or to request an exemption from the University of Arkansas Freshmen Residency Requirement, are encouraged to complete all required paperwork prior to attending an orientation session. Failure to do so could cause long delays in the orientation process. Students who wish to apply for an exemption to the University's requirement for single freshmen to live on campus may refer to the information on our Web site: <<http://housing.uark.edu>>.

Each residence hall has a Resident Director. This individual is selected for his or her academic credentials and interest in helping others, as well as his or her ability to work well with college students. In addition, every area or floor is staffed by a Resident Assistant who is an upperclassman with training, experience, and knowledge to answer students' questions and, more importantly, to help students find their own answers. Counselors in Residence (graduate assistants) provide short-term counseling for students living in the residence halls and University apartments, in response to personal, social, academic, and developmental needs. Assistant Directors are full-time, master's degree level, Residence Life professionals. They live on campus and are each responsible for three to six residence halls. Access to residence halls is controlled by electronic card readers, which allow only residents and their escorted guests to enter.

Residential living offers several options: male, female, graduate, or co-ed. Rooms are available for visually or hearing impaired students as well as those who are physically challenged. Special-interest living options, such as honors programs, first year experience, substance-free, architecture, engineering, pre-med/science, nursing, business and technology are also available to students. Additional information is available on the University Housing Web site.

Each of the three separate dining facilities on campus is managed by Campus Dining Services and provides a natural setting for socializing with friends and enjoying a wide variety of high quality, nutritious meals. All students living in a residence hall, except for those living in a graduate-only facility or residing in summer school housing, are required to have a meal plan. There are several meal plans available to meet the needs of both on-campus and off-campus students. Learn more about Campus Dining Services online, at <<http://dining.uark.edu>>.

## ARKANSAS UNION

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The mission of the Arkansas Union is to provide unique and diverse services, programs, conveniences, and amenities primarily for students, as well as for other members of the University of Arkansas family – faculty, staff, alumni, and guests. As the center of University community life, the Union complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide opportunities to balance course work and free time as cooperative factors in education.

The Arkansas Union serves as the community center of the University for all members of the college family. As the “living room” of campus, the Union is the gathering place of the University. The Union provides services and conveniences that members of the campus community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations. Included in the Union are meeting, reception, and banquet rooms; lounges; a ballroom; Anne Kittrell Art Gallery; theater; video theater; and a computer lab. The Union Market offers Chick Fil A®, Burger King®, salads, soups, Trattoria® pizza/pasta, Upper Crust® submarine sandwiches, Austin Blues Bar-B-Que™, hot rotisserie foods, Mexican specialties, baked items, Southern Tsunami Sushi, and a Mongolian Wok. RZ's Coffeehouse® and a Stop Gap “grab and go” convenience store are located in the east building addition. Complete catering services are provided for meeting and function support. In addition, the Union houses the University Bookstore, U.S. Post Office, Union Hair Cutters, First Security Bank, Union Copy Center, Razorback Shop, and Computer Store.

The Arkansas Union is the center of much student activity and is a perfect place for students to get involved on campus. University Programs provides events and activities, planned, organized, and presented almost totally by students. Typical programs are major concerts, symposium speakers, theater productions, video programs, fine arts programs, and art gallery shows. The Union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the Union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.

The Student Life Center provides office space for many Registered Student Organizations and Student Support offices. The Office for Student Involvement and Leadership provides resources for student organizations. Over 250 student organizations including Associated Student Government, University Programs, and the student radio station are housed in the Union. Many other offices provide goods and services to support students. The Student I.D. Card Office, Razorback\$ program, and the Information Center are administered by the Arkansas Union. Offices for Student Involvement and Leadership, First Year Experience, Minority Student Services, Greek Affairs, Orientation, Non-Traditional Students, Assistant Vice Chancellor for Student Affairs, Multicultural Center, University Career Development Center, Center for Students with Disabilities, and other programs are in the Union. For more information, visit the Arkansas Union Web site at <<http://www.uark.edu/campus-resources/union>>.

## Office for Student Involvement and Leadership

The Office for Student Involvement and Leadership, in the Arkansas Union, is the central location for student organizations and activities for the University of Arkansas. The main goal of the office is to provide all students with opportunities for involvement and to enable students to learn and practice leadership and management skills that complement classroom learning. The Office for Student Involvement and Leadership is responsible for the oversight and administration of five major areas:

### Student Organizations

All student organizations, must register annually with the Office for Student Involvement and Leadership. This registration information is kept on file to assist students and administrators in learning more about particular organizations. The Office for Student Involvement and Leadership provides student organizations with assistance and services to help them succeed, including the annual Student Involvement Fair, facility reservations and fund-raising assistance, trademark forms, mailboxes, and locker space.

The office also assists student organizations in event planning and presentation. Limited office space in the Arkansas Union is awarded annually to organizations by the Arkansas Union Advisory Council.

#### **Leadership Development and Volunteer Programs**

The Leadership Development Programs are designed to help students gain and refine leadership and management skills and to network with other campus leaders. Some of the programs and retreats require a minimal registration fee. Programs include: Emerging Leaders, The University Leadership Retreat, and the Leadership Resource Library. Student team members and mentors are utilized to help plan and implement each of these programs. This experience serves as a part of the educational process for the students involved. The Volunteer Action Center encourages community service and service learning. A student e-mail list acts as a clearinghouse for volunteer and community service opportunities within the surrounding area. Large-scale volunteer events such as “Make A Difference Day” and “Students’ Day of Caring” are also sponsored by this area. Both of these programs perform multiple volunteer projects on a particular day, one in the fall and the other in the spring.

#### **University Programs**

University Programs is a volunteer student organization responsible for coordinating and planning over 350 events annually for the campus community. Staff members serve as advisers to University Programs. University Programs provides UA students with cultural and educational experiences, entertainment, and fun. Eight committees, committee chairpersons, and three executive officers select, schedule, and produce events such as concerts, movies, lectures, fine arts performances, gallery exhibits, and much more for the UA community. University Programs provides excellent opportunities to develop leadership skills and to gain practical experience in a variety of areas. Supported by an activity fee instituted in 1988, University Programs events, with the exception of major concerts, are free to students.

#### **Associated Student Government (ASG)**

See Campus Governance in the Code of Student Life, available in room 325 of the Administration Building.

#### **Friday Night Live (FNL)**

Late night weekend programming at the University of Arkansas is a collaborative retention effort designed to assist students in developing new and diverse relationships, participating

in interactive social events, and promoting healthy lifestyles. The programs occurring on campus during the weekend are of the highest quality, represent a multiplicity of views, bring individuals together into a community setting, and are diverse enough to be enjoyed by all who participate.

### **STUDENT ACTIVITIES**

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An integral part of a University education is what can be gained through the worthwhile use of leisure time. Students are encouraged to balance involvement with their academic pursuits and interests. There are organizations, intramural sports, spectator sports, lectures, concerts, theatrical offerings, and other activities in which students are encouraged to participate. The Northwest Arkansas region represents one of the best recreational areas in the nation.

#### **Organizations**

Student organizations vary from those in professional fields to those representing co-curricular activities. They include religious organizations, community-oriented outreach programs, political interest groups, student publications, minority groups, departmental and professional organizations, social/fraternal organizations, and various honorary societies. Twenty or more religious organizations conduct programs of spiritual guidance and social activity at the University of Arkansas, and many have student centers near campus.

#### **Student Media**

Student Media is an umbrella organization that administers and advises the official student media outlets of the University. These outlets are: the student newspaper, *The Arkansas Traveler*; the UA yearbook, *The Razorback*; the student television station, UATV; the student radio station, KXUA; and the student magazine for the arts, *Aux Arc Review*. All provide a forum for student expression, entertainment, news and information of interest to the campus community. Other than a small support staff, these groups are entirely staffed by student employees and volunteers, including editors and station managers. For more information, contact Student Media at 479-575-3406.