Chapter 5. Student Resources (Temporary Revision)

UPDATED. Updates Apply for the Period of University Operations Impacted by State of Oregon, University Policy, and other Guidelines Designed to Limit the Spread of Coronavirus (COVID-19). This document will be updated as new resources and information become available.

All updates will be shown in BLUE.

Support Resources within the School of CSD
The goal of the School of CSD is to provide proactive support toward successful completion of the graduate program. Our capacity to support you relies on your willingness to let us know your concerns and needs. Often a brief conversation is all that is needed to address a question or put in place a plan. The earlier we can accomplish resolution the better!

Students are welcome to contact any member of the faculty or staff at any time and are also encouraged to access any of the following resources:

Academic Advisor
Every graduate student is assigned an academic advisor no later than the program orientation. Your academic advisor is an excellent starting point to guide you through program-related concerns and/or to identify resources appropriate for your needs.

Update: Please check in with your academic advisor on a regular basis.

Clinical Advisor
Every graduate student is assigned a clinical advisor during the first semester of the program. Your clinical advisory serves as an excellent starting point to guide you through clinical education program-related concerns and any concerns related to clinical skill development or off-site supervision.

Update: Please remain in contact with your Clinical Advisor and with any questions related to your clinic assignment(s). Please copy Professor Fitzgerald (caitlinf@pacificu.edu) and keep us informed about the status of your clinic placement.

Director of the School of Communication Sciences and Disorders
The Director of the School of CSD is available by drop in or by appointment and can guide students through appropriate steps when facing a concern as well as help identify resources appropriate for your needs.

Update: Please keep in touch. I encourage ANY questions you have about how the program is operating. Please avoid feeding rumors! Seek clarification at any time and I
will gladly send clarifying information to the full cohort. I am very happy to meet via Zoom and available to connect you with resources here at Pacific.

**Student Support Committee**

The School of CSD Student Support Committee is comprised of three members of the faculty appointed by the Director to serve students as a resource and provide a safe place for students to discuss issues and/or circumstances that may impact their success in the program. The committee may assist the student in communicating with all faculty, staff and/or other university offices, and direct the student to resources appropriate for the needs identified. See also Chapter 6.

**Update:** Please contact Professor Fitzgerald (caitlinf@pacificu.edu) or Dr. Sharp (helen.sharp@pacificu.edu). We are here and ready to help.

**Pacific University Student Services and Support**

Pacific University provides a variety of support services for enrolled students. Some services are also available to members of students’ families.

**Update:** Sara Pitkanen (pitkanen@pacificu.edu) is available to you. If you cannot reach Sara, Justin Li (Justin.li@pacificu.edu) works with Sara and serves as the Student Support Manager.

Look for Sara’s Wellness Wednesday newsletters with terrific tips, tricks, challenges, and resources. Delivered via email.

**Pacific University Library**

The library system of the university offers a full range of services ranging from journal access, interlibrary loans, materials checkout, and study centers. For a list and schedule of all services, please check out: [https://www.pacificu.edu/libraries](https://www.pacificu.edu/libraries)

**Update:** for current information please visit [https://www.lib.pacificu.edu/covid-19/](https://www.lib.pacificu.edu/covid-19/)

Pacific Libraries facilities are closed until further notice with the exception of the Tran Library 24-hour space and computer classroom in the Tran Library (Forest Grove Campus).

The following services are available:

- General assistance or research help via chat, email, phone or Zoom
- Electronic resources, such as journals, databases, and ebooks.
- Access to archival digital collections and catalogs.
- Interlibrary loan requesting for journal articles, book chapters, and other digital files.
- Library instruction sessions (via Zoom) for classes
- Instructional design and online course delivery support from CETCI
• **Online tutoring appointments** with CLASS peer tutors (*computers are available in the Tran 24-hour space and Hillsboro Campus Library if needed to access online tutoring*)
• **Request a digital purchase**
• **Book return via book drop at the Tran Library.** There will be no fees associated with returning overdue/long overdue books if you wish to retain them until the Libraries re-open.

**Technology Information Center – HelpDesk**

The Technology Information Center (the TIC) is your one stop for technology questions. The TIC offers face-to-face support for all computer systems (Mac or PC, desktop or laptop), such as:

- **General computing questions**
- **Virus and malware removal**
- **Configuration of centralized printers**
- **Installation and configuration of supported Ethernet and wireless network cards**
- **Document and image conversion**
- **Limited floppy and zip disk document rescue**
- **Network troubleshooting**
- **Software and general operation troubleshooting**
- **RAM installation (desktop systems only)**

For contact information, hours, and services check here: [https://www.pacificu.edu/about-us/offices/university-information-services/technology-helpdesk](https://www.pacificu.edu/about-us/offices/university-information-services/technology-helpdesk)

**Update:**

The Forest Grove and Hillsboro Helpdesk locations are open by appointment only. Currently we do have staff at the Helpdesk, but require that anyone who wants to visit in person must call 503-352-1500 (Forest Grove) OR 503-352-7243 (Hillsboro) to make an appointment to see us.

Support hours are weekdays 8am to 8pm and weekends 11am to 8pm.

Contact the HelpDesk by calling 503-352-1500. If nobody picks up the line, please leave a voicemail. During support hours we endeavor to return all voicemails within 15 minutes OR by emailing help@pacificu.edu. If your issue is time-sensitive, please include a call-back number in your email OR by joining our Helpdesk ongoing Zoom meeting: [https://pacificu.zoom.us/j/5033521500](https://pacificu.zoom.us/j/5033521500) or enter Meeting ID 503.352.1500.
Office of Accessibility and Accommodation Services

Office of Accessibility and Accommodation Services at Pacific University documents and coordinates educational accommodations for students with disabilities. Disabilities may be physical or learning related, and may be permanent or temporary. By policy, students who require accommodations must submit documentation to this department. The Office of Accessibility and Accommodation Services will evaluate the documentation and work with students to determine appropriate accommodations for each course. These accommodations may change over time and by course. Students are responsible for furnishing this documentation to the university through the Office of Accessibility and Accommodation Services.

**Update:** OAA Services staff are currently working remotely. Instructions for how OAA registered students with testing accommodations may access their accommodations for exams are provided on the OAA website and students may email oaa@contact.pacificu.edu

For more information: https://www.pacificu.edu/about-us/offices/learning-support-services

Student Health Center

The Student Health Center is a professional medical clinic with services provided by licensed Nurse Practitioners, Physician Assistants and Certified Medical Assistants. For hours, services, and information: https://www.pacificu.edu/about-us/offices/student-health-center/services

**Update:** In keeping with CDC Guidelines, the State of Oregon and Pacific University Advisories, the Student Health Centers are limiting face-to-face office visits. If you are in need of a medication refill, please contact the Health Center to schedule a phone visit.

The Student Health Center has been following the recommendations for screening/triaging of phone calls as outlined on the Pacific University Coronavirus resources website, https://www.pacificu.edu/coronavirus which provides a wealth of information for students, faculty, and staff on the University’s strategies and planning regarding COVID-19.

Our colleagues at the Student Counseling Center also have useful information regarding their services and other essential resources on mental health & wellness as well as crisis management: https://www.pacificu.edu/life-pacific/support-safety/counseling-center
Student Counseling Center
The Student Counseling Center at Pacific University provides a range of services focused on the mental health needs of Pacific students. The SCC strives to support students in reaching their academic potential by focusing on intellectual, emotional, social and cultural development. More information available: https://www.pacificu.edu/about-us/offices/student-counseling-center

Update:
The SCC is committed to prioritizing the health and safety of our community. Beginning Monday March 16 and until further notice, the SCC will provide all services through telephone appointments in an effort to adopt social distancing precautions.

Students should not come to the physical office. Counselors are available to support students via telephone appointments during our normal business hours. Students requesting appointments may call the office at 503-352-2191 or email us at counselingcenter@pacificu.edu. Thank you in advance for your cooperation with us as we strive to continue to provide mental health services to our campus community during this time of uncertainty. Please utilize the following resources as you navigate the changes associated with COVID-19.

If you are seeking mental health care in your home community, we have put together a guide for using your insurance to find a counselor.

The SCC is working to initiate online counseling services. Please remain in contact with the SCC as service delivery moves to online options.

For updated information and multiple links to resources please visit the SCC website: https://www.pacificu.edu/life-pacific/support-safety/counseling-center

Student Support Services
The Office of Student Support Services provides support and resources, in partnership with all graduate and professional programs, so that graduate and professional students can think, care, create and pursue justice in our world without barriers to their academic success. The primary mission of Student Support Services is student success. The staff support skill building to improve academics (time management, study strategies, test taking, etc.), provide guidance and resources (both internal and external to the university) for students who have personal struggles that interfere with academic success, and provide information about policies and procedures in their program and at the university. They are always happy to answer general questions to ease your navigation of the university: https://www.pacificu.edu/about-us/offices/graduate-professional-student-services
Professional Student Senate

The Professional Student Senate (PSS) is the body within the University’s governance structure representing graduate and professional students. Senators are the voice of the students and act to express concerns and foster interprofessional development between programs and the University as a whole. Each program appoints two senators to the student senate. They work to support students through the distribution of hardship, graduation, research, professional and interprofessional development funds. PSS also plans social events, acts as a forum for student ideas, and provides a link between all the professional programs. Senators also are appointed to university committees giving students a voice across the institution: [https://www.pacificu.edu/current-graduate-professional/activities/professional-student-senate](https://www.pacificu.edu/current-graduate-professional/activities/professional-student-senate)

Hardship Grants

The Professional Student Senate (PSS) assists graduate and professional students who have experienced hardship and have few, if any, resources to resolve the situation.

The PSS looks at the following criteria when considering a hardship request:

- Is the hardship impacting program attendance and functionality in the program?
- Has the student exhausted all other financial resources?
- Does the student have financial dependents (this is not required to receive funding)?
- Is the hardship documented?
- Does a small amount of funding from PSS help the student overcome the hardship, or is the hardship ongoing to the point that a small amount of funding does not remove the barrier to success? [https://www.pacificu.edu/current-graduate-professional/activities/professional-student-senate/hardship-funds-requests](https://www.pacificu.edu/current-graduate-professional/activities/professional-student-senate/hardship-funds-requests)

**Update:** Pacific University has created a new Student Emergency Fund. Please note that the Professional Student Senate has directed funds to this centralized fund. During this period ALL requests for funds should be directed to the Student Emergency Fund. Details about this fund and how to apply for funds are available here: [https://www.pacificu.edu/financial-aid-scholarships/covid-19-questions?fbclid=IwAR2MtjEkvezwhPXJCQyuZB0mUykgmRPyPFW3qmtwOhzfQwr668uyz_kKLNQ](https://www.pacificu.edu/financial-aid-scholarships/covid-19-questions?fbclid=IwAR2MtjEkvezwhPXJCQyuZB0mUykgmRPyPFW3qmtwOhzfQwr668uyz_kKLNQ).

If you or someone you know is interested in donating, please direct them to: [https://www.givecampus.com/schools/PacificUniversity/support-student-emergency-fund/?a=2494986#updates](https://www.givecampus.com/schools/PacificUniversity/support-student-emergency-fund/?a=2494986#updates)
Boxer Food Share

**Update:** Boxer FoodShare offers free food to everyone in the Pacific University community including graduate students, undergraduate students, staff, and faculty. The mission of Boxer FoodShare is to provide students, faculty, and staff access to food in a dignified environment that is welcoming and inclusive. Boxer FoodShare is temporarily moved to Room 104 in the University Center. Building hours are 6am to 6pm. You may need your Boxer ID card to access the building, but the FoodShare door will be open.

Please maintain social distancing with one person shopping/selecting food at a time. In general, Boxer FoodShare requests that users limit their shopping to 6-8 items per visit. Limited supplies of hygiene products are also available.

For more information and ongoing updates:
https://www.pacificu.edu/academics/academic-support/centers-institutes/center-sustainable-society/food-share

Financial Aid

The financial aid center is available to assist prospective and current students with all aspects of the financial aid process, and to help make a Pacific University education as affordable as possible by offering a variety of academic and competitive scholarships, need-based grants, employment opportunities and loans to eligible students.

More information about Financial Aid is available here:
https://www.pacificu.edu/about-us/offices/financial-aid

Additional financial aid information for graduate and professional students can be found here: https://www.pacificu.edu/about-us/offices/financial-aid/graduate-professional-students/financial-aid-policies/student-rights-responsibilities

**Update:** The Financial Aid Office is here to help during this stressful time! Due to guidance from the State of Oregon regarding COVID-19, our staff will be working remotely. If you have questions, you can call our office at 503-352-2857 or email your financial aid counselor with questions. You can find your counselor’s contact information via your Boxer Online account. Please let us know what we can do to help.

Campus Public Safety

The mission of Campus Public Safety (CPS) is to provide a safe, secure and enjoyable environment for the Pacific University Community. To help keep CPS and others keep campus safe, please have your Boxer ID card with you at all times.
CPS provides protection for the members of the Pacific University community and the property of the University. CPS officers provide a variety of services on the Forest Grove and Hillsboro campuses including:

- Escort for students, staff or faculty members on and off campus, for example, to your car after dark.
- Jump-start vehicles with dead batteries
- Inflate flat tires of vehicles
- Open locked vehicles
- Key assists into secured labs, classrooms

CPS contact information should be entered into your cell phone for easy access should you require assistance. Forest Grove CPS support is available 24 hours a day, 7 days a week, 365 days a year. Hillsboro Health Professions Campus is staffed by CPS during building hours. If you call the Hillsboro number after hours your call will automatically forward to CPS Forest Grove.

Forest Grove Campus Public Safety
503-352-2230

Hillsboro Health Professions Campus Public Safety
503-352-7207
Email: cps@pacificu.edu

When Should I Call Campus Public Safety? If you see something happening that does not look right or someone who does not seem to belong on campus, call Campus Public Safety immediately!

- If you are the victim of a crime that takes place on campus, call immediately. Campus Public Safety Officers will write a report and contact the local police for you.
- For medical emergencies, call 911 first and have someone else call Campus Public Safety immediately. CPS Officers will coordinate with local emergency services and provide them access as necessary.

More information about Campus Public Safety is available here: www.pacificu.edu/support-safety/campus-public-safety

**Update:** To access the UC (Boxer FoodShare) or Berglund Hall (left behind items, materials, assessments) please contact CPS. You should have your Boxer ID card with you.
Other Resources

Food Assistance

Boxer FoodShare. Temporarily located in the University Center, Room 104. See above for information and hours.

For more resources, including up to date hours and locations of food pantries in our area, places where meals are being served, and how to sign up for the Supplemental Nutrition Assistance Program (SNAP) for college students, please visit: Partners for a Hunger-Free Oregon: https://oregonhunger.org/covid-19/

Use the Oregon Food Bank Food Finder to find the closest food access point to your zip code: https://www.oregonfoodbank.org/find-help/find-food/

Walk Up Food Pantry. Forest Grove United Church of Christ (technical address is College Way, Pantry is on Main Street side across the street from Valley Art Gallery).

Virginia Garcia Wellness Center in Cornelius will hold a food bank every Tuesday in the parking lot of Centro Cultural beginning at 2:30pm

Virginia Garcia Newberg hosts a weekly food bank which is continuing.

Virginia Garcia McMinnville’s Clinic food bank is on hold.

University COVID-19 Resources & Updates

- https://www.pacificu.edu/coronavirus

Tips for Online Classes & Working from Home

- https://www.pacificu.edu/academics/academic-support/advising-center/taking-online-classes
- https://www.npr.org/2020/03/15/815549926/8-tips-to-make-working-from-home-work-for-you