RESPONSIBILITIES:
- Have a general knowledge of University programs, services, policies and procedures.
- Be aware of important registration deadlines including add/drop and withdrawal.
- Assist students with course selection and registration.
- Help advisees explore academic options including but not limited to choosing a major.
- Assist in the delivery of ARC programs and services.
- Maintain accurate, detailed records of all advising contacts.
- Act as liaison between students and professional staff.
- Greet visitors and answer phones; provide timely and accurate information and/or referrals to appropriate University offices/resources.
- Use the online calendar to schedule appointments for ARC staff.
- Prepare and manage student files.
- Replenish office forms and supplies.
- Make deliveries.
- Make appointment reminder calls.
- Complete other office duties as assigned.
- Adhere to all office policies and procedures.
MEETINGS
- Individual meetings with the Peer Supervisor will be scheduled throughout the semester.
- During the academic year staff meetings will be held weekly on Wednesdays at 3pm.

RECORDING WORK HOURS
- When you are scheduled to work, always bring your Temple University ID card; you need it to swipe in and out.
- When you arrive, swipe your Temple University ID card at the machine in the lobby of 1810 Liacouras Walk.
- When you leave, swipe your Temple University ID card at the machine in the lobby of 1810 Liacouras Walk.
- If you forget to swipe in or out, or if the machine malfunctions, let the Peer Supervisor and Office Coordinator know as soon as possible.
- If you work 6 to 7.5 hours, you are required to take at least one half hour for lunch. If you are scheduled to work 8 or more hours, you are required to take one hour for lunch.

LATENESS (more than ten minutes)
- Step One: Call the Peer Supervisor.
- Step Two: Call the Front Desk at 215-204-2500 and leave a message.
- Chronic lateness will not be tolerated.
  - First Offense: Forgiveness.
  - Second Offense: Written Warning.
  - Third Offense: Dismissal.

CALLING OUT
- Step One: Call or email the Peer Supervisor as soon as you know you will be out.
- Step Two: Call the Front Desk at 215-204-2500 and leave a message.
- Failure to comply with this policy will not be tolerated.
  - First Offense: Forgiveness.
  - Second Offense: Written Warning.
  - Third Offense: Dismissal.

GRIEVANCES/PROBLEMS/COMPLAINTS
- Most problems can be worked out through communication.
- You can either address the individual with whom you have a problem, or see the Peer Supervisor to discuss the situation.
- We won’t be able to address your issue unless we know about it, so please tell us if you need assistance.
PERSONAL PHONE CALLS

- ARC does not allow any personal phone calls to be dialed or received.
- All electronic devices are to be put away when you are working (cell phone use in the office will not be tolerated).
Academic Resource Center Policies

USE OF OFFICE EQUIPMENT
Computers, copy machine, fax machine, and all other office equipment are for office use only.

WORKSPACE
Please make sure your workspace and the reception area is neat and clean at the beginning and end of each shift.

FOOD AND DRINK
• Please refrain from eating at the front desk.
• You may drink beverages in bottles with tops.

DRESS CODE
ARC is a professional environment and you are expected to dress appropriately. This is strongly enforced.
• No hats.
• No revealing or low cut clothing.
• No short shorts.
• Shoes are required (please do not remove your shoes while at work).
• No sweats or clothes with rips or tears.

PROFESSIONALISM
• Use appropriate language.
• Be courteous to students and other visitors.
• Respect other workers and their workspace.
• If you don’t know the answer, ask one of the advisors.
• Be ethical, honest, and responsible.
• Keep all student information confidential; please refrain from discussing student issues at the front desk.

SCHOOL WORK AT WORK
• If you complete all assigned tasks, you may do school work at work.
• You must always be ready to greet a student or take a phone call.
• Do not save papers or assignments on the computers at work (the files will be deleted).
FRONT DESK RESPONSIBILITIES

- The reception area is where we first greet and serve our students and other visitors.
- The moment a student or visitor walks through the door, look up, say hello, and smile.
- Then ask “What can I help you with?”
- Ask follow up questions to find out exactly what the student or visitor needs.
- Please do not send students away if you are not sure where they need to go, ask an advisor for help.
- If a student arrives for an appointment or a walk-in, ask them for their Temple ID card and swipe them into our online sign-in system, invite them to take a seat in the waiting area, and let them know that an advisor will be with them shortly.
- You will need to promptly inform an advisor when a student is waiting to see them

TELEPHONE INSTRUCTIONS

- Answer the phone by saying, “Hello, Academic Resource Center, this is (your name here)...how may I help you?”
- Listen to what the caller says and ask questions if you need more information.
- To transfer a call, press the transfer button, then press 1 plus the 4-digit extension, and announce the call. If the advisor wants to accept the call, hang up. If the advisor does not want to accept the call, press transfer again and either take a written message or put the call into the advisor’s voicemail.
- To place a caller on hold, press the hold button. To remove the caller from hold, push the button for the line they are on.

PHONE BASICS

- 1 + extension = Main
- 2 + extension = Health Science Campus
- 3 + extension = Ambler
- 8 + extension = Tyler
- 8 + extension = On-campus dorms
- 9 + 1 + phone number = Outside calls
- One ring = internal
- Two rings = external

FRONT DESK VOICE MAIL

- In the morning, hit “VMDA” and enter the password (on the phone). This allows you to listen to voicemail. Take down all messages and then delete voicemail. Next hit #3 to turn off the voicemail.
- At the end of the day, forward phones to voicemail by pushing *3 1-9595.
Academic Resource Center
Reception Area Procedures

TAKING A MESSAGE
• Put all messages on message pad.
• The message should include a name, TUID (if available), phone number, time, date, detailed message, and your initials.
• Hand the completed message to the advisor, or place it in a visible area on their desk.
• Do not leave messages at the front desk.

SCHEDULING APPOINTMENTS
• Use the online group calendar to schedule appointments.
• For DUS appointments, schedule appointments according to the caseload assignments. Exceptions include, if a student wants to schedule an appointment for an earlier time than their assigned advisor’s schedule would permit or if the students requests a specific advisor.
• Make sure not to schedule an appointment during a time that is already blocked off.
• Do not schedule more than 3 consecutive appointments for all advisors. If you need to schedule more than 3 appointments in a row please consult the advisor first.
• Include the student’s name, TUID number, phone number, your initials, and a detailed message regarding the reason for the appointment.
• When scheduling Continuing Studies appointments, indicate whether the student is new or returning.
• All appointments should be scheduled for 30 minutes, except for re-enrolling or compulsory change of major students who need an hour long appointment.
• The first available appointment is 9:00am and the last available appointment is 4:00pm.
• If the student is in-person, give them an appointment card.

FILE MANAGEMENT
• Student files are kept in the file room next to the reception desk.
• When opening in the morning, check the group calendar then pull students’ files for the day for the advisors before 9:00am.
• Files to be put away will be placed in a bin above the file cabinet. It is your responsibility to return file before the end of your shift.

CLOSING PROCEDURES
Multipurpose Room
• Turn off projector
• Turn off lights
• Clean up room
• Turn off computers (Friday only)

Front Desk
• Clean up cubicle and front desk
- Forward phone to voicemail
- Log off computers (front desk and lobby computers)
- Make sure there are no messages/notes for advisors remaining at the front desk
- Make sure files are filed and if not, please leave a note for the peer advisors who are coming in the next morning to complete the filing (don’t leave filing on front desk)

**Office**
- Turn off coffee pot
- Shut off light in kitchen
- Shut off light in file room
- Shut file room door
- Make sure conference room door is shut and light is out
- Make sure all lights are off (including lights in hallways by advisor offices)
- Turn off copier
PERMISSION TO TAKE COURSES ELSEWHERE
- Students MUST receive permission from Temple before they enroll in a class at another institution.
- If the student is in good academic standing AND the student has fewer than 60 transfer credits AND the student has met the prerequisite for the equivalent course at Temple THEN the student may fill out the Petition to Complete a Course(s) at Another Institution After Matriculation form.
- Students are allowed to transfer the credits for two summer or special session courses (up to a maximum of 8 credits)
- If the course is not included on Temple’s list of acceptable transfer courses, the student will need to take the course description(s) to the appropriate Temple department(s) for evaluation and official signatures.
- In order to receive transfer credit the student will need to provide us with an official transcript (courses must be passed with a grade of C or higher).

DECLARATION OF MAJOR POLICY
- Temple University students are required to declare a major before they reach 60 credits.
- If a student decides to transfer from one Temple school, college, or division to another, they need to complete a Change of Program form.
- Students completing a Change of Program into DUS must make an appointment with an advisor.
- Students completing a Change of Program to another school/college must go to that advising center and follow that school/college’s guidelines (e.g. meet with an advisor, attend a group Session, etc.)

RE-ENROLLMENT
- DUS students who are away from the University for one or more semesters must complete a re-enrollment application.
- If the student took courses at another institution since they last attended Temple, they will need to provide us with official transcripts.
- The re-enrollment form must be approved and signed by the dedicated re-enrollment advisor in University Studies.
- Students can re-enroll directly into the School/College that the wish to declare. Students do not have to return to University Studies if they know what major they would like to declare.
- Re-enrollment deadlines are: August 1st for Fall, December 1st for Spring, and April 1st for Summer.

DROPPING COURSES
- Students are able to drop course(s) using Self-Service Banner within the first two weeks of the fall and spring semester, except for students on Academic Probation and Continuing Studies students who must meet with an advisor. Check the Registrar calendar for summer deadlines.
- Dropped courses are deleted from the student’s roster.
WITHDRAWING FROM COURSES

- Students are able to withdraw from a course through Self-Service Banner between weeks 3 and 9 of the fall or spring semester (check the Registrar calendar for summer deadlines). Students on Academic Probation need to meet with an advisor in order to process a withdrawal.
- The course will remain on the student’s roster and the student will receive a “W.”
- The “W” will not affect the GPA.
- Students are not restricted in the number of times they can withdraw from a course, but they are only allowed to attempt a course up to 3 times (this includes Fs, other grades, and withdrawals). Once a course is attempted 3 times, the student will no longer be able to register for that course.
- When full-time students withdraw from a course they are still considered full-time and will not lose housing or health insurance, even if they will earn less than 12 credits at the end of the semester.
- Students who withdraw from a course(s) are still financially responsible for the course(s).
- Please note: students must successfully complete 67% of their attempted credits (cumulative) to remain eligible to receive financial aid.

REPEATING COURSES

- Students are able to repeat a course; however they are limited in the number of attempts – students can only attempt a course a maximum of 3 times. If they want to repeat a course for the third time, they need approval from an advisor.
Preparation for New Student Orientation

SUCCESSFUL PEER ADVISORS KNOW HOW TO:

- Prepare orientation packets.
- Set up Multi-Purpose Room.
- Operate smart classroom technology.
- Check the transfer credit evaluation sheet for accuracy and bring evaluations with errors to a professional advisor for review.
- Prepare files (see file information arrangement below).
- Fill out a General Education worksheet.
- Fill out a General Education 45+ worksheet.
- Fill out an orientation advising worksheet.
- Retrieve and interpret placement test scores.
- Use the Bulletin when helping students choose courses and create schedules.

FILE INFORMATION ARRANGEMENT

- This information is useful when preparing new students files
- Please remember, student records are CONFIDENTIAL

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<td>Placement test results</td>
<td>General Education or 45+ Worksheet</td>
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<tr>
<td>Copy of Transcript</td>
<td>Copy of Transcript(s) <strong>BLOCK OUT ANY SOCIAL SECURITY NUMBERS WITH BLACK MARKER</strong></td>
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<tr>
<td>Copy of College Transcript(s)</td>
<td>Copy of Student Information Screen</td>
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CONTINUING STUDIES (CS) STUDENTS ARE...

- Also referred to as non-degree students (registered for credit, but not admitted into a degree program at Temple).
- Adults returning to school.
- Professionals updating their skills.
- High School students taking a course.
- Students taking courses to meet admissions requirements for graduate or professional schools.
- Visiting students from other colleges and universities.
- Students taking courses for personal enrichment.

CS ELIGIBILITY

- There is no formal application to enroll as a non-degree student, undergraduate or graduate; however, some courses do require special permission and/or prerequisites.
- Non-degree undergraduate students who wish to matriculate at Temple are required to apply for admission to a degree program before they complete thirty (30) credits in CS.
- Students who applied and were denied admission to the University cannot take CS courses, unless they have since earned a bachelor’s degree or are considered a “Visiting Student.”
- Formerly matriculated Temple students, who did not complete a degree at another college or university, must apply for re-enrollment to their original or new program. They may not come back as a non-degree student.
- Students must have a 2.0 cumulative GPA from all college level coursework to register through CS.

GRADUATE STUDENTS

- Non-degree graduate students may take up to nine (9) graduate credits, which may be applied toward a graduate degree.
- Some graduate departments do not authorize the enrollment of non-degree seeking students.
- We encourage students to seek academic advising from the graduate faculty within the program of their choice. Students should refer to the Graduate Bulletin for specific information and contact persons within the program of choice.
- Students not interested in a TU graduate degree may register through CS; otherwise degree-seeking students need to register with the department.
- Students interested in taking graduate level College of Education courses need to register at Ritter Annex, Room 150.
- Students interested in taking business courses at the graduate level should contact the Fox School of Business Graduate Office at Center City Campus, 1515 Market Street, 11th floor, Suite 400, 215-204-2299.
Continuing Studies Procedures

NEW CS REGISTRATION PROCEDURES

- All New CS students must make an appointment with a CS advisor.
- The Statistical Record for New and Returning Students form needs to be updated once each year.
- High school diploma or GED and/or transcripts from ALL colleges or universities attended (unofficial copies are accepted). Please note: Temple graduates do not need a copy of undergraduate transcripts UNLESS they attended a college or university after they graduated from Temple University.
- For visiting students only, the Visiting Student Registration Form is also required.
- Permission from the academic department (if required) may be required prior to registering students. If permission is required, provide student with department contact information.
- Students may be required to take one or more University placement tests (some students with college credits may be exempt from this requirement). A CS advisor can determine whether or not this is necessary.

AFTER NEW CS REGISTRATION

- Twenty-four hours after initial registration CS students are required to activate their AccessNet account
- Students will use their AccessNet Username and Password to log on to TUportal.
- Please refer questions about the AccessNet account activation process to Temple Computer Services Help Desk at 215-204-8000.
- CS students are eligible to receive a Temple University identification (ID) card 24 hours after completing the initial registration. They can get ID cards at the Diamond Dollars Office, 1910 Liacouras Walk.
- CS students will NOT receive a paper copy of their bill. They will need to check their bill online through TU Pay. Refer questions regarding billing and/or financial aid to Student Financial Services at 215-204-2244, ground floor Conwell Hall.

REQUIREMENTS FOR RETURNING CS REGISTRATION

- For visiting students only, Visiting Student Registration Form must be completed each semester.
- Permission from the academic department (if required)
- Registration form with course reference numbers.
Continuing Studies Procedures

PLEASE NOTE

- Even if new students do not meet the initial criteria to take classes at Temple through CS please do not turn these students away.
- Always ask if they would like to speak to an advisor.
- An advisor will determine the student’s eligibility status and can advise the student about academics and careers beyond Temple.

CREATING NEW CS FILES
Procedure for Creating New CS/VS Files:

2) Open a new EXCEL spreadsheet.
3) Write NAME in the A1 box.
4) Write CS/VS in the B1 box.
5) Write TU ID in the C1 box.
6) If the student’s name was John J. Doe, write DOE, JOHN J. in the A2 box.
7) Write either CS or VS in the B2 box.
8) Write John Doe’s TU ID number in the C2 box.
9) Follow steps 6-9 for the rest of the students.
10) For any student whose name is hard to read, use their TU ID number to look up the proper spelling of their name.
11) Save the document: My Computer, ARC Shared drive, Continuing Studies, Administrative, Student Lists, CS New. Save as CS and VS new and the date (for example: CS and VS new 6.21.10)
12) Close the EXCEL spreadsheet.
13) Open a new WORD document.
14) Under the “Mailings” tab, select “Start Mail Merge.” Under that, select “Labels.” When the Label Options window opens, make sure the vendor is AVERY US LETTER and the number matches the package of labels in the office. Click “OK.”
15) Under the “Mailings” tab, select “Select Recipients.” Under that, select “Use Existing List.” Ignore the pop-up that tells you the operation has been cancelled. Find the document using the file path from step 11. Highlight the correct document and click “Open.”
16) Under the “Mailings” tab, select “Insert Merge Field.” Under that, select “Name.”
17) Under the “Mailings” tab, select “Insert Merge Field.” Under that, select “CS/VS.”
18) Hit the enter key.
19) Under the “Mailings” tab, select “Insert Merge Field.” Under that, select “TU ID.”
20) Under the “Mailings” tab, select “Update Labels.”
21) Under the “Mailings” tab, select “Preview Results.” Make sure all the information is correct and present.
22) Make sure the correct labels are in the printer. The face of the labels should be down.
23) Under the “Mailings” tab, select “Finish and Merge.” Under that, select “Print Documents.”
24) Click “OK” in the pop-up window. Then send to the correct printer. Click “Print.”
25) Remove any additional label sheets from the printer.
26) Close the WORD document without saving it.
27) Place labels on files and place paperwork in corresponding file.
Advising in General

SUCCESSFUL PEER ADVISORS HAVE KNOWLEDGE OF
- Academic programs across all disciplines
- Important campus resources

SUCCESSFUL PEER ADVISORS KNOW HOW TO
- Ask appropriate questions to assess students’ needs.
- Help students identify and explore academic options.
- Demonstrate the use of academic planning tools (Undergraduate Bulletin, Course Descriptions, and Course Schedule).
- Demonstrate the features of Self-Service Banner (DARS, register/roster, enrollment verification, advising session notes).
- Effectively and efficiently help students put together a schedule of courses that meet requirements and also satisfy the student’s interests.
- Help students problem-solve.

SUCCESSFUL PEER ADVISORS
- Refer students to professional advisors when appropriate.
- Are both non-judgmental and sensitive to students’ feelings.
- Respect individual differences
- Understand confidentiality
- Encourage future contact
- Always check for accuracy

PEER ADVISING IS...
- Teaching students how to make well informed academic decisions
- Using your own experience as a student to help your advisees
- Knowing when to say, “I don’t know,” and where to look for help

PEER ADVISING IS NOT...
- Making decisions for others
- Telling others what to do (peer advisors may suggest options or alternatives, identify consequences, and/or share their experiences)
MAJOR-CHANGERS
When working with major-changers, peer advisors should consider the possible reasons for change:
- No longer interested in subject matter
- Experiencing difficulty with course work
- Unsuccessful in completing prerequisites for a particular program
- Was not accepted into a program with selective admissions
- “Chronically undecided”
- Concerned about connection between major and career
- Don’t want to be in school

Then provide accurate and relevant information about academic majors and requirements.

Finally, help advisees identify realistic alternatives by:
- Relating old coursework to possible new major’s requirements.
- Narrowing options based on interests and goals.
- Assisting students evaluate pros and cons of each option.
- Explaining that all decisions are tentative at first.

DIFFICULT AND/OR DISTRAUGHT STUDENTS
- Be Patient.
- Respect that they are having a problem, listen, and advise them as best you can.
- Always remain calm in the presence of a conflict. Never react negatively to an angry or upset student. Do not raise your voice at a person with whom you are having a conflict.
- Attempt to find out the source of the frustration or anger. If needed, repeat any information that you have given the person in an attempt to help them understand.
- You can always refer a difficult or distraught student to a professional advisor.

GROUP ADVISING
- Try to meet each individual student’s needs while helping the whole group.
- Make sure that while you’re helping one person everyone else in the group is occupied. Some activities the rest of the group could be doing include:
  - Reviewing requirements for the major they are interested in.
  - Reading course descriptions.
  - Looking for courses they want to take using Self Service Banner.
- Try to occupy every student to the best of your ability. If you feel overwhelmed, ask for help from another peer or professional advisor.
- If you are finished with your group early, ask other peers if they need your help.
REFERRAL TO PROFESSIONAL ADVISORS

There will come a time when you will need to refer a student to a professional academic advisor. If you are no longer comfortable advising a student or you do not know how to advise them properly, do not be afraid to refer them. Go to a professional advisor and ask for help. We are always here to support you.
University Resources

ACADEMIC RESOURCE CENTER (ARC) – DIVISION OF UNIVERSITY STUDIES AND MAIN CAMPUS OFFICE OF CONTINUING STUDIES
1810 Liacouras Walk, 1st Floor, Suite 101
www.temple.edu/arc
dus@temple.edu, cstudies@temple.edu, 215-204-2500
The ARC is the academic home for University Studies students (undeclared & students in transition). ARC also serves Continuing Studies (non-degree) students. DUS and CS advisors assist students by appointment or on a walk-in basis. Health Professions Advising is available during the academic year.

CAREER CENTER
Mitten Hall, 2nd Floor
www.temple.edu/careercenter
careercenter@temple.edu, 215-204-7981
The Career Center offers a wide variety of services including career coaching, career assessment/decision-making instruments, career-related workshops, information about internships and externships, mock interviews, resume writing, and FOCUS - a new online tool designed to help students identify interests and values and match them with potential majors and careers.

DIAMOND DOLLARS
1910 Liacouras Walk, Room 202
http://diamonddollars.temple.edu/
ddollars@temple.edu, 215-204-3140
Diamond Dollars is the place to get an OWL Card and/or a Diamond Dollars account.

PRE-PROFESSIONAL HEALTH STUDIES
1810 Liacouras Walk, Suite 100
www.temple.edu/healthadvising/
healthadvising@temple.edu, 215-204-2513
This office provides advising, counseling, and application support for students interested in preparing for a career in the following health-care professions - Dentistry, Medicine, Optometry, Pharmacy, Podiatry, and Veterinary Medicine. They also offer general advising support for students interested in graduate programs for Physician’s Assistant, Physical Therapy and Occupational Therapy. NOTE: They do not process registration. Students should go to their school or college advising center for these issues.

EDUCATION ABROAD and OVERSEAS CAMPUSES
Tuttleman Learning Center, Room 200
www.temple.edu/studyabroad
study.abroad@temple.edu, 215-204-0720
The International Programs office is responsible for administering Temple-sponsored study abroad programs, advising Temple students on study abroad program and scholarship opportunities, and assisting in program preparations including application procedures, obtaining visas, and securing housing in Temple’s residences abroad.

CENTER for LEARNING and STUDENT SUCCESS
1810 Liacouras Walk, 2nd Floor, Suite 201
www.temple.edu/class
theclass@temple.edu, 215-204-8466
The CLASS is a student-centered learning and enrichment facility offering academic support in a variety of subjects. The Center assists ALL students experiencing difficulty and those striving for academic excellence. While appointments are not required, they are available.
WRITING CENTER
Tuttleman Learning Center, Room 201
www.temple.edu/writingctr
uwcenter@temple.edu, 215-204-0702
Temple's Writing Center provides free face-to-face tutoring, email tutoring, writing workshops, and in-center seminars. Students should bring a current assignment, drafts of papers and reading materials related to assignments to all sessions. All Writing Center services are free to undergraduates. A Writer’s Helpline is also available.

DISABILITY RESOURCES AND SERVICES
Ritter Annex, Room 100
www.temple.edu/disability
drs@temple.edu, 215-204-1280, 215-204-1786 (TTY)
DRS serves students with physical, learning, and psychological disabilities. The website provides information about how to access this service.

INTERNATIONAL STUDENT and SCHOLAR SERVICES
1700 N Broad Street, Suite 203B
www.temple.edu/isss
ois@temple.edu, 215-204-7708
This office assists all international students.

TUTTLEMAN COUNSELING SERVICES
1810 Liacouras Walk, 5th Floor
www.temple.edu/studentaffairs/counseling/
215-204-7276
A multidisciplinary team of counseling and clinical psychologists and mental health professionals provide individual, couples, and small group counseling. Special focus groups are offered each semester. Services are free of charge to the University community. Interviews are confidential. The Campus Alcohol Substance Awareness (CASA) program offers short-term individual and group counseling for students with alcohol and other drug concerns on all campuses. Support groups are provided for individuals in early recovery as well as for adult children of alcoholics/dysfunctional families. CASA also sponsors a peer education/counseling network called PACT (Peer Advocacy Counseling and Training). PACT offers workshops for the campus community on a wide variety of issues – alcohol and other drug addiction, codependent relationships, stress, etc. CASA services are free and strictly confidential.
University Resources

STUDENT FINANCIAL SERVICES
Conwell Hall, Ground Floor
www.temple.edu/sfs
215-204-2244
This office answers questions about financial issues including student loans and scholarships, tuition, and billing.

BURSAR’S OFFICE
Carnell Hall, 1st Floor
www.temple.edu/bursar
215-204-7269
This office is responsible for collecting and processing student payments, including tuition and fees, handling tuition remission, and managing student loans and delinquent tuition accounts.

UNDERGRADUATE ADMISSIONS
Conwell Hall, 1st Floor
www.temple.edu/undergrad
215-204-7200
This office provides information about the admissions process.

OFFICE OF THE UNIVERSITY REGISTRAR
Conwell Hall, 2nd Floor
www.temple.edu/registrar
215-204-1131
Students can obtain their official academic transcripts from this office. They also change personal information for a student (address, name changes), reproduce course descriptions, and maintain grade reports.

UNIVERSITY HOUSING AND RESIDENTIAL LIFE
1910 Liacouras Walk, 2nd and 3rd Floors
www.temple.edu/studentaffairs/housing
215-204-7184
This office assigns undergraduate and graduate students to University housing. They also provide information about off-campus housing options and answer any questions regarding University housing.

INSTITUTIONAL RESEARCH AND ASSESSMENT
Carnell Hall, 12th Floor
www.temple.edu/ira
215-204-8611
Students are typically referred to this office for information regarding Temple University placement testing and GED testing. This office is responsible for any information regarding testing development and scoring.

ORIENTATION AND NEW STUDENT PROGRAMS
Howard Gittis Student Center, Room 318
www.temple.edu/orientation
215-204-8531
This office coordinates orientation and is the home base for the Owl Teams (continuing students who lead new students through orientation).
Important Websites

University Registrar - www.temple.edu/registrar
Bulletin - bulletin.temple.edu
Bursar’s Office - www.temple.edu/bursar
Career Center - www.temple.edu/careercenter
Center for Learning and Student Success – www.temple.edu/class
Computer Services - www.temple.edu/cs
Continuing Studies - www.temple.edu/arc
Course Listings - www.temple.edu/courses
Institutional Research and Assessment - www.temple.edu/ira
Library - library.temple.edu
Nursing Department - www.temple.edu/nursing
Orientation - www.temple.edu/orientation
Self-Service Banner - tuportal.temple.edu
Student Financial Services - www.temple.edu/sfs
Temple University Center City - www.temple.edu/tucc
TUmail - tumail.temple.edu
TUportal - tuportal.temple.edu
Undergraduate Admissions - www.temple.edu/undergrad
University Studies - www.temple.edu/arc
Office of the Senior Vice Provost for Undergraduate Studies - www.temple.edu/vpus
Writing Center - www.temple.edu/writingctr
Acronyms to Know

ARC---Academic Resource Center
CS---Continuing Studies
CLA---College of Liberal Arts
COP---Change of Program
CPH---College of Public Health
CST---College of Science and Technology
DUS---Division of University Studies
FMA---Film and Media Arts
FSBM---Fox School of Business & Management
HIM---Health Information Management
IELP---Intensive English Language Program
IRA—Institutional Research and Assessment (placement testing)
ISSS—International Student and Scholar Services
IUT—Intra-University Transfer
MSP---Media Studies and Production
OT---Occupational Therapy
PT---Physical Therapy
SERC---Science Education and Research Center
SFS---Student Financial Services
SMC---School of Media & Communication
STHM---School of Tourism and Hospitality Management
VS---Visiting Students
GP---Global Programs

You may come across others…please ask if you need clarification.

Reminder: Please avoid using acronyms with students (or offer an explanation when you do).
ARC Organizational Chart

Board of Trustees

President

Provost

Peter Jones, Senior Vice Provost

Neal Conley, Director, ARC

Dolly Scott-Payne, Office Coordinator

DUS
Nathalie Mondesir

CS
Brian Foley

International/Global
Joanne Garfield

Irina Veramidis
Myriah Lipke

Tracy Malz

Leanna Arnold
ARC Check List

Before you do homework or read, ASK YOURSELF…

DID I…?

☐ Check voicemail and write down messages
  Call/confirm tomorrow’s appointments

☐ Make sure all DUS, CS, & Global files are put away

☐ Make morning and/or afternoon deliveries

☐ Create new CS files

☐ Replenish paper at the copy center

☐ Replenish all forms in the bottom right hand drawer

☐ Complete all other assigned tasks

Remember…It is okay to do homework, as long as you are able to put it away the moment a student walks in or calls.
Document of Understanding

I, ______________________ have read the 2015-2016 Peer Manual in its entirety and agree to the following. I will adhere to all Academic Resource Center policies and procedures outlined above. I will fulfill the responsibilities of the Peer Advisor position as stated in the job description and reiterated throughout the Peer Manual. I understand that the Academic Resource Center reserves the right to terminate any Peer Advisor who does not comply with policies and procedures and/or fulfill responsibilities.

_________________________________       ___________
Signature                      Date