

# **Prospective & Admitted Student Frequently Asked Questions Notebook**

*To Assist TTU Faculty & Staff in Working with Prospective &  
Admitted Students and Families*



TEXAS TECH UNIVERSITY

Office of Undergraduate Admissions

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TEXAS TECH UNIVERSITY

## Office of Undergraduate Admissions

The Office of Undergraduate Admissions has organized this notebook to assist faculty, staff, and student leaders interacting with prospective and admitted students and families. For additional copies or information on this compilation, please contact Sheila Gray, Office of Undergraduate Admissions, at 742-1482 or [Sheila.gray@ttu.edu](mailto:Sheila.gray@ttu.edu)

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# Academic Records

Office of the Registrar- West Hall Room 103	
Overview (brief description of department or program)	Academic Records is the main office that deals with a student's academic record: Our one-stop shop.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1. Where do I go to drop a course?</b> Students may drop a course on Raiderlink through MyTech through the last day to drop each semester. Registration holds will prevent a student from being able to drop a course.</p> <p><b>2. Where can I withdraw from the semester?</b> Students may withdraw in West Hall Room 103 or by fax or mail.</p> <p><b>3. How can I do a grade replacement?</b> Grade Replacement forms are on the Office of the Registrar (OR) website. Students can mail, fax, or complete a grade replacement form in Room 103 West Hall.</p> <p><b>4. How do I obtain a Verification of Enrollment?</b> Students may fax or mail a letter of request to our office or stop by West Hall Room 103.</p> <p><b>5. How do I get a Transcript? Is there a cost?</b> Transcript requests may be submitted through MyTech, or students may stop by West Hall Room 103. Students obtaining transcripts in our office must present a picture ID. Beginning January 1, 2010, a \$5 charge per transcript will be assessed. Payment may be made by credit/debit, or current students may charge to their student bill.</p> <p><b>6. Where do I go get a refund, pay tuition, scholarship information or get a Higher One Card?</b> These services are provided by the Student Financial Services located in West Hall Room 301.</p> <p><b>7. Where do I file an Intent to Graduate or degree plan or declare Pass/Fail?</b> Students should go to their Academic Dean's office for these services.</p> <p><b>8. Where do I apply if I am a Former Tech Student?</b> It is better to apply online on the OR website. Students who have attended another college or university since leaving Tech or are seeking a Second Undergraduate degree should go to the Admissions office in the West Hall Visitor's Center. Those former Tech students who have not attended another school since leaving Tech, can go to West Hall Room 103.</p> <p><b>9. Where do I sign up for Orientation?</b> The Center for Campus Life in the SUB, Student Union Building</p> <p><b>10. Where do I get an ID card?</b> Housing ID office in the SUB</p>
Any Costs for Programs/Services	\$5.00 transcript fee (per transcript)
Contact Information: Staff Names, Office Location, Phone Numbers, Fax Numbers	Supervisor: Yogi Castaneda West Hall Room 103 806.742.3661 806.742.0355
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Our website <a href="http://www.reg.ttu.edu">www.reg.ttu.edu</a> provides forms and information regarding Academic Records.  Appointments are not necessary.
Additional Important Information	

# Admissions

UNDERGRADUATE ADMISSIONS	
Overview (brief description of department or program)	The function of Undergraduate Admissions is to recruit and admit qualified undergraduate applicants to Texas Tech University. To meet this goal, the office works with prospective students, applicants and admitted students and high school and community college counselors through recruitment events and marketing materials.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p>1) <b>What is my application status?</b> Check your status online at <a href="http://www.raiderlink.ttu.edu">www.raiderlink.ttu.edu</a> , after activating your eRaider account, or we can check it for the student via phone.</p> <p>2) <b>Have you received X, Y and/or Z?</b> Same as status check.</p> <p>3) <b>What address do I use to send application materials?</b> Undergraduate Admissions; Texas Tech University; Box 45005; Lubbock, TX 79409-5005</p> <p>4) <b>When will I receive an admission decision?</b> The admission process typically takes 2-4 weeks after your file is complete.</p> <p>5) <b>How will I know if I've been admitted?</b> The decision will be posted immediately on your Raiderlink page online. Then, you will receive an official letter via US mail.</p> <p>6) <b>What are the requirements for admission?</b> You can be guaranteed admission with a combination of class rank and SAT or ACT test score. If you do not meet guaranteed admission requirements, your file is reviewed and other criteria such as academic rigor, activities, leadership, etc. are considered. For details see <a href="http://www.gototexastech.com">www.gototexastech.com</a>.</p> <p>7) <b>Will I be considered in-state or out-of-state for tuition?</b> If you live in TX or in a county in New Mexico or Oklahoma that borders Texas, you will be considered in-state. If you live in a county in New Mexico or Oklahoma that does not border Texas, you receive a discounted out-of-state rate. If you live in any other state or outside the US, you are considered out-of-state. There are exceptions to the policy, like military families, and the policy is subject to change. Please see <a href="http://www.collegefortexans.org">www.collegefortexans.org</a> for details.</p> <p>8) <b>Is orientation mandatory?</b> Yes, orientation is mandatory for all new Texas Tech students.</p> <p>9) <b>How do I set up my eRaider?</b> You will receive a username and activation code via email. Go to <a href="http://www.eraider.ttu.edu">www.eraider.ttu.edu</a> and click on ACTIVATE ACCOUNT. Enter your information and follow instructions. If you don't receive your username and code, call URA.</p> <p>10) <b>What does the decision message on the online status check mean?</b> This indicates whether you are admitted or not. Contact URA if you have a question about a specific message.</p>
Important Dates/Deadlines	<ul style="list-style-type: none"> <li>▪ First-Time Freshmen Application Deadline: Summer and Fall 2010 – May 3, 2010. The priority deadline for Fall is May 3. Students who apply after this date have limited options for scholarships, housing and alternative admission programs.</li> <li>▪ Transfer Student Application Deadlines: Summer 2010 – May 3, 2010; Fall 2010 – June 1, 2010. The priority deadline for Fall is June 1. Students who apply after this date have limited options for scholarships, housing and alternative admission programs.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ International Student Application Deadline: Summer and Fall 2010 – April 1, 2010</li> <li>▪ Former Tech Student Application Deadlines: Summer I 2010 - May 3, 2010; Summer II 2010 - June 1, 2010; Fall 2010 - August 2, 2010</li> </ul>
Any Costs for Programs/Services	\$50 non-refundable application fee; \$125 fee for international students
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>Ethan Logan, Managing Director - 109 West Hall  Marlene Hernandez, Unit Associate Director: Admissions Processing – 109 West Hall  Shasta Buchanan, Unit Associate Director: Dallas/Ft. Worth, Houston and San Antonio Regional Recruitment (located in Dallas 214-630-8324)  Jamie Hansard, Unit Assistant Director: West Texas Recruitment, Transfer Recruitment and Telecounseling – 106 West Hall  Sheila Gray, Assistant Director; Operations - 128 West Hall  Julian Olivas, Unit Manager: Visitors Center – 100 West Hall  T 806-742-1480  T 806-742-1299 (Visitors Center)  F 806-742-0062  <a href="http://www.gototexastech.com">www.gototexastech.com</a>  <a href="http://www.visit.ttu.edu">www.visit.ttu.edu</a>  <a href="http://www.applytexas.org">www.applytexas.org</a>  <a href="mailto:admissions@ttu.edu">admissions@ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>For more information about admission requirements or to schedule an appointment with an admissions counselor, call 806-742-1480 or visit <a href="http://www.gototexastech.com">www.gototexastech.com</a>  To schedule a campus visit, call 806-742-1299 or visit <a href="http://www.visit.ttu.edu">www.visit.ttu.edu</a></p>
Additional Important Information	Call 806.742.1480 or visit <a href="http://www.gototexastech.com">www.gototexastech.com</a> for the most up-to-date admissions information.

## Admissions Cheat Sheet

### PRIORITY DEADLINES:

General	Former Tech	International
Fall 2009 – August 1, 2009	Fall 2009 – August 1, 2009	Fall 2009 – April 1, 2009
Spring 2010 -- Nov 13, 2009	Spring 2010 – Dec 1, 2009	Spring 2010 – Nov 2, 2009
Summer 2010 – May 3, 2010	Summer I 2010 – May 3, 2010	Summer I 2010 – April 1, 2010
Fall 2010 (Fresh) – May 3, 2010	Summer II – June 1, 2010	Summer II 2010 – April 1, 2010
Fall 2010 (Trans) – June 1, 2010	Fall 2010 – August 2, 2010	Fall 2010 – April 1, 2010

### Major Restrictions, ETC:

#### *Freshman Students: (page 31 of 2009-2010 catalog)*

Interior Design (ID) – assured admission reqs.—will review HSUD  
Human Development & Family Studies (HDFS) – assured admission reqs. – will review HSUD  
Community, Family & Addiction Services (CFAS) – assured admission reqs. – will review HSUD  
Business (COBA) – assured admission reqs. – will review ASUD  
College of Engineering – assured admission reqs -- all others go to PREN

All freshmen must supply an **Official** transcript from the high school with courses in progress prior to the deadline. If admitted, they can supply a final high school transcript prior to August 1. **NO faxes or copies**

#### *Transfer Students: (page 31 of 2009-2010 catalog)*

Interior Design (ID) – 3.0 transfer GPA  
Business (COBA) – 2.75 transfer GPA  
Architecture (ARCH) – 3.0 transfer GPA  
Human Development and Family Studies (HDFS) – 2.5 transfer GPA  
Community, Family & Addiction Services (CFAS) – 2.5 transfer GPA  
College of Engineering – automatically placed in PREN and will be put into appropriate major by Advising

#### *The following applies to Freshman and Transfer students:*

Communication Design (ARTC) – admitted to ARTI. Must apply to the major  
Music (any major) – admitted to MUAR. Must audition.  
Theater and Dance (THAA, THDS, TH A, DAN) – admitted to THDA. Must audition.  
Mass Communications (MCOM) – all entering students will be placed in general Mass Communications (MCOM)  
Architecture (ARCH) -- all entering students will be placed in general Architecture (ARBS)

#### *General Transfer Student Requirements: (page 23 of 2009-2010 catalog)*

- If a transfer student has less than 24 hours, they must have a 2.5 GPA.
- If they have 24 or more, they must have a 2.25 GPA.
- We can accept a faxed copy of a **TRANSFER** student's **HIGH SCHOOL TRANSCRIPT ONLY!!** All college transcripts must be **OFFICIAL** from **ALL** institutions they have attended.
- A transfer student can be evaluated based on all but their current semester's work and should provide a transcript for that work. They can follow up after they finish the current semester with another transcript for that work.
- If a student is in their first semester of college coursework, or has fewer than 12 transferable hours, then that student should apply as a transfer, and **must** supply their **official** high school transcript and SAT/ACT scores. These students will be evaluated based on freshman requirements and must meet the assured admission requirements.

**If a student doesn't come for the fall or spring semester for which they are admitted, but wants to come for a future semester, then they must reapply and pay the application fee again. Exception: students admitted for the summer terms may change to the fall and vice-versa.**

### Important Websites:

[www.admissions.ttu.edu](http://www.admissions.ttu.edu)

[www.admissions.ttu.edu/reeval](http://www.admissions.ttu.edu/reeval)

[www.admissions.ttu.edu/gateway](http://www.admissions.ttu.edu/gateway)

[www.admissions.ttu.edu/admitted](http://www.admissions.ttu.edu/admitted)

[www.depts.ttu.edu/formertech](http://www.depts.ttu.edu/formertech)

[www.newstudentorientation.ttu.edu](http://www.newstudentorientation.ttu.edu)

# Athletic Tickets & Events

Athletic Ticket Office	
Overview (brief description of department or program)	Admission to Texas Tech athletic department sporting events. Texas Tech students may attend any Texas Tech athletic event simply by swiping their Tech ID at the entrance. A limited number of seats are held for Texas Tech students at each sporting venue. Once these areas are full, admission will be denied for safety and security purposes.
Top FAQs	<p>1) Admission is free to undergraduate students taking four or more credit hours per semester.</p> <p>2) Students do not receive advance tickets to sporting events.</p> <p>3) Students swipe their Texas Tech student ID at the gate for any event (Football, men's basketball, women's basketball, baseball, softball, soccer, track, volleyball) for free admission.</p> <p>4) Away game football tickets are available for purchase at regular price in the athletic ticket office.</p> <p><b>Policy</b></p> <p>Each Texas Tech student on the Lubbock campus, including all undergraduate, graduate, law and medical students enrolled in four (4) or more hours have the \$52 athletics fee automatically applied to their tuition and fees. This enables access to all Tech sporting events.</p> <p>Each student at any satellite campus (Amarillo, El Paso, Junction, etc.) has had the fee waived from their tuition due to the fact they live outside of Lubbock. Students at these campuses that wish to add the fee can contact Student Business Services at (806) 742-3272. Please request an 'Option To Pay' form to have the fee added to their tuition.</p> <p>Any student enrolled in three (3) hours or less is not eligible to pay or receive the sports package. Students in three or less hours are not considered full time students and are not eligible for fees that provide benefits to full time students. The sports package is considered a benefit. These students may still purchase guest tickets. More information on guest purchases is provided below.</p> <p>All policies and changes to the student ticket policy were approved and supported by the Board of Regents, University Administration and the Student Government Association.</p> <p><b>Guest</b> <span style="float: right;"><b>Tickets</b></span></p> <p>Additional seats for student's guests are available in the Athletic Ticket Office through the normal purchasing channels; however, these seats are NOT located in the student section. Tech students are allowed to purchase up to four seats in certain areas at a discounted price, per availability. These tickets must be purchased with a valid ID at the ticket office. Student section seating is reserved for full-time Texas Tech students only.</p>
Contact Information:	Athletic Ticket Office; North end of Jones AT&T Stadium; parking is on 4 <sup>th</sup> street next to the Double T Zone; 742-4412 phone; web is <a href="http://www.texastech.com">www.texastech.com</a>

# Barnes & Noble at Texas Tech

Barnes & Noble at Texas Tech	
<p>Overview (brief description of department or program)</p>	<p>Barnes &amp; Noble is a full-service retailer that serves the needs of the Texas Tech community. We carry all course required textbooks and materials, as well as school spirit clothing and gifts, a large general reading book and magazine section and school/office supplies. Our popular Barnes &amp; Noble café proudly serves Starbucks coffee. Our textbook reservation program allows the most convenience for getting the correct textbooks for all of your classes. Visit our website to order school spirit items, as well as your textbooks: <a href="http://www.texastech.bncollege.com">www.texastech.bncollege.com</a></p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>1) Does Barnes &amp; Noble at Texas Tech accept “financial aid” or charge materials to the university/tuition?</b>            No, Barnes &amp; Noble cannot charge any items to your school account. Students who get their materials paid for by another source must wait to receive their refund from that party to purchase items from our store. Barnes &amp; Noble accepts cash, credit or debit cards (including the Higher One card), checks and Barnes &amp; Noble gift cards as forms of payment.</p> <p><b>2) Does it cost extra to complete a textbook reservation?</b>            No. Barnes &amp; Noble is happy to provide textbook reservations and online orders at no additional cost. These excellent and convenient services make your life easier, and ensure that you get the right textbooks and materials for your classes. Place your order and let Barnes &amp; Noble do all the work for you!</p> <p><b>3) Is Barnes &amp; Noble the “official bookstore” for Texas Tech?</b>            Yes! We are the only on-campus bookstore, and the only bookstore that provides revenue back to the university!</p> <p><b>4) Why do textbooks cost so much? Can I get them cheaper online?</b>            Textbook pricing is set by publishers. Barnes &amp; Noble takes a standard gross margin on all textbooks (we do not price them individually). You might be able to find your textbook online, but be very careful: Online textbooks are usually non-returnable, so if you drop your class, you are stuck with the textbook. Also, when you order online, you may not be getting the right textbook for your class. Students often buy online and don't get the correct editions, or packaged components, and end up having to purchase a second copy in the bookstore (and are unable to return the online copy). Some textbooks received from online sources may not be eligible for buyback, as they may be incorrect editions or have other problems. At Barnes &amp; Noble, we have a great return policy and ensure that you are getting the correct copy for all your classes. Also, if you find the same textbook at another local bookstore for a lower price, Barnes &amp; Noble will MATCH that price!</p> <p><b>5) Can I sell my textbooks back at the end of the semester?</b>            Yes! When faculty reuse the same textbooks for consecutive terms, Barnes &amp; Noble offers up to 50% of the selling price for that textbook. This is a great way to get CASH back for your textbooks, and it also puts more USED textbooks on the shelf for the next semester. If a textbook is not being reused, or if faculty has not informed the bookstore of which textbook they are using, the bookstore can often offer market value for your unwanted textbooks. The best time to sell your textbooks is at the beginning of finals.</p> <p><b>6) How do I get USED textbooks?</b></p>

	<p>USED textbooks are 25% cheaper than new, and the best way to get USED copies is through our textbook reservation program. When you reserve your textbooks, Barnes &amp; Noble pulls all the textbooks you need for your classes, and you get first dibs on our entire USED textbook inventory. Students who come into the bookstore during the first week of classes get whatever is still remaining after we process textbook reservations.</p> <p><b>7) What kind of Texas Tech gear do you carry?</b> Barnes &amp; Noble has a huge line of officially licensed Red Raider apparel and gifts. Under Armour, Tommy Hilfiger, Ralph Lauren, Victoria's Secret and Columbia are some of the lines of clothing we have that all represent Red Raider fans. We also carry a wide variety of tailgater gear and other school spirit necessities.</p> <p><b>8) Does Barnes &amp; Noble offer employment opportunities?</b> Yes, Barnes &amp; Noble is a great place to earn extra cash and learn business and retail through customer service, the textbook process, visual merchandising, and other real-life skills during your college career. The best time to apply is before classes start and before finals begin, which is when we hire many students for high-traffic periods. The discounts are also a great way to save on clothing and textbooks!</p>
<p>Important Dates/Deadlines</p>	<p>Textbook reservations: Make sure you place your order at least 3 weeks before classes start.</p> <p>Returns/Refunds: Barnes &amp; Noble accepts textbook refunds through the first week of classes with a receipt. If you drop a class, you can return your textbooks through the first 30 days of classes with a receipt and proof of drop.</p> <p>Buyback: Sell your books back when you no longer need them. The best time is during the beginning of finals.</p> <p>Employment: Barnes &amp; Noble hires and trains before it gets too busy, so if you are interested in work, you would need to be able to start at least 3 weeks before classes or finals start.</p>
<p>Any Costs for Programs/Services</p>	<p>No additional costs for services or programs</p>
<p>Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites</p>	<p>John Creed, General Manager. Barnes &amp; Noble Bookstore, Student Union Building. Tel: 806-742-3816. Fax: 806-742-1774. Email: <a href="mailto:john.creed@ttu.edu">john.creed@ttu.edu</a>. Website: <a href="http://www.texastech.bncollege.com">www.texastech.bncollege.com</a></p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>Visit us online for products, events and other services: <a href="http://www.texastech.bncollege.com">www.texastech.bncollege.com</a> or come into the bookstore at any time. Regular hours are: Monday through Friday, 7:30am to 5pm.</p>
<p>Additional Important Information</p>	<p>Become a fan on Facebook to see pictures and get updates on events and specials: <a href="http://www.Facebook.com/BarnesAndNobleTexasTech">www.Facebook.com/BarnesAndNobleTexasTech</a></p>

# Career Services

University Career Services	
Overview (brief description of department or program)	The mission of Texas Tech University Career Services is to provide quality service and programs to assist Texas Tech University students in their personal career development and job search efforts. Career Services caters to many constituents, including: students, employers, alumni, faculty, staff and administration of Texas Tech University.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p>Career Services:</p> <ol style="list-style-type: none"> <li><b>RaiderJobs</b> – Career database accessible to students, alumni, and employers. Registered candidates can search employers and submit their resume to be considered for available positions.</li> <li><b>Career Preparation</b> – Resume Critiques, Cover Letter Critiques, Mock Interviews, Assessments, Career Counseling, online career library, and internships</li> <li><b>On-Campus Recruiting</b> – Host hundreds of companies for on-campus interviews providing 20+ in-house interview rooms.</li> <li><b>Career Events</b> – Career Fairs, Seminar Series, Etiquette Dinner, and Many More!</li> <li><b>StrengthsQuest</b> – A revolutionary program from The Gallup Organization that focuses students on strengths rather than weaknesses.</li> <li><b>Strong Interest Inventory</b> – An assessment of significant value for juniors and seniors in determining a major, minor, graduate degree or future career path. The most scientifically sound, thoroughly researched, and widely used interest inventory.</li> <li><b>Focus Interest Inventory</b> – An excellent values-based assessment that can be of significant value to freshman and sophomore students. It will help you develop an accurate picture of your personal strengths, needs, and preferences; assisting in the development of a sound career plan.</li> <li><b>TypeFocus Careers</b> – This online assessment will assist you in discovering your "personal environmental fit" in the workplace and assist you with information you may utilize in career selection.</li> <li><b>OptimalResume.com</b> – Inside, you'll find a variety of tools to help you CREATE, PRESENT, MANAGE and SHARE your professional credentials.</li> <li><b>Raider Mentor Network</b> – The mission of the Raider Mentor Network (RMN) is to provide a forum for TTU students to connect with TTU alumni to explore career issues relevant to the students' career development.</li> </ol>
Important Dates/Deadlines	
Any Costs for Programs/Services	FREE
Contact Information: Staff Names, Office Location, Phone Numbers, Fax Numbers, Websites	<p><a href="mailto:TTUCareerServices@ttu.edu">TTUCareerServices@ttu.edu</a>; Contact Us Link on Homepage</p> <p>Wiggins Complex 806-742-2210 806-742-2474 <a href="http://www.careerservices.ttu.edu">www.careerservices.ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>Parents' link on website</p> <p>Appointments easily arranged by calling</p> <p>Link to "What Can I Do With This Major"</p>
Additional Important Information	

# eRaider Electronic ID

Information Technology	
Overview (brief description of department or program)	Your TTU electronic ID; a single username and password allowing you to access your TechMail account, access MyTech to register for classes and check holds, download software, utilize on campus computer labs, and many other campus services. Every student must have an eRaider account.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) How do I get my eRaider account?</b></p> <p>a. Your eRaider username and activation code will automatically be sent to you at the e-mail address you list on your Texas Tech University application. Please ensure that <a href="mailto:admissions@ttu.edu">admissions@ttu.edu</a> has been added to your "Safe Senders" list to ensure that this e-mail is not accidentally treated as junk e-mail.</p> <p><b>2) I forgot my eRaider username or password? How can I get it?</b></p> <p>a. Links to retrieve your eRaider username or set a new eRaider password can be found on the eRaider website at <a href="https://eraider.ttu.edu">https://eraider.ttu.edu</a>.</p> <p><b>3) Why are there so many rules for my eRaider password?</b></p> <p>a. eRaider password policies have been put in place to protect the security of your account and that of Texas Tech. The IT Security Policies were drafted based on the Texas Administrative Code and were adapted to the Texas Tech community by four security committees, represented by areas from TTU, TTUHSC, and the TTU System.</p> <p><b>4) Why must I change my eRaider password every 90 days?</b></p> <p>a. To ensure the integrity of your account credentials, IT Security Policies state that passwords must be reset on a regular interval.</p> <p><b>5) Will I ever get locked out of my eRaider account?</b></p> <p>a. You may be temporarily locked out of your eRaider account if there is an attempt to sign in with the wrong password more than 6 times within a 14-minute interval. Your account will remain locked for a period of 15 minutes, after which time you should be able to log in again.</p> <p><b>6) Can I change my eRaider username if I don't like it?</b></p> <p>a. eRaider usernames are fixed for the duration of your account and cannot be altered once they are created. Please keep in mind that your eRaider username will rarely be seen by anyone other than yourself; your TechMail address is how most people within the university will recognize you.</p> <p><b>7) How long will my eRaider account last?</b></p> <p>a. Your eRaider account will remain active as long as you are affiliated with Texas Tech. Upon leaving the university, student eRaider accounts will remain active for 180 days before they are automatically disabled.</p> <p><b>8) Can my parents get their own eRaider account?</b></p> <p>a. Only students, faculty and staff of Texas Tech University receive eRaider accounts. You can, however, grant your parents access to view/pay your tuition. Further information regarding this can be obtained by contacting IT Help Central at (806) 742-HELP (4357) or by e-mail at <a href="mailto:ithelpcentral@ttu.edu">ithelpcentral@ttu.edu</a>.</p> <p><b>9) Is it safe to give out my eRaider password to TTU personnel?</b></p> <p>a. No. For security purposes, you should NEVER give out your eRaider password to ANYONE. In addition, no TTU staff or faculty member should ever ask you for your eRaider password.</p>

	<p><b>10) Who do I call if I need help with my eRaider or have questions about it?</b></p> <p>a. IT Help Central will be glad to answer any questions you may have about your eRaider account. They can be reached at (806) 742-HELP (4357) or by e-mail at <a href="mailto:ithelpcentral@ttu.edu">ithelpcentral@ttu.edu</a>.</p>
Important Dates/Deadlines	
Any Costs for Programs/Services	No cost for eRaider. Every student must have one.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>IT Help Central 2903 4<sup>th</sup> St 742-HELP (4357) <a href="mailto:ithelpcentral@ttu.edu">ithelpcentral@ttu.edu</a> <a href="http://www.ithelpcentral.ttu.edu">www.ithelpcentral.ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p><a href="http://www.ttu.edu/it4students">www.ttu.edu/it4students</a> <a href="http://www.ithelpcentral.ttu.edu">www.ithelpcentral.ttu.edu</a> <a href="http://www.eraider.ttu.edu">www.eraider.ttu.edu</a> <a href="http://www.safecomputing.ttu.edu">www.safecomputing.ttu.edu</a></p>
Additional Important Information	

# Financial Aid

Office of Student Financial Aid, Student Financial Center	
Overview (brief description of department or program)	We provide financial assistance for eligible students with federal and state funding, scholarships and employment opportunities.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<ol style="list-style-type: none"> <li>1) Scholarship deadline: February 1<sup>st</sup>.</li> <li>2) FAFSA has a priority date of March 1<sup>st</sup> each year</li> <li>3) Everyone who completes the FAFSA qualifies for some type of aid.</li> <li>4) <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> to complete the FAFSA</li> <li>5) You will need a pin number to sign the FAFSA <a href="http://www.pin.ed.gov">www.pin.ed.gov</a></li> <li>6) We offer Federal work study as well as part time employment options.</li> <li>7) Student are not eligible for a Stafford loan unless the complete the FAFSA.</li> </ol>
Important Dates/Deadlines	Priority date for FAFSA: March 1 <sup>st</sup> . Deadline for scholarship application for new and current students February 1 <sup>st</sup> . Transfer scholarship application is March 1 <sup>st</sup> .
Any Costs for Programs/Services	No cost to parents or students.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p><a href="http://www.financialaid.ttu.edu">www.financialaid.ttu.edu</a>            301 West Hall            PO Box 45011            Lubbock, TX 79409-5011            (806) 742-3681            (806) 742-0880 Fax</p> </div> <div style="width: 35%; text-align: center;"> <p>Questions:  <a href="http://www.financialaid.ttu.edu">www.financialaid.ttu.edu</a>  <b>Click on Ask RaiderRed</b></p> </div> </div>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Websites: Financial Aid: <a href="http://www.financialaid.ttu.edu">www.financialaid.ttu.edu</a> Scholarships: <a href="http://www.scholarships.ttu.edu">www.scholarships.ttu.edu</a> Red Raider student Employment Center: <a href="http://www.rrsec.ttu.edu">www.rrsec.ttu.edu</a> <b>Click on Ask RaiderRed</b> 
Additional Important Information	Student Financial Center is located on the 3 <sup>rd</sup> floor of West Hall; the SFC is a combination of Student Financial Aid and Student Business Service where students can talk to a representative from either office. Students can check FA or pay their bill all in the same office.

# ***Fraternity Recruitment - Interfraternity Council (IFC)***

<b>Center for Campus Life</b>	
Overview (brief description of department or program)	<p><b>Inter-Fraternity Council Fall Formal Recruitment August 22-28, 2010</b></p> <p>The formal process to join a fraternity at Texas Tech. All Twenty Two (22) NIC fraternities participate in this week long mutual selection process.</p>
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) When can I move into my residence hall?</b> A. 10am Saturday August 21,2010</p> <p><b>2) Do I have to have recommendation Letters?</b> A. No, however some fraternities do utilize them.</p> <p><b>3) What should I wear?</b> A. You should be comfortable, however remember that you are making a very important first impression. B. Friday, a coat and tie are required for most fraternities on this day.</p> <p><b>4) My GPA is below a 3.0 can I still participate in recruitment?</b> A. Yes, however you should be aware that the Fraternities may use your GPA in their selection process.</p> <p><b>5) Can I attend Red Raider Orientation that week?</b> A. You will be excused to attend mandatory University activities such as RRO B. It is recommended that you attend an earlier RRO That will not conflict with the recruitment process.</p> <p><b>6) When can I register?</b> A. Registration will open in early May and can be found at <a href="http://www.greeklife.ttu.edu">www.greeklife.ttu.edu</a></p> <p><b>7) Class Starts on the 26<sup>th</sup>. Will recruitment interfere with my classes?</b> A. recruitment activities will not begin until after 5:00pm on Thursday the 26<sup>th</sup> and Friday the 27<sup>th</sup>, if you have evening classes on these days please contact the Inter-Fraternity Council and IFC will work with your class schedule.</p>
Important Dates/Deadlines	Registration for recruitment does not close until August 21, however the earlier you sign up the better as IFC will be able to contact you with updated information
Any Costs for Programs/Services	Average new member Semester Dues = \$800 Average Active Member Semester Dues = \$400-\$600
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>Jason Biggs Assistant Director/ IFC Advisor Center for Campus Life 201 Student Union 806-742-5433 (p) 806-742-0318 (f) <a href="http://www.greeklife.ttu.edu">www.greeklife.ttu.edu</a></p> <p>Reid Fontenot Recruitment Coordinator 281-844-6910 <a href="mailto:Reid.fontenot@ttu.edu">Reid.fontenot@ttu.edu</a></p>
What is the easiest way to locate	<b>How do I know if I am interested in Greek life?</b>

<p>other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>A. Attend the Student Organization Information Fair and the Greek Life Presentation during Red Raider Orientation to learn more and hear from current members of the Greek Community.</p> <p><b>I still need more information</b> Visit <a href="http://www.greeklife.ttu.edu">www.greeklife.ttu.edu</a> or contact the above individuals</p>
<p>Additional Important Information</p>	<p>Other opportunities for membership do exist outside of the Fall Formal Recruitment week; however not all Fraternities take part in these activities.</p> <p>If you are even considering Greek life it is strongly recommended that you sign up for Fall Formal Recruitment. <b>If you take part in this process you may still decide not to join at the end of recruitment week.</b></p>

# Sorority Recruitment – Panhellenic Sororities

<p>Overview (brief description of department or program)</p>	<p><b>Panhellenic Sorority Fall Formal Recruitment August 21-26, 2010</b></p> <p>The formal process to join a sorority at Texas Tech. All eleven (11) NPC sororities participate in this week long mutual selection process.</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>1) When can I move into my residence hall?</b> 10am Saturday August 21, 2010</p> <p><b>2) Do I have to have recommendation letters?</b> No, recommendation letters are not required, but they are very helpful. If possible, try to obtain a recommendation from family/friends as it helps the sorority get to know you better prior to Recruitment.</p> <p><b>3) I don't know anyone that's an Alumna. How else can I get a recommendation?</b> Contact your local Area Alumnae Panhellenic and register with them. They will help you obtain recommendations for the sororities at Texas Tech. There is a listing of many cities in Texas' Area Alumnae Panhellenics on the <a href="http://www.gogreek.ttu.edu">www.gogreek.ttu.edu</a> website. They will sometimes host Information Sessions in the spring. Watch the local paper and ask your High School if they have information.</p> <p><b>4) What should I wear?</b></p> <ol style="list-style-type: none"> <li>Saturday 21<sup>st</sup> – Relaxed Clothing</li> <li>Sunday 22<sup>nd</sup> – Provided Go Greek t-shirt &amp; Comfortable Shorts</li> <li>Monday 23<sup>rd</sup> – Casual Sundress</li> <li>Tuesday 24<sup>th</sup> – Church Dress</li> <li>Wednesday 25<sup>th</sup> – Cocktail Dress</li> <li>Thursday 26<sup>th</sup> – Relaxed Clothing</li> </ol> <p><b>5) My GPA is below a 3.0 – can or should I still go through Recruitment?</b></p> <ol style="list-style-type: none"> <li>You may still participate; however, you MUST be aware that you will be released by many of the sororities because you will not meet the national headquarters GPA requirements.</li> <li>If your GPA is a 2.75 or above, you be not be released by as many. If your GPA is below a 2.75, I would encourage them to wait until she has raised her GPA.</li> </ol> <p><b>6) Can I also attend the Red Raider Orientation that week?</b></p> <ol style="list-style-type: none"> <li>You will be excused to attend a mandatory University activity such as RRO.</li> <li>However, it is in your best interest to attend an earlier session that will not conflict with Recruitment.</li> <li>If you have an excused conflict during Recruitment, be sure to contact the Panhellenic Council in advance so arrangements can be made.</li> </ol> <p><b>7) When can I register?</b></p> <ol style="list-style-type: none"> <li>Registration will open in mid-May and close early in August.</li> </ol> <p><b>8) Class starts on the 26<sup>th</sup>. Will Recruitment interfere with my classes?</b></p> <ol style="list-style-type: none"> <li>Bid Day activities will not commence until 6:00pm on Thursday August 26<sup>th</sup> which is the first day of class.</li> <li>If you have a scheduled class on Thursday night, please contact the Panhellenic Council and they will make alternate arrangements with you.</li> </ol>

	<p><b>9) How do I get to Greek Circle?</b></p> <ul style="list-style-type: none"><li>a. During Recruitment, Potential New Members (PNMs) are required to ride the provided buses to and from Greek Circle.</li><li>b. There are not buses during the year for meetings, etc.<ul style="list-style-type: none"><li>c. Greek Circle is located between 4<sup>th</sup> Street and 19<sup>th</sup> Street on Quaker Avenue.</li></ul></li></ul> <p><b>10) How much time does a sorority take?</b></p> <ul style="list-style-type: none"><li>a. There are certain requirements and expectations that sororities have of their members.</li><li>b. There will be 1-2 mandatory meetings a week (usually Mondays at 6pm) and then other requirements such as study hall, community service opportunities, sisterhood events, and more.</li></ul>
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<p>Important Dates/Deadlines</p>	<p>Registration Process:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Register and Pay on-line at <a href="http://www.gogreek.ttu.edu">www.gogreek.ttu.edu</a></li> <li><input type="checkbox"/> Mail the below requested pictures and transcripts to: <ul style="list-style-type: none"> <li>Texas Tech Panhellenic</li> <li>Box 4018</li> <li>Lubbock, TX 79409</li> </ul> </li> <li><input type="checkbox"/> Twelve (12) pictures of yourself <ul style="list-style-type: none"> <li>o DO NOT send more than 12 pictures total.</li> <li>o These may be snapshots or professional photographs.</li> <li>o Pictures do not have to be of all the same pose, but each sorority will only receive one (1) picture.</li> <li>o These are separate from any photographs requested by your Area Alumnae Panhellenic.</li> <li>o Pictures should only be of the individual registered for Recruitment.</li> </ul> </li> <li><input type="checkbox"/> Twelve (12) copies of your high school transcript <u>and/or</u> college transcript (if applicable). These must include your GPA, rank in class, and ACT/SAT scores. <ul style="list-style-type: none"> <li>o Mail both your high school and college transcript if you have dual credit hours or are a college freshman/sophomore. If you are a college junior/senior, just mail your college transcript.</li> <li>o If your transcript does not include your ACT/SAT scores, please include an official copy of your scores.</li> <li>o Only one (1) transcript must be an original. The other eleven (11) can be copies.</li> </ul> </li> <li><input type="checkbox"/> <b>DO NOT</b> send resumes or anything extra other than what is required as all extra materials will be discarded.</li> <li><input type="checkbox"/> Registration Deadlines (to be considered registered, on-line registration, payment, pictures and transcripts must be postmarked by the following dates): <p style="margin-left: 40px;"><b>Early Bird:</b> July 1, \$80 Registration Fee – Recommended</p> <p style="margin-left: 40px;"><b>Regular:</b> July 15, \$90 Registration Fee – Recommended</p> <p style="margin-left: 40px;"><b>Late:</b> August 1, \$105 Registration Fee*</p> <p style="margin-left: 40px;"><b>LAST CHANCE:</b> August 18, \$130 Registration Fee*</p> <p style="margin-left: 40px;">* You are STRONGLY encouraged to register on or before July 15th. Late Registration may decrease the number of invitations you receive from the sororities. Payment is made online with a credit card or e-check.</p> <ul style="list-style-type: none"> <li>o It is recommended, but not required, that each participant contact the nearest Alumnae Panhellenic. All information they require is completely separate from what Texas Tech Panhellenic requires.</li> </ul> <p style="margin-left: 40px;"><b><u>Please remember, you MAY register with your Alumnae Panhellenic, but you MUST register with Texas Tech Panhellenic.</u></b></p> </li> </ul>
<p>Any Costs for Programs/Services</p>	<p>Average New Member Semester Dues = \$1,000  Average Active Member Semester Dues = \$400-\$600</p>
<p>Contact Information: Staff Names,  Office Location  Phone Numbers  Fax Numbers  Websites</p>	<p>Cate Bibb  Assistant Director/Panhellenic Advisor  Center for Campus Life  201 Student Union  806-742-5433 (p)  806-742-0138 (f)  <a href="mailto:Cate.bibb@ttu.edu">Cate.bibb@ttu.edu</a>  <a href="http://www.greeklife.ttu.edu">www.greeklife.ttu.edu</a></p>

	<p>Lindsay Martin  Student Recruitment Director, Panhellenic Council  Panhellenic Cubical – 2<sup>nd</sup> floor of the Student Union  806-742-2403  <a href="mailto:gogreektu@aol.com">gogreektu@aol.com</a>  <a href="http://www.gogreek.ttu.edu">www.gogreek.ttu.edu</a></p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>Where is a schedule of each day's events?  <a href="http://www.gogreek.ttu.edu">www.gogreek.ttu.edu</a></p> <p>How do I know if Greek Life is for me?  Attend the Student Organization Information Fair and the Greek Life Presentation during Red Raider Orientation to learn more and hear from current members of the Greek Community.</p> <p>I still need more information!  Call the Panhellenic Council or the Center for Campus Life for more in depth information or make an appointment to visit in person.</p>
<p>Additional Important Information</p>	<p>Other opportunities for membership do exist outside of the Fall Formal Recruitment week; however, not all sororities are able to take members at these times. Continuous Open Recruitment takes place in the Fall and the Spring semesters with approximately 2-5 sororities taking members at these times.</p>

<b>Inter Greek Council Organization Recruitment</b>	
Overview (brief description of department or program)	There is no formal process to join an IGC sorority or fraternity at Texas Tech University. All nine (9) IGC sororities and fraternities participate in an open process (rush) that varies from semester to semester at the discretion of the organization. Announcements will be made on Techannounce and flyers.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) Why is IGC rush different?</b></p> <p>a. IGC rush is not a formal rush as each organization conducts rush at different times. There is no set week or month for rush, it can occur at any time during the spring or fall semester.</p> <p><b>2) Do I have to have recommendation letters?</b></p> <p>a. Yes, recommendation letters are required, but they will be requested by the organization when needed.</p> <p>b. The organization will inform you of the specifics such as: who is an acceptable reference, how many is needed, etc.</p> <p><b>3) What is the required GPA to join an IGC organization?</b></p> <p>a. GPA requirements vary from organization to organization and you will be informed of this information at MEET THE GREEKS or at the organization's individual interest meeting.</p> <p><b>4) When can I register?</b></p> <p>a. There is no registration for IGC organizations. The first official IGC event will be MEET THE GREEKS and you will gain all pertinent information from that meeting.</p> <p><b>5) How do I express my interest in an IGC organization?</b></p> <p>a. Each organization will hold an interest meeting during the fall and spring semester. It is in these meetings that you express your desire to join an organization.</p>
Important Dates/Deadlines	MEET THE GREEKS – The third Wednesday in September
Any Costs for Programs/Services	Average New Member Semester Dues = Varies Average Active Member Semester Dues = Varies
Contact Information: Title: Office Location:  Phone Numbers Fax Numbers Websites	Allen Sutton Assistant Director/Advisor NPHC/IGC Center for Campus Life 201 Student Union Building 806-742-5433 (p) 806-742-0138 (f) <a href="http://www.greeklife.ttu.edu">www.greeklife.ttu.edu</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	How do I know if Greek Life is for me? Attend the Student Organization Information Fair and the Greek Life Presentation during Red Raider Orientation to learn more and hear from current members of the Greek Community.  I still need more information! Call the Center for Campus Life for more in depth information or make an appointment to visit in person.
Additional Important Information	None

# Hospitality Services

<p>Overview (brief description of department or program)</p>	<p>Hospitality Services supports students and their education by offering a wide variety of dining choices that feature delicious foods throughout the day at a great price!</p> <p>Savor the Experience!</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<ol style="list-style-type: none"> <li>1) Dining Plans begin Sunday, Aug. 22<sup>nd</sup> 2010.</li> <li>2) Dining Plans are on the student ID Card.</li> <li>3) Dining Plans are accepted at all Hospitality Services' locations.</li> <li>4) Students have until the 12<sup>th</sup> day of classes each semester to change their Dining Plan.</li> <li>5) Variety...on campus students have the choice of dining at over 20 different eating outlets.</li> <li>6) Dining Bucks carry over from fall to spring semester &amp; in the spring you can roll Dining Bucks to your next on-campus living contract.</li> <li>7) Add-ons to Dining Plans can be done at the ID Office, or on-line.</li> <li>8) Students can add 15% to their Dining Plan once each semester if they run low.</li> <li>9) Most retail locations are open for late-nite service.</li> <li>10) Dining Bucks balances can be monitored on the Hospitality Services website.</li> <li>11) There are three dining plans to choose from.</li> <li>12) We offer a variety of service styles such as made-to-order, all-you-care-to-eat, a la carte, and grab 'n go.</li> <li>13) We have healthy options at all locations. Smart Choices in the Student Union serves healthy wraps, salads, and sandwiches.</li> </ol>
<p>Important Dates/Deadlines</p>	<p>On Campus Dining Plans will be available to use on Sunday, August 22<sup>nd</sup></p>
<p>Any Costs for Programs/Services</p>	<p>For current Dining Plan costs please refer to <a href="http://www.hospitality.ttu.edu">www.hospitality.ttu.edu</a></p>
<p>Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites</p>	<p>Alan Cushman - Admin, Business Development 170 Doak Hall (806)742-1360 (806)742-1150 <a href="http://www.hospitality.ttu.edu">www.hospitality.ttu.edu</a></p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>The Hospitality Services website is full of information about Dining Plans, rates, hours of operations and you can even monitor your Dining Bucks balance. We post updates on Facebook (<a href="https://www.facebook.com/EatAtTexasTech">facebook.com/EatAtTexasTech</a>) and Twitter (@TTUHospitality). If you have questions or would like further information contact Alan Cushman.</p>
<p>Additional Important Information</p>	



TEXAS TECH UNIVERSITY

# University Student Housing

Division of Student Affairs

## Housing at a Glance

- Apply to Texas Tech
  - Admitted students receive
    - eRaider ID
    - Password (activate at [www.eraider.ttu.edu](http://www.eraider.ttu.edu))
- To Apply For Housing.
  - Go to [www.housing.ttu.edu](http://www.housing.ttu.edu)
    - Complete the application.
    - Sign the Housing Contract.
    - A \$50 APPLICATION FEE IS REQUIRED
    - A \$400 ADVANCE PAYMENT FEE IS REQUIRED UNLESS A DEFERRAL IS APPLIED FOR AND GRANTED
- To Select A Room
  - Apply for a Learning Community if desired.
    - You will receive an email upon acceptance to the Learning Community. If no rooms appear then, the Community is sold out.
    - Select hall and room of choice.
- Roommates
  - To choose a particular roommate, select one side of the room (the A or B side) and have your roommate select the other side of the room.
  - To see your roommate's name and email address, select Review and Roommate.
- Change housing if desired
  - Return to [www.housing.ttu.edu](http://www.housing.ttu.edu)
  - Cancel your room and meal plan and select a new room.
  - Desired room must be available.
- Cancel Reservation if desired
  - Return to [www.housing.ttu.edu](http://www.housing.ttu.edu)
  - To receive a refund of the Advance Payment Cancel by
    - 4/1 to receive a \$400 Refund
    - 5/1 to receive a \$300 Refund
    - 6/1 to receive a \$200 Refund
    - 7/1 to receive a \$100 Refund
- NO SINGLE ROOMS OFFERED AT THIS TIME

**Call (806) 742-2661 or [Housing.ttu.edu](http://Housing.ttu.edu) for more information / questions**

# Information Technology (IT)

Information Technology Division	
Overview (brief description of department or program)	The Information Technology Division provides reliable, contemporary, and integrated technology to enable teaching, learning, research, and service.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<ol style="list-style-type: none"> <li>1) <b>Where can I get help with any IT/computer-related questions?</b> <ol style="list-style-type: none"> <li>a. IT Help Central can help with all computer-related questions. They may be reached at (806) 742-HELP (4357) or by e-mail at <a href="mailto:ithelpcentral@ttu.edu">ithelpcentral@ttu.edu</a>.</li> </ol> </li> <li>2) <b>What is eRaider?</b> <ol style="list-style-type: none"> <li>a. eRaider is a computing account that is used to access a wide variety of electronic resources at Texas Tech University (TTU), including e-mail, free software downloads and class registration.</li> </ol> </li> <li>3) <b>What do I do if I forget my eRaider username or password?</b> <ol style="list-style-type: none"> <li>a. Links to retrieve your eRaider username or set a new eRaider password can be found on the eRaider website at <a href="https://eraider.ttu.edu">https://eraider.ttu.edu</a>.</li> </ol> </li> <li>4) <b>How do I access my TechMail account?</b> <ol style="list-style-type: none"> <li>a. TechMail can be accessed in two ways:               <ol style="list-style-type: none"> <li>i. Through your web browser (<a href="https://mail.ttu.edu">https://mail.ttu.edu</a>).</li> <li>ii. Through your favorite e-mail client or Smartphone (instructions available at <a href="http://www.depts.ttu.edu/ithelpcentral/techmail.php">http://www.depts.ttu.edu/ithelpcentral/techmail.php</a>).</li> </ol> </li> </ol> </li> <li>5) <b>Does Texas Tech have wireless access?</b> <ol style="list-style-type: none"> <li>a. Yes, Texas Tech offers wireless Internet services to most locations on-campus. Information about connecting to the wireless network can be found at <a href="http://www.depts.ttu.edu/ithelpcentral/solutions/wireless">http://www.depts.ttu.edu/ithelpcentral/solutions/wireless</a>.</li> </ol> </li> <li>6) <b>I don't have a computer. Are there computers I can access on campus?</b> <ol style="list-style-type: none"> <li>a. The department of Technology Support provides computing labs in the basement of the library, as well as five other locations on campus. Information regarding these labs can be found at <a href="http://www.depts.ttu.edu/itts/labs">http://www.depts.ttu.edu/itts/labs</a>.</li> </ol> </li> <li>7) <b>I think my computer is infected? Now what?</b> <ol style="list-style-type: none"> <li>a. IT Help Central can provide assistance with computers which may have been infected by viruses and spyware. They can be reached at (806) 742-HELP (4357) or by e-mail at <a href="mailto:ithelpcentral@ttu.edu">ithelpcentral@ttu.edu</a>.</li> </ol> </li> <li>8) <b>What kind of hardware/software do I need for school?</b> <ol style="list-style-type: none"> <li>a. A list of recommended hardware/software for use at Texas Tech University may be found at <a href="http://www.depts.ttu.edu/ithelpcentral/recommend.php">http://www.depts.ttu.edu/ithelpcentral/recommend.php</a>.</li> </ol> </li> <li>9) <b>What do I need to access the Internet from my residence hall room?</b> <ol style="list-style-type: none"> <li>a. You will need a computer with an Ethernet (network) card and a network cable to connect to the Internet from your residence hall room (at this time, wireless network access is not available in the residence halls rooms). In addition to this, your system will need to meet minimum software and security requirements in order to connect. Information regarding this can be found on IT Help Central's website at <a href="http://www.depts.ttu.edu/ithelpcentral/solutions/network_registration/index.php">http://www.depts.ttu.edu/ithelpcentral/solutions/network_registration/index.php</a>.</li> </ol> </li> <li>10) <b>Can I get specialized software as a student?</b> <ol style="list-style-type: none"> <li>a. A wide variety of Microsoft and Symantec software is available for download free of charge through your eRaider account manager (<a href="https://eraider.ttu.edu">https://eraider.ttu.edu</a>). In addition, TTU has agreements with some software vendors that allow us to distribute software at greatly reduced prices. A list of this software and its prices may be found at</li> </ol> </li> </ol>

<http://www.depts.ttu.edu/itts/software>.

**11) What is Raiderlink?**

- a. Raiderlink is a one-stop-shop for TTU services as your customizable portal. Use Raiderlink to view important announcements, register for classes, and update your contact information and a wide variety of other features. Raiderlink can be accessed at <http://www.raiderlink.ttu.edu>.

**12) Does the IT Division provide special courses to help me use certain software?**

- a. The department Technology Support offers a wide variety of training resources, including short courses and computer-based training. Information about these resources can be found online at <http://www.depts.ttu.edu/itts/training>.

**13) Does the IT Division recommend that I purchase a particular type of computer?**

- a. A list of recommended hardware/software for purchase and use at Texas Tech may be found at <http://www.depts.ttu.edu/ithelpcentral/recommend.php>.

**14) After I purchase a new computer, can I take it somewhere on campus to have it set up with Antivirus, Wireless, and Office Productivity Software?**

- a. IT Help Central can assist you with installing TTU site-licensed software on your computer. They can be reached at (806) 742-HELP (4357) or by e-mail at [ithelpcentral@ttu.edu](mailto:ithelpcentral@ttu.edu).

**15) I'm in the residence halls; why can't I access a lot of the things that I normally can when I'm in the classroom?**

- a. Some TTU resources may require a Virtual Private Network (VPN) connection in order to access them. Instructions for setting up VPN can be found at <http://www.depts.ttu.edu/ithelpcentral/solutions/VPN/index.php>.

**16) How can I change my email address?**

- a. You can change your e-mail address by logging on to the eRaider account manager (<https://eraider.ttu.edu>). After signing in and clicking "Manage your eRaider Account," click the "TechMail" option in the left column to set a new address. Please note that your TechMail address must include your last name. If your last name has changed, you must officially change your name with the Office of the Registrar before you will be able to select an e-mail address with your new last name.

**17) Are there space limitations on my email?**

- a. By default, you are limited to a 1 GB storage limit for your TechMail mailbox. In addition, there is a limit of 20 MB for each message, including file attachments, sent through TechMail.

**18) How can I stay up-to-date on upcoming events at TTU?**

- a. All students, faculty and staff receive Techannounce, an e-mail newsletter containing TTU-related news and events, daily to their TechMail address. Students may personalize which type of announcements they wish to receive by navigating to <http://techannounce.ttu.edu> and clicking the "Personalize My Techannounce" link in the left column.

**19) Where can I purchase a new computer?**

- a. Texas Tech University has an agreement with Dell, which allows students, faculty, and staff to purchase computers at a significantly reduced price. You can access Texas Tech's Dell resources at <http://www.depts.ttu.edu/ithelpcentral/personalpc.php>.

**20) How can I protect my computer at Texas Tech University?**

- a. Texas Tech University has established a Safe Computing website containing a wide variety of tips to help keep your computer safe. You can view this site at <http://www.safecomputing.ttu.edu>. A list of basic safe computing tips can be found at

	<a href="http://www.safecomputing.ttu.edu/ttu/recommended/basic.php">http://www.safecomputing.ttu.edu/ttu/recommended/basic.php</a> .
Important Dates/Deadlines	
Any Costs for Programs/Services	Most technology services are covered through the IT Service Fee.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	IT Help Central 2903 4 <sup>th</sup> St 742-HELP (4357) <a href="mailto:ithelpcentral@ttu.edu">ithelpcentral@ttu.edu</a> <a href="http://www.ithelpcentral.ttu.edu">www.ithelpcentral.ttu.edu</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<a href="http://www.ttu.edu/it4students">www.ttu.edu/it4students</a> <a href="http://www.ithelpcentral.ttu.edu">www.ithelpcentral.ttu.edu</a> <a href="http://www.eraider.ttu.edu">www.eraider.ttu.edu</a> <a href="http://www.safecomputing.ttu.edu">www.safecomputing.ttu.edu</a>
Additional Important Information	

## ***Name & Social Security Number Changes***

<b>Office of the Registrar-Name/SSN Office: West Hall Room 118</b>	
Overview (brief description of department or program)	This office within the OR handles Name/SSN changes and corrections.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b><i>Where can I get my name or SSN changed on MyTech?</i></b></p> <p>Name changes may be submitted in Room 115 West Hall. A copy of your Social Security Card showing your correct new name, along with a photo ID will be required. You may fill out a request form in advance by going to our web site at <a href="http://www.depts.ttu.edu/registrar/">www.depts.ttu.edu/registrar/</a> and clicking on the Name or SSN Changes link in the left column. Our fax number and address are on the form. The signed request may be scanned along with the social security card and submitted as attachments in an email to registrar@ttu.edu.</p>
Important Dates/Deadlines	none
Any Costs for Programs/Services	No
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>Tim Hendricks West Hall Room 115 806.742.3661 X 234 806.742.4765 <a href="http://www.depts.ttu.edu/registrar/">www.depts.ttu.edu/registrar/</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	You may fill out a request form for name and SSN changes in advance by going to our web site at <a href="http://www.depts.ttu.edu/registrar/">www.depts.ttu.edu/registrar/</a> and clicking on the Name or SSN Changes link in the left column.
Additional Important Information	

# Off-Campus Student Services

Center for Campus Life	
Overview (brief description of department or program)	Raiders Off-Campus Student Services (ROCSS) is dedicated to offering resources and services to Texas Tech students living off campus.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p>1) <b>Who can benefit from program services?</b> Any TTU student living off campus or who is considering moving out of dorms to an off campus location is eligible.</p> <p>2) <b>What services do you offer?</b>            Campus Involvement connections            Understanding your Lease Agreement            Renter Insurance Questions            Roommate Agreements            How to be a good neighbor            Student Health Issues            Budgeting Information            Transportation Options to and from campus            Commuter student parking            International Student Issues            Transfer Student Services            Nontraditional Student Services</p> <p>3) <b>What departments does ROCSS work with?</b>            Center for Campus Life            Student Legal Services            Student Government Association            Student Health Services            Red-to-Black            Student Union &amp; Activities            University Career Services            Student Counseling Center            Veterans Affairs            Women's Studies</p> <p>4) <b>Are events held only off campus?</b>            No, events are held both on and off campus.</p>
Important Dates/Deadlines	None
Any Costs for Programs/Services	No
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Diana Fabing, Coordinator <a href="mailto:diana.fabing@ttu.edu">diana.fabing@ttu.edu</a>  Michael Harrington, Assistant Director <a href="mailto:michael.harrington@ttu.edu">michael.harrington@ttu.edu</a>  Center for Campus Life   201 Student Union 806.742.5433   806.742.0138 <a href="http://www.raidersoffcampus.ttu.edu">www.raidersoffcampus.ttu.edu</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<a href="http://www.raidersoffcampus.ttu.edu">www.raidersoffcampus.ttu.edu</a> Center for Campus Life Office - 201 Student Union 806.742.5433
Additional Important Information	

# Ombuds Office

Overview (brief description of department or program)	The Ombuds Office is a safe place to bring concerns and find solutions. The office upholds the tenants of confidentiality, objectivity, independence and informality.
Top FAQs (most common questions of prospective or admitted students about your department or program)	We are a safe place to visit and find solutions—about any topic. We work with prospective and current students—and their families—to help people understand “how Tech works,” who to call, etc. Our goal is to provide options that people may consider in an effort to make informed choices about how to accomplish tasks and address concerns.
Important Dates/Deadlines	
Any Costs for Programs/Services	No—we’re a free service!
Contact Information: Staff Names, Office Location, Phone Numbers, Fax Numbers, Websites	Drew Canham, Ph.D., J.D. Suite 024 (East Basement), Student Union Building 806.742.SAFE 806.742.4792 <a href="http://www.depts.ttu.edu/ombuds/">http://www.depts.ttu.edu/ombuds/</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Information about the Ombuds Office is available online. The most efficient way to schedule an appointment is to call 806.742.SAFE. “Walk-in” appointments are also welcome.
Additional Important Information	

# Parent & Family Relations

Overview (brief description of department or program)	The Office of Parent & Family Relations is an office on campus where parents and families of TTU students can plug into what is happening at Texas Tech University. The office works with the Texas Tech Parents Association (Tech Parents) to provide events for parents/families, opportunities to connect with other parents/families, and monthly communication about what is happening in Lubbock and at Texas Tech.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) Do you offer scholarships?</b> Yes! In conjunction with the Texas Tech Parents Association, 56 scholarships are offered to students each year.</p> <p><b>2) What programs/services are coordinated for parents and families?</b></p> <ul style="list-style-type: none"> <li>• Family Weekend</li> <li>• Aloha Fall Move In Party</li> <li>• Red Raider Orientation</li> <li>• Sibling Weekend</li> <li>• Road Raiders safe travel network</li> <li>• Monthly webinars on select topics</li> <li>• Tech Parents local chapters</li> <li>• Raider Relief Fund</li> <li>• Monthly electronic newsletter</li> </ul> <p><b>3) How can I get involved?</b> There are many opportunities to help serve Texas Tech and become involved as a parent or family member. Parents and family members can serve on the Tech Parents Board of Directors, affiliate with a Tech Parents local chapter in your city, serve on volunteer committees, or even help to plan/organize events for parents/families!</p>
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Internet: <a href="http://www.parent.ttu.edu">www.parent.ttu.edu</a> Email: <a href="mailto:parent@ttu.edu">parent@ttu.edu</a> Phone: (888) 888-7409 or (806) 742-3630 Fax: (806) 742-0330 Address: 025 Student Union (SUB). Office is located on the lower level of the SUB, east side.
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<a href="http://www.parent.ttu.edu">www.parent.ttu.edu</a>
Additional Important Information	

## Raider Welcome Events

Division of Enrollment Management & Student Affairs									
Overview (brief description of department or program)	Raider Welcome (fall semester) and Winter Raider Welcome (spring semester) are designed to welcome new and returning students back to campus. It is also designed to assist students in their transition to Texas Tech through a number of events that take place in the days leading to the first day of school.								
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) When is Raider Welcome?</b> Raider Welcome will take place August 22-28, 2010.</p> <p><b>2) What kind of events take place at Raider Welcome?</b> Ice cream socials, a Night at the Rec Center, work on a Habitat for Humanity house, and many more.</p> <p><b>3) How much do Raider Welcome events cost?</b> Raider Welcome events are completely FREE and FUN events for you and other Red Raiders to attend.</p>								
Important Dates/Deadlines									
Any Costs for Programs/Services									
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<table> <tr> <td>Center for Campus Life</td> <td>University Student Housing</td> </tr> <tr> <td>Zach Manning</td> <td>Angela Forney</td> </tr> <tr> <td>P 806-742-5433</td> <td>P 806-742-4996</td> </tr> <tr> <td>F 806-742-0138</td> <td>F 806-742-0149</td> </tr> </table>	Center for Campus Life	University Student Housing	Zach Manning	Angela Forney	P 806-742-5433	P 806-742-4996	F 806-742-0138	F 806-742-0149
Center for Campus Life	University Student Housing								
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F 806-742-0138	F 806-742-0149								
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	More information and a complete schedule of events are available at <a href="http://www.raiderwelcome.ttu.edu">www.raiderwelcome.ttu.edu</a> . Students will also be mailed further information about Raider Welcome. Students will receive materials about Raider Welcome while attending Red Raider Orientation.								
Additional Important Information									

# Recreational Sports

<p>Overview (brief description of department or program)</p>	<p>Rec Sports consists of activities that occur at the Robert Ewalt Recreational Center, as well as many opportunities at outside facilities that include tennis courts, sand volleyball courts, softball, soccer and football fields. We have multiple departments within Rec Sports – Intramurals, the Outdoor Pursuit Center, the Aquatic Center, the Fit/Well , Sport Clubs, and facilities. Each area has many programs throughout the year in which students can participate. Most activities are free, but some do have an associated fee.</p>																														
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>1. How many sports clubs do you have?</b>          Currently we have 30 fully approved sport clubs. The fully approved clubs are:</p> <table data-bbox="711 577 1295 1060"> <tr><td>Baseball</td><td>Karate</td></tr> <tr><td>Bowling</td><td>Paintball</td></tr> <tr><td>Climbing</td><td>Men’s Rugby</td></tr> <tr><td>Cricket</td><td>Women’s Rugby</td></tr> <tr><td>Cycling</td><td>Men’s Soccer</td></tr> <tr><td>Fencing</td><td>Women’s Soccer</td></tr> <tr><td>Gymnastics</td><td>Tennis</td></tr> <tr><td>Judo</td><td>Triathlon</td></tr> <tr><td>Inline Hockey</td><td>Ultimate</td></tr> <tr><td>Kuk Sool Won</td><td>Men’s Volleyball</td></tr> <tr><td>Men’s Lacrosse</td><td>Women’s Volleyball</td></tr> <tr><td>Women’s Lacrosse</td><td>Men’s Water Polo</td></tr> <tr><td>Polo</td><td>Women’s Water Polo</td></tr> <tr><td>Powerlifting</td><td>Waterski/Wakeboarding</td></tr> <tr><td>Racquetball</td><td>Wrestling</td></tr> </table> <p><b>2. How much does it cost to become a member of the Rec Center?</b>          As a half time and above student, you are automatically a member of the Rec Center. Your membership fee is included in your fees for the university that you pay every semester. Texas Tech has one of the lowest fees in the Big 12.</p> <p><b>3. What are the hours of the Rec?</b>          Monday – Friday 6:00 am – Midnight          Saturday 8:00 am – 10 pm          Sunday Noon – Midnight</p> <p><b>4. What group fitness classes do you have?</b>          We have two types of classes. Trained instructors teach over 30 free <b>Raider X Classes</b> each week that allow members to exercise in a fun and safe group atmosphere on a drop-in basis. Whatever your fitness level you can achieve your fitness goals by enjoying a variety of classes that include cardiovascular and strength training.</p> <p><b>Raider X2</b> classes are specialty classes that are offered in 6 week sessions. Dance, Spin, and Mind and Body classes are a few of the many classes offered and taught by skilled instructors. Registration and payment can be made in the Fitness/Wellness office.</p>	Baseball	Karate	Bowling	Paintball	Climbing	Men’s Rugby	Cricket	Women’s Rugby	Cycling	Men’s Soccer	Fencing	Women’s Soccer	Gymnastics	Tennis	Judo	Triathlon	Inline Hockey	Ultimate	Kuk Sool Won	Men’s Volleyball	Men’s Lacrosse	Women’s Volleyball	Women’s Lacrosse	Men’s Water Polo	Polo	Women’s Water Polo	Powerlifting	Waterski/Wakeboarding	Racquetball	Wrestling
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Polo	Women’s Water Polo																														
Powerlifting	Waterski/Wakeboarding																														
Racquetball	Wrestling																														

**5. What Intramural Sports do you have?**

In the fall, we have flag football, volleyball, softball and outdoor soccer. In the Spring, we have basketball, softball, indoor soccer, and 4 on 4 flag football. We also have 5-7 individual sports each semester like tennis, golf, badminton and pool. Check [www.recsports.ttu.edu](http://www.recsports.ttu.edu) for all individual sports offered each semester.

**6. What type of cardio equipment do you have?**

We have about 150 pieces of cardio equipment, and 80 with their own TV. We have treadmills, elliptical, stationary bikes, stair climbers, rowing machines, and Arc trainers. We are always looking for the next level of fitness and update our equipment periodically.

**7. How many basketball courts do you have?**

We have 7 basketball courts, and 1 multi-purpose/indoor soccer arena. One of the basketball courts is always reserved for volleyball.

**8. Do you have a climbing wall?**

Yes we do. Our climbing wall is one of the tallest in the Big 12 at 53 feet high. You can make one free "try-climb" but to continue to climb, you will need to take a course (1.5 hours) so you can safely belay others. Then you can climb when the wall is open which is usually late afternoons and evenings every day.

**9. Do you have any camping trips?**

The Outdoor Pursuits Center sponsors between 15 and 20 trips per semester that include hiking, backpacking, mountain and road cycling, rock and ice climbing, kayaking and canoeing. These range from day trips to week long adventures. The cost of each peer-led trip includes transportation, food, equipment and camping fees. Beginners to veteran outdoor enthusiasts will enjoy their time with us. A complete rental shop from camping gear to skis/snowboards to mountain and road bikes are also available for your own adventure as well as a bike repair shop.

**10. Is your pool big?**

Sure is. Our current aquatics center is big enough for lap swimming, diving board and deep end, and shallow water fun in one pool!

**11. What about the leisure pool?**

It is the largest leisure pool on a college campus in the United States. With a 645 ft. long lazy river as the center piece of the design, the pool brought in more than 70,000 visitors in the first summer open.

**12. How much does the Leisure Pool cost me?**

The Student Rec Fee increased by \$10 a semester to cover the cost. Even at this increased rate, it is one of the lowest in the Big 12.

Important Dates/Deadlines	Checking <a href="http://www.recsports.ttu.edu">www.recsports.ttu.edu</a> is always the best way to find dates and deadlines.
Any Costs for Programs/Services	Refer to <a href="http://www.recsports.ttu.edu">www.recsports.ttu.edu</a> for program costs.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	The Rec Center is located on the west side of campus, next door to the United Spirit Arena. Office Phone: 806-742-3351 Fax: 806-742-1996 Website: <a href="http://www.recsports.ttu.edu">www.recsports.ttu.edu</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Calling 742-3351 or emailing <a href="mailto:recsports.ttu.edu">recsports.ttu.edu</a> is a good way of getting information apart from the website.  Or stopping by the Rec Center. We always have informational flyers and posters up.
Additional Important Information	<a href="http://www.recsports.ttu.edu">www.recsports.ttu.edu</a> is updated daily with all of the new information that is important for Tech students!

## Red Raider Orientation - Freshman

Center for Campus Life	
Overview (brief description of department or program)	Red Raider Orientation is a mandatory program for all new students to Texas Tech. RRO provides students the opportunity to get acquainted with the university in addition to meeting with academic advisors and registering for classes.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) How do I register for RRO?</b> Visit <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a> to register.</p> <p><b>2) I am having trouble registering for RRO, what do I do?</b> Contact the Center for Campus Life at 806-742-5433 for assistance.</p> <p><b>3) How much does RRO cost?</b> \$150 for three-day sessions and \$55 for one-day sessions</p> <p><b>4) How do I pay for RRO?</b> The RRO fee is automatically added to your fall semester tuition and fees.</p> <p><b>5) Where will I stay during RRO?</b> Students attending three-day sessions are required to stay on campus. Housing is not available for the one-day sessions.</p> <p><b>6) Where will my parents or family stay during RRO?</b> Limited space is available on campus for parents and family members. Hotel listings in Lubbock are available at <a href="http://www.visitlubbock.org">www.visitlubbock.org</a>.</p> <p><b>7) What is the best way to get to Lubbock?</b> Students who plan on flying to Lubbock should check on services provided to Lubbock Preston Smith International Airport at <a href="http://www.flylia.com">www.flylia.com</a>. Driving directions to Lubbock are also available at <a href="http://www.visit.ttu.edu/travel.asp">www.visit.ttu.edu/travel.asp</a>.</p> <p><b>8) Is RRO Mandatory?</b> Yes, RRO is a required program.</p> <p><b>9) Parents &amp; Families are welcome to attend; specific programming has been designed for parents and family members. Visit <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a> for more information.</b></p> <p><b>10) What do I need to do before attending RRO?</b> Complete checklist available at <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a>. Some of these items include – set up eRaider, check for holds related to TSI or Housing, submit shot records, confirm scholarships and financial aid, comply with the Texas Success Initiative, take any placement exams, and take StrengthsQuest.</p> <p><b>11) Do you have alternative options for nontraditional students? Yes. Additional information is available at <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a>.</b></p> <p><b>12) What is the RRO schedule?</b></p>
Important Dates/Deadlines	Registration is now available.
Any Costs for Programs/Services	\$150 for three-day sessions, \$55 for one-day sessions
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Center for Campus Life Michael Harrington, Zach Manning P 806-742-5433 F 806-742-0138 <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	More information is available at <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a> . Students will also be mailed further information about RRO.
Additional Important Information	

## Red Raider Orientation – Transfer Students

Center for Campus Life	
Overview (brief description of department or program)	This is the Mandatory orientation for all new transfer students. At RRO, students will learn Tech History and Traditions, meet campus departments and students, learn about campus resources, and meet other new transfer students.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p>1) <b>Do I have to attend RRO?</b> Yes. It is mandated by the Board of Regents that all new students attend orientation.</p> <p>2) <b>How long is orientation?</b> There is a one day session for students who cannot attend a three-day, two-night session.</p> <p>3) <b>Do I have to stay on campus during RRO?</b> Yes, only if you are attending a three-day session.</p> <p>4) <b>How do I register for RRO?</b> Visit <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a> and register using your eRaider username and password.</p> <p>5) <b>How do I Pay for RRO?</b> The RRO fee is automatically added to your fall semester tuition and fees.</p> <p>6) <b>Can parents attend RRO with me?</b> Yes. There is programming designed for parents as well.</p>
Important Dates/Deadlines	<p>Dates for One-Day sessions: May 20, 21 July 12, 13 August 24, 25</p> <p>Dates for Three-Day sessions: June 9-11, 13-15, 16-18, 20-22, 23-25, 27-29 July 14-16, 18-20, 21-23, 25-27, 28-30 August 1-3</p>
Any Costs for Programs/Services	One-Day sessions: \$55; Three-Day Sessions: \$150
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>Center for Campus Life Michael Harrington, Zach Manning or Candice Laster 201 Student Union 806-742-5433 806-742-0138 <a href="http://www.transferconnection.ttu.edu">www.transferconnection.ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Visit <a href="http://www.redraiderorientation.ttu.edu">www.redraiderorientation.ttu.edu</a> for more information and checklist regarding RRO.
Additional Important Information	

# Scholarship Office

Financial Aid	
Overview (brief description of department or program)	The TTU Scholarship Office is responsible for managing the centralized scholarship application process for entering freshmen, entering transfer, and current students. In addition, we receive and process all scholarship checks for students from entities outside of the university.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1.) How do I apply for scholarships from TTU?</b>            Entering students apply for scholarships by going to <a href="http://www.applytexas.org">www.applytexas.org</a> and completing the scholarship application, which is part of the admissions application for fall and spring semesters.</p> <p><b>2.) Do I have to be admitted to apply for scholarships?</b>            No. Many students complete the scholarship application during the same day in which they complete their admissions application.</p> <p><b>3.) Do I need to complete a FAFSA in order to receive a scholarship from TTU?</b>            Not necessarily. For scholarships that consider financial need, the FAFSA is needed to document that need. For scholarships based completely on academics, with no regard for financial need, a FAFSA is not required.</p> <p><b>4.) What are the application deadlines?</b>  <b>Incoming freshmen</b> must submit their scholarship application no later than February 1<sup>st</sup> to be considered for scholarships their freshman year. <b>Incoming transfer students for the fall</b> semester must submit their scholarship application by March 1<sup>st</sup>. <b>Incoming transfer students for the spring semester</b> must submit their scholarship application by November 15<sup>th</sup>.</p> <p><b>5.) Do I qualify for a Merit Scholarship?</b>            Yes, if you are an entering freshman ranked within the top 10% of your class <b>and</b> have a minimum SAT score of 1250 (from critical reading and math portions only) or an ACT composite score of 28 on record with Texas Tech University no later than the April 15<sup>th</sup> prior to your attendance. Please refer to <a href="http://www.scholarships.ttu.edu/meritscholarship.aspx">http://www.scholarships.ttu.edu/meritscholarship.aspx</a> or contact the TTU Scholarship Office for more information.</p> <p><b>6.) When do I find out if I have been awarded a scholarship?</b>            Scholarship committees wait until the application deadlines have passed in order to consider all applicants. For incoming students, they typically reach decisions within 6 weeks of the February 1<sup>st</sup> application deadline and begin sending out notifications to incoming students' permanent addresses. For current students, notifications will be sent towards the end of the spring semester.</p> <p><b>7.) Where should I request a scholarship donor send my scholarship check?</b>            TTU Scholarship Office; Box 45011; Lubbock, TX 79409-5011            *please be sure they include your first and last name</p> <p><b>8.) Where can I look for other scholarship opportunities?</b>            Please see <a href="http://www.scholarships.ttu.edu">www.scholarships.ttu.edu</a> in the Resources and Search Scholarships sections.</p> <p><b>9.) Where do I apply for scholarships as a Graduate student?</b>            Graduate students are typically awarded scholarships through the Graduate School or their department of study. Please inquire with either of those entities for application procedures.</p> <p><b>10.) When will my scholarship credit to my bill?</b>            In most cases, scholarships are credited to a student's bill within 36 hours of checks</p>

	<p>being received by the Scholarship Office or having the scholarship data entered by a student's department.</p> <p>No funds are posted to a student's bill until 10 days prior to the first class day. Students can view pending financial aid on <a href="http://www.raiderlink.ttu.edu">www.raiderlink.ttu.edu</a> in the Financial Aid Information section.</p>
Important Dates/Deadlines	<p><b>Entering Freshmen</b> The Scholarship application deadline is February 1<sup>st</sup>.</p> <p><b>Entering Fall Transfers</b> The Scholarship Application deadline is March 1<sup>st</sup></p> <p><b>Entering Spring Transfers</b> The Scholarship Application deadline is November 15th</p> <p>The preferred FAFSA submission date for all students entering in the fall semester is February 15<sup>th</sup>. For spring entry students, it is November 1<sup>st</sup>.</p>
Any Costs for Programs/Services	\$0
<p>Contact Information: Staff Names,</p> <p>Email Address</p> <p>Office Location</p> <p>Phone Numbers</p> <p>Fax Numbers</p> <p>Websites</p>	<p>Helen Carter, Sheryl Haggard, Jennifer Fauls, Beverly Pinson, Robert Anderson, Christy Kaufman</p> <p><a href="mailto:scholarships@ttu.edu">scholarships@ttu.edu</a></p> <p>205 West Hall</p> <p>(806)742-3144, ext 270</p> <p>(806)742-2901</p> <p><a href="http://www.scholarships.ttu.edu">www.scholarships.ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>Our website is <a href="http://www.scholarships.ttu.edu">www.scholarships.ttu.edu</a>. There, you can find information on our applications, deadlines, and external scholarship opportunities.</p> <p>We have an open door policy, no appointments are required. Students are welcome to come by our office in 205 West Hall between the hours of 8AM and 5PM, Monday through Friday.</p>
Additional Important Information	If you have questions about information regarding scholarships, please don't hesitate to contact our office.

# Spirit Squads (Cheer, Pom, Masked Rider, Raider Red)

Center for Campus Life	
Overview (brief description of department or program)	Included in the Texas Tech Spirit Program are a Co-ed Cheerleading Squad, Pom Squad, Raider Red, and the Masked Rider. The Spirit Squads lead the fans in supporting the teams at football, basketball, and volleyball games.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) When are tryouts?</b> - in the spring semester</p> <p><b>2) Who can tryout?</b> - Masked Rider: TTU students with at least 45 credit hours, 15 hours from TTU, at least 2.75 GPA required. - Cheer/Pom: any newly admitted TTU student or current TTU student with at least 2.0 GPA. - Raider Red: current TTU students who are involved in Saddle Tramps or High Riders.</p> <p><b>3) What are benefits of being member?</b> Meal Plan, Scholarship Opportunities, Uniforms &amp; Accessories Paid, Academic Tutoring Service</p> <p><b>4) Is there a height and weight requirement for Cheer/Pom?</b> No. We ask that all members maintain the appropriate physique, and are able to participate in all activities throughout the entire year.</p> <p><b>5) Do the Cheer/Pom Squads compete nationally?</b> Yes. Cheerleaders compete with NCA, and Pom Squad competes with NDA.</p> <p><b>6) What are some of the requirements for Cheer/Pom Squad?</b> - Each member of the Spirit Program is expected to maintain full-time student status and at least 2.0 GPA. - Skill requirements/recommendations listed on website. - On &amp; Off campus appearances attendance throughout year is required. - Attend all practices, camp, and scheduled games.</p> <p><b>7) How many are on each squad?</b> Cheer: Up to 32 members Pom Squad: Up to 16 members Raider Red: 4 members Masked Rider: 1 rider, 1 assistant</p> <p><b>8) What athletic events do Spirit members attend?</b> Football games (home and away), home men's and women's basketball games, home women's volleyball games.</p> <p><b>9) How often does Cheer/Pom practice?</b> Typically 3-4 days per week, 2-2.5 hours each practice. Members are asked to work out on their own between practices.</p>
Important Dates/Deadlines	Cheer/Pom: Tryouts are held in the Spring. Typically, late April. Masked Rider: Tryout process begins in January. Raider Red: Early April
Any Costs for Programs/Services	Cheer & Pom Squad: \$50 Tryout Application Fee
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>Center for Campus Life 201 Student Union   P 806.742.5433   F 806.742.0138 <a href="http://www.spiritsquads.ttu.edu">www.spiritsquads.ttu.edu</a></p> <p>Stephanie Rhode, Assistant Director/Program Supervisor/Pom Squad &amp; Masked Rider contact <a href="mailto:stephanie.rhode@ttu.edu">stephanie.rhode@ttu.edu</a></p>

	Joshua Anderson, Spirit Coordinator/Cheer Coach & Raider Red contact <a href="mailto:joshua.e.anderson@ttu.edu">joshua.e.anderson@ttu.edu</a>
What is the easiest way to locate other information?	<a href="http://www.spiritsquads.ttu.edu">www.spiritsquads.ttu.edu</a> All program information/events will be available through website or available in Center for Campus Life office, 201 Student Union.

# Student Business Services

<p>Overview (brief description of department or program)</p>	<p>Student Business Services is comprised of a team of staff that is dedicated to assisting students with understanding and paying for their higher education. Our office is responsible for student billing, short-term loans, collections and refunds.</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>1) How do I contact Student Business Services?</b> Contact details below</p> <p><b>2) How do I set up my parent as an authorized user for my account?</b> Student must sign on to their MyTech account and click the eBill “Make a Payment” link for their institution. On the eBill site, click the Authorized User tab to enter up to 5 different users. Follow the steps and enter the users’ email address. Once the student completes the set up and signs out, the authorized user will receive an email stating they have access and will be given a generic password that they will change upon their first login.</p> <p><b>3) When are the payment deadlines?</b> Please see important dates on the SBS website <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a>.</p> <p><b>4) When will I receive my bill for registration?</b> Student accounts can be viewed via the MyTech portal under eBill. Bills are generated at least 30 days prior to the due date. Availability of bills is dependent upon Board of Regent approval of the Global Fee Document prior to each fall. SBS will post charges and bills as soon as possible following registration.</p> <p><b>5) What forms of payment are accepted?</b> SBS accepts cash, Visa, Mastercard, American Express, Discover, checks and wire transfers.</p> <p><b>6) What is cancellation and when is it?</b> Cancellation is the deactivation or cancellation of a student’s schedule for not meeting state payment requirements which may prevent the University from maximizing formula funding. Cancellation dates are available on the SBS website <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a></p> <p><b>7) Is on-campus housing included in my bill?</b> Housing and other incidental bills are included on the student’s account and reflected on their bill.</p> <p><b>8) How do I set up a payment plan?</b> SBS offers payment plans that must be set up via the student’s MyTech account eBill option. See more details and descriptions on the SBS website <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a></p> <p><b>9) When will I receive my refund?</b> Refunds for Financial Aid cannot be processed any earlier than 10 days prior to class. Refunds will be processed no less than 3 times a week.</p> <p><b>10) How do I receive my refund?</b> Students will set up their refund preference and refunds will be processed per that request. Selecting the ACH option is the fastest way to receive a refund.</p>
<p>Important Dates/Deadlines</p>	<p>Students on payment plans may view specific due dates on the payment plan agreement as shown on eBill which can be accessed from their MyTech site. Other important dates may be viewed on our website <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a></p>
<p>Any Costs for Programs/Services</p>	<p>Most payment plans only require a \$25 enrollment fee and no further interest is charged.</p>
<p>Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites</p>	<p>Student Business Services West Hall 301 806-742-3272 806-742-5910 <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a></p>

What is the easiest way to locate other information?	Go to <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a> for more important dates and information regarding our office. Students and parents may utilize the ASK RAIDER RED for quick answers or to submit a personal request by email.
Additional Important Information	Students must obtain their new Student ID (R#) to receive detailed account information. SBS no longer has access to search by Social Security Numbers.

# Student Counseling Center

Overview (brief description of department or program)	The Student Counseling Center (SCC) provides psychological care for students as well as preventive mental health education to students and the campus community.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p>1) <b>Are the counseling services confidential?</b> Yes, within the ethical and legal limits of the law. Limitations to confidentiality center on personal and civic safety and abuse of children, elderly and disabled persons. Other than those caveats, counseling is completely confidential. That is, no one has access to any information about a client without the written permission of that client.</p> <p>2) <b>What are the credentials of the therapists?</b> Counseling is provided by licensed psychologists and their supervisees. The SCC is committed to the highest standard of care for its student clientele and staff psychologists are selected from high caliber educational backgrounds.</p> <p>3) <b>Don't only "weird" people get counseling?</b> Absolutely not! Students seek counseling for a broad range of reasons. Sometimes they need assistance following a traumatic event, e.g., sexual assault, death of a close friend or loved one, family divorce or relationship break-up—and sometimes it's just for reassurance and general adjustment to college, e.g. stress management, communication skills or personal growth experience. College is a time of exposure to new ideas and opportunities and counseling can assist in making the best choices.</p> <p>4) <b>Is there a limit to the amount of counseling I can receive?</b> Yes. Each student is assured one session for an evaluation of their needs. At that point, a student can begin counseling at our Center if s/he can benefit from short-term (8 sessions) counseling. If counseling needs are required for chronic, long-standing issues, a referral to another agency might be recommended. Care is taken that each student seeking counseling is connected to appropriate services.</p> <p>5) <b>What other services are provided by the SCC besides individual counseling?</b> Group therapy is offered for students who can benefit from sharing their experiences and receiving support from others with similar concerns. Besides counseling, there are numerous campus-wide educational campaigns on the common issues confronted by college students: body image, depression, anxiety and alcohol consumption. We also have a mind/body lab that uses technology games for teaching stress management techniques, diversity advocacy programs, and on-line self-screenings for mental health issues.</p> <p>6) <b>How much does it cost?</b> Professional counseling services are provided to currently enrolled students, when the student's needs are appropriate for our agency, at no additional cost outside of student fees.</p> <p>7) <b>How do I get started?</b> Our Walk-in Clinic hours are from 10:30-3:30 every day. You can expect your first appointment to take about 75 minutes including filling out electronic "paperwork" and meeting with a counselor.</p>
Any Costs for Programs/Services	Free
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	201 Student Wellness Center (corner of Flint & Main) (806) 742-3674 Monday-Friday; 8 a.m. – 5 p.m. <a href="http://www.depts.ttu.edu/SCC">www.depts.ttu.edu/SCC</a>
What is the easiest way to locate other information?	Contact our office or check out our website and Google calendar for upcoming campus events.

# Student Disability Services

<p>Overview (brief description of department or program)</p>	<p>Within the SDS Office we provide reasonable in-class accommodations based on the documented needs of each of our students. We also offer skill-building workshops designed to enhance students' in-class learning. These topics are focused on the skills necessary to be successful both in the classroom and in life, and topics include areas such as organization, time management, note taking, tips for test taking, and many others.</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>1) What is a disability?</b>          An individual with a disability is defined as any person who: "Has a physical or mental impairment which substantially limits one or more major life activities (including walking, seeing, hearing, speaking, breathing, learning, working, caring for oneself, or performing manual tasks), has a record of such an impairment, or is regarded as having such an impairment."</p> <p><b>2) What is a reasonable accommodation?</b>          A reasonable accommodation is a modification or adjustment to a course, program, service, job, activity, or facility that enables a qualified individual with a disability to have an equal opportunity to attain the same level of performance or to enjoy equal benefits and privileges as are available to an individual without a disability.</p> <p><b>3) How does a person become eligible to receive accommodations?</b>          To become eligible, a person must have a documented disability and inform the University that he or she is requesting accommodations based on that disability. A student must: 1. Contact Student Disability Services; 2. Provide specific documentation of the disability from a qualified professional; 3. Consult with an advisor in Student Disability Services to determine appropriate accommodations.</p> <p><b>4) Does Student Disability Services play a role in students with disabilities' admission to Texas Tech?</b>          No. Student Disability Services does not have a role in students with disabilities' admission to the institution. Please forward all questions to the Admissions Office at (806)742-1480.</p> <p><b>5) If a student registers with Student Disability Services, will it show up on transcripts and/or diplomas?</b>          No. The fact that a student is registered with our office or receives reasonable accommodations does not appear on student records. Students who receive reasonable accommodations do not receive a modified degree; they have earned the same degree as all other graduates of Texas Tech University.</p>
<p>Important Dates/Deadlines</p>	<p>none</p>
<p>Any Costs for Programs/Services</p>	<p>none</p>
<p>Contact Information: Staff Names, Office Location          Phone Numbers          Fax Numbers          Websites</p>	<p>Larry Phillippe – Managing Director          Shelley Ducatt – Associate Director          James Whitfield – Assistant Director for Interpreting Services          Tamara Mancini – Assistant Director</p> <p>335 West Hall          Ph: 806-742-2405          Fax: 806-742-4837  <a href="http://www.studentaffairs.ttu.edu/sds">www.studentaffairs.ttu.edu/sds</a></p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>Application can be downloaded from the website.          Contact our office to schedule an appointment or ask questions.          Brochures can be picked up in our office or mailed.</p>

## Student Disability Services - TECHniques Center

TECHniques Center	
Overview (brief description of department or program)	The TECHniques Center is a program of Student Disability Services for students with Learning Disabilities and Attention Deficit Hyperactivity Disorder. This fee-for-service program provides tutoring and academic counseling for students who feel they need further support in addition to classroom accommodations.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) What is the current fee?</b>            \$1500 for a Fall or Spring semester            \$750 for a Summer session</p> <p><b>2) How often does tutoring occur?</b>            TECHniques students are allotted 5 hours of tutoring per week. The number of appointments scheduled with students should be based on the number and difficulty of classes that are being tutored. Students make regularly scheduled appointments and are expected to attend every one.</p> <p><b>3) Where does tutoring take place?</b>            Tutors and students schedule appointments at times that are mutually satisfactory to both parties. Tutoring must take place in the TECHniques Center or another approved on-campus site. Tutoring may not take place in the Student Union Building, a dorm room, coffee shop, etc.</p> <p><b>4) How are tutors assigned?</b>            The TECHniques Center staff evaluates the classes that the students are taking, and compares those classes to the tutors' transcripts. Students will be matched with a tutor who has taken the same course and received a B or better.</p> <p><b>5) What issues are discussed with an academic counselor?</b>            Throughout the semester, various topics and issues are addressed when meeting with academic counselors. Some of the routine topics include: class attendance, class performance, tutoring issues, selecting an appropriate major and other issues that might affect academic performance. During certain times of the semester, specific topics and tasks are discussed, including grade checks, class registration, and end of semester feedback.</p>
Important Dates/Deadlines	Varies – contact the office for more information New students are accepted prior to the start of a semester
Any Costs for Programs/Services	\$1500 Fall/Spring; \$500 Summer
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Larry Phillippe – Managing Director Carol Scott – Sr. Associate Director/ Program Director Jeff Taylor – Sr. Assistant Director Erin Justyna – Unit Coordinator Lana Eisenwine - Sr. Counselor Leigh Greene – Sr. Counselor David Johnson – Sr. Counselor  242 West Hall Ph: 806-742-1822 Fax: 806-742-0295 <a href="http://www.techniques.ttu.edu">www.techniques.ttu.edu</a>
What is the easiest way to locate info?	Application can be downloaded from the website. Contact our office to schedule an appointment or ask questions. Brochures available.

# Student Government Association

<p>Overview (brief description of department or program)</p>	<p>The Student Government Association has been set in place to serve the students. The SGA is not only an organization on campus, but also a department that reports directly to the Board of Regents. SGA oversees the transportation system on campus, chairs the fee committees that discuss and vote on the dollar amount of student fees, have relationships with the Lubbock Chamber of Commerce and City Council and represent the students through serving on many university committees. Students are elected to serve as executive officers, student senators, freshman council, or on freshman leadership association and transfer council. The student senate is a group of very active student leaders that are elected to serve their colleges and on various different senate committees. Through the budget and finance committee, the SGA is responsible for allocating funds to over 200 organizations on campus. Overall, the SGA is a great way to get involved, make a difference at the university, and to learn how the university works.</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>How do I join the Student Government Association?</b>          You can easily be part in several different capacities. You can be elected as an Executive Officer, Student Senator, or Freshman Council member.</p> <p>For executive officers and senators, elections take place the first week of March and campaigning begins at the beginning of February. Please come by the SGA office to file your intent to run.</p> <p>Also, there are general standing committees under the President and External that any student can apply for with an application. Applications are available in the SGA office. Committees include city relations, recycling, sportsmanship, recruitment, retention, etc.</p> <p><b>How does my organization apply for funding through the SGA?</b>          Organizations are required to have a representative attend their assigned SORC (Student Organization Representative Council) meeting each month. Through these meetings, organizations will learn details about the funding application and process. Applications are due at the beginning of February.</p> <p><b>Who can I talk to about busing on campus?</b>          Feel free to call our office for any questions regarding busing. Also, our website is up to date regarding routes, times, and bus stops.</p> <p><b>How does a freshman or transfer student get involved on campus?</b>          Freshman Council is the 25 top vote getters in the election that desire to represent the Freshman Class. The FC holds events to</p>

	<p>serve their peers, is assigned to a senator who serves as their mentor, and holds a carnival for a local elementary school. Freshman Council elections occur in the month of September.</p> <p>Freshman Leadership Association is an interning program within the office of Student Government. Each freshman is assigned to an executive officer or an office staff person to learn details about SGA, help with projects, and learn the structure of how things get accomplished. FLA consists of 30 freshmen who are chosen based off of application and resume. This information is due to the SGA office at the end of September.</p> <p>Transfer Council is an opportunity for transfer students to target the needs of students who transfer to Texas Tech from another university. These students often times have different needs than freshman and these highly active students help provide resources to make the change smoothly. Transfer Council is chosen based off of application and is due to the SGA office by August for the Fall and February for the Spring semester.</p> <p><b>How are my student fees finalized?</b>  Every fee added to a student’s tuition is reviewed by a committee. One of the executive officers or office staff serves as the chairman of the committee along with 4 other student representatives. Additionally, around 5 staff/faculty serve on the committees. Each committee thoroughly analyzes the needs of the fee, if it is serving its purpose, and whether an increase or decrease is necessary. The committee votes and makes their recommendation to the administration. The administrator then takes recommendations to the board of regents.</p>
<p>Contact Information: Staff Names,  Office Location  Phone Numbers  Fax Numbers  Websites</p>	<p>Internet: <a href="http://www.sga.ttu.edu">www.sga.ttu.edu</a>  Email: <a href="mailto:sga@ttu.edu">sga@ttu.edu</a>  Phone: (806) 742-3631  Fax: (806) 742-0170  Address: 302 Student Union (SUB). Office is located on the third floor of the SUB.</p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>Calling our office or looking at the website are two easy ways of finding information. All legislation passed through the Senate is posted on the website as well as information on involvement, transportation, calendar of events, governing documents, and all current student leaders. There are brochures available regarding busing, biking, an involvement guide, off-campus housing, Raider Reader, and the Word magazine concerning general Tech information.</p>
<p>Additional Important Information</p>	<p>The Student Government Association is always available for questions and more than willing to help you get involved somewhere.</p>

# Student Health Services

Student Health Services	
Overview (brief description of department or program)	<p>Student Health Services is the primary care clinic for the students of Texas Tech University. The clinic is staffed with licensed physicians, nurse practitioners, nursing staff, health educators, and support staff to provide high-quality care for illnesses and injuries, including mental health issues.</p>
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) What are the hours of operation?</b>            SHS is open Monday thru Friday, 8:30am-6:00pm. If a student requires medical care outside of our hours of operation, community healthcare facilities, including emergency rooms, are conveniently located to the Texas Tech campus. Information about these facilities is posted on the SHS website. Any charges incurred at these facilities are the responsibility of the student.</p> <p><b>2) What immunizations are required by Texas Tech University?</b>            Texas Tech requires that all students born after 12/31/56 provide proof of two MMR (measles, mumps, and rubella) immunizations. The first vaccine is given on or after the 1<sup>st</sup> birthday and the 2<sup>nd</sup> booster vaccine is usually given at approximately 12 years of age. Waivers may be granted for religious reasons, military service, medical conditions, or pregnancy. Students must meet this requirement by providing documentation of the immunization by the fifth week of the first semester of enrollment. Documentation can be faxed or mailed.</p> <p>If you will be attending TTU as a new or transfer student and you are on a “Student Visa” through the U.S. INS you will be required to have a tuberculosis screening test if your citizenship is from a country identified as high-risk for tuberculosis. Please visit the SHS website for additional information on high-risk countries.</p> <p><b>3) My immunization record is on my transcript, shouldn’t you have it already?</b>            The Registrar does not forward a copy of the transcript to SHS. We need a separate copy of your transcript if you are using it for immunization compliance.</p> <p><b>4) Does TTU recommend the Meningitis vaccine?</b>            Yes. Student Health Services offers this vaccine to enrolled students. Students who wish to receive this vaccine may call SHS to reserve the vaccine and schedule an appointment. SHS staff has information available to assist students in making a decision regarding the Meningitis vaccine.</p> <p><b>5) How does SHS work?</b>            Students who pay a medical services fee are entitled to access to the clinic. There is a nominal charge for each physician visit. Most lab tests and x-rays ordered by Student Health Services providers and performed at Student Health are also covered by the medical service fee. A valid Texas Tech ID is required to access the clinic services. More than 200 primary care appointments are available each day. A student who is unsure about a medical issue or problem may call 806.743.2860 and speak confidentially to the triage nurse. If all appointments are filled for the day, the triage nurse will advise on care until the student can be seen.</p> <p>The medical service fee only covers visits at SHS. After-hours, weekend, emergency and referral care are not covered and students are responsible for any charges. Students must pay for prescriptions filled in our pharmacy. The pharmacy can fill most prescriptions, including those written by an outside physician or transferred from another pharmacy. Over-the counter medications are also available. Pharmacy purchases may be charged to major credit cards, and prescription insurance cards.</p>

	<p><b>6) Can a student receive allergy injections at SHS?</b>  Yes. Allergy injections are given in our Nurse Clinic daily. Appointments are required. A Board Certified Allergy and Immunologist provides physician supervision of allergy injections. The serum can be stored at the SHS Nurse Clinic. There is no charge for allergy injections.</p> <p><b>7) Do we need to bring previous medical records to SHS?</b>  Bringing copies of previous medical records is a good idea, especially if the student has a medical condition requiring continuity of care. Students will be required to complete a health history on their first visit to SHS.</p> <p><b>8) My child is under 18. Do I need to sign consent so he/she can receive treatment?</b>  Yes, a parent or guardian must sign a consent for treatment before an underage student can be treated. When the student is 18, he/she will be required to complete an undated consent for treatment.</p> <p>In accordance with state and federal law, SHS cannot disclose medical information for students 18 or older without the student’s authorization, unless otherwise authorized by law. This includes verifying that a student made or kept an appointment.</p> <p><b>9) Does my student need insurance?</b>  Your student needs insurance to cover any after-hours or emergency room care, hospitalizations, or referrals outside of SHS. Check with your insurance carrier for any out-of-area coverage restrictions. Give your student an insurance card.</p> <p>Students who do not have insurance or who are not covered by a family policy may purchase student health insurance through a plan endorsed by Texas Tech. Visit the SHS website for more information.</p>
Any Costs for Programs/Services	\$75 Medical Services Fee per semester; nominal charges for physician visit fees and select labs; patients are responsible for costs of prescriptions filled in our pharmacy
Contact Information: Office Location Mailing Address Phone Numbers Fax Numbers Websites	Student Wellness Center, corner of Flint Avenue and Main Street on the west side of the campus.  Student Health Services 3601 4 <sup>th</sup> Street MS 7208 Lubbock, TX 79430  Appointment line: 806-743-2848 Pharmacy:806-743-2636 Administration: 806-743-2890 Fax: 806-743-2122  <a href="http://www.ttuhschool.edu/studenthealth/">http://www.ttuhschool.edu/studenthealth/</a>
What is the easiest way to locate info?	Contact our office to schedule an appointment or ask questions. Visit our website for additional information. Brochures available.

## Student Legal Services

Overview (brief description of department or program)	Providing students confidential legal advice about personal legal matters. Student Legal Services is dedicated to the concept of preventative law and strives to combine counseling with education to aid students in acquiring the skills to cope with common legal matters.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<ol style="list-style-type: none"> <li>1) <b>How much are your services?</b> – Free</li> <li>2) <b>Who can receive services?</b> – Any fee paying student</li> <li>3) <b>Does SLS have real attorneys?</b> – Yes, three</li> <li>4) <b>Can you represent me in court?</b> – It depends</li> <li>5) <b>Can you represent me against TTU?</b> – No</li> </ol>
Important Dates/Deadlines	None
Any Costs for Programs/Services	None
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Jill Stangl, Brit Swanson, Jeff Hays Room 307, Student Union Building 806-742-3289 806-742-0740 <a href="http://www.depts.ttu.edu/sls">www.depts.ttu.edu/sls</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Website & call the office to set up an appointment
Additional Important Information	We will always consult with a client to determine the best course of action. Just set up an appointment.

# Student Organizations

Student Union & Activities	
Overview (brief description of department or program)	<p>Student Organizations impact who students meet at college, the skills they learn, the confidence they build, and the leadership positions they take on. Actually most successful students join student organizations in their freshman year. Where they make friends and start to develop support networks. Many organizations provide students with the opportunity meet and interact with people in the professional career areas they intend to pursue, as well as make lifelong friends. Being in a student group is a critical part of the college experience and helps determine success in higher education. At graduation, students only regret what they did not do.</p>
There are 13 categories of student organizations linked to every aspect of campus life, so it is easy to be involved. In fact, it is very difficult not to be involved	<p>1) <b>Academic/Professional</b> organizations are formed by specific majors and careers to help develop skills, professional networks and connect students with friends who share similar academic and career goals.</p> <p>2) <b>Fraternity/Sorority</b> or Greek letter organizations chief goals are to support academics, build friendships, develop character &amp; leadership skills, and support the community through service or philanthropies.</p> <p>3) <b>Honorary</b> groups recognize and promote student’s academic achievement in different areas.</p> <p>4) <b>International and Multicultural</b> organizations provide opportunities to meet and interact with people from the same or other cultures. Being exposed to the various cultures, ethnicities and religious backgrounds that make up the Tech community fosters personal growth.</p> <p>5) <b>Religious</b> and faith-based organizations provide students the option to explore spiritual opportunities and engage in social activities with familiar groups.</p> <p>6) <b>Recreational</b> category includes our club sports opportunities for those who aren’t able to participate Division I sports on the college level, there is still away to compete against other schools. Service organizations participate in community service projects that benefit the community by raising money and volunteering time.</p> <p>7) <b>Special Interest</b> groups link students with very specific interests and hobbies like: motorcycling, chess, photography, juggling, etc.</p> <p>8) <b>Spirit</b> organizations perpetuate the traditions and spirit of the university.</p> <p>9) <b>Residence Hall</b> organizations help to develop community within floor and building living areas.</p> <p>10) <b>Graduate and Law School</b> organizations allow students to continue their involvement as they pursue advanced degrees.</p>
Important Dates/Deadlines	<p>Most organizations recruit for new members during the first three weeks of classes. However, Greek organizations start their recruitment process before classes begin. Contact the Center for Campus Life for more information.</p>
Any Costs for Programs/Services	<p>Some organizations are free and provide various services.</p>

<p>Contact Information: Staff Names, Office Location  Phone Numbers  Fax Numbers  Websites</p>	<p>Mike Gunn, Christine Petteys, and Zane Reif  203 Student Union  (806) 742-3636  (806) 742-0655  <a href="http://www.studentorgs.ttu.edu">www.studentorgs.ttu.edu</a></p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>Visit our website for more information about and a detailed list of Registered Student Organizations. There will be an organization fair during Red Raider Orientation and Raider Welcome where students can meet members of campus organizations.</p>
<p>Additional Important Information</p>	<p>Brochures will be available at the Student Union &amp; Activities table.</p>

# Summer Reading Program

Center for Campus Life	
Overview (brief description of department or program)	The Summer Reading Program (SRP) is the first academic assignment for new Texas Tech students. The Summer Reading Program provides a common experience for new students and allows opportunities to connect with faculty, students and staff at Texas Tech.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) Is the Summer Reading Program mandatory?</b> It is recommended that students participate in the Summer Reading Program. A variety of courses may require assignments related to the book.</p> <p><b>2) What is the selected book for this year?</b> The 2010 Summer Reading Program book is <i>Frankenstein</i> by Mary Shelley.</p> <p><b>3) When will I use the book?</b> The Summer Reading Program book is integrated into numerous classes. There are many events that complement the SRP including book discussions, films, and an author visit.</p> <p><b>4) Why should I read the book?</b> The Summer Reading Program Book covers many transitional issues that you will face as a new student.</p> <p><b>5) Where can I get the book?</b> The book will be available in Barnes &amp; Noble at each Red Raider Orientation session and available to download through iTunes Podcast.</p>
Important Dates/Deadlines	Summer Reading Program events will take place in September 2010.
Any Costs for Programs/Services	Free to students if picked up at Red Raider Orientation. Also, <i>Frankenstein</i> is available on iTunes Podcast for free.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Center for Campus Life Bruce Bills P 806-742-5433 F 806-742-0138
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	More information is available at <a href="http://www.summerreading.ttu.edu">www.summerreading.ttu.edu</a> . Students will also be mailed further information about Summer Reading Program. Students will receive materials at Red Raider Orientation to assist in their reading of the book.
Additional Important Information	

# Texas Success Initiative - TSI

<b>Office of the Registrar-TSI Compliance West Hall Room 116</b>	
<p>Overview (brief description of department or program)</p>	<p>TSI stands for Texas Success Initiative. TSI is a state mandated program and a TSI regulation. It was implemented by the state to ensure that students enrolled in Texas public colleges and universities possess the necessary academic skills to succeed. Any student entering a Texas public college or university who is not exempt must test in a TSI approved test prior to registration.</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<ol style="list-style-type: none"> <li> <p><b>1. What is TSI?</b>            It is the Texas Success Initiative. Any student entering a Texas Public College or University who is not exempt must test in a TSI approved test prior to registration.  <b>Visit our website for a brief informational presentation:</b>  <a href="http://www.depts.ttu.edu/registrar/TSI/TSI_Compliance_files/frame.htm">http://www.depts.ttu.edu/registrar/TSI/TSI_Compliance_files/frame.htm</a></p> </li> <li> <p><b>2. What are the TSI approved tests?</b>            THEA (formerly TASP), ACCUPLACER, ASSET, COMPASS</p> </li> <li> <p><b>3. When should I test?</b>  <b>Prior to registering for an Orientation.</b> If you take the THEA test, you must test 3 weeks or more prior to an orientation date as it takes 3 weeks for us to receive those scores.</p> </li> <li> <p><b>4. Where do I test?</b>            You may take a TSI approved test at any Texas public college or school's testing office. If you test at another school other than TTU, make certain that school will give you an official score report or fax scores directly to our office. To test at TTU, you may go to our Academic Testing Office in West Hall, Room 214, 806.742.3671. You must arrive in the testing office before 1pm weekdays. The exam is \$50.00 payable to TTU with a check, money order, VISA, or MasterCard. Please bring a picture ID-driver's license or passport for identification. Once tested, you will submit your score report to the TSI Compliance office in West Hall Room 116.</p> </li> <li> <p><b>5. Where can I test if I am out-of-state?</b>            The testing office of any public college or school will offer either the ACCUPLACER, ASSET, or COMPASS tests; however, you MUST make certain that you take the correct test portion. Go to our website and click on "Other Approved Tests" to get the names of the correct area for each test, or contact the TSI Compliance office prior to testing so that we can give you the correct test area names.</p> </li> <li> <p><b>6. Can I take a practice test?</b>            Yes, on our TSI website, there is a practice THEA test link on the first page and a practice ACCUPLACER test link if you click "Testing Information," and then click "Other Approved TSI Tests".</p> </li> <li> <p><b>7. How can I be exempt from the TSI testing?</b>            Visit our website for a complete listing of exemptions. Students may be exempt based upon certain college coursework from out-of-state or private college or universities, prior exemptions at other Texas Public Colleges or Universities, military service, prior degrees from regionally accredited institutions, or certain scores on the SAT, ACT, or TAKS tests.</p> </li> <li> <p><b>8. Is TSI an admissions requirement?</b>            No; however, students may <u>NOT REGISTER</u> for ANY classes until they have tested or provided proper documentation of an exemption.</p> </li> <li> <p><b>9. Does the Math Placement Exam (MPE) or Chemistry Placement Exam take the place of the TSI math test?</b>            NO! TSI is a state mandated program and a TTU regulation. The MPE is a TTU requirement handled by the math department. For info on the MPE, go to <a href="http://www.math.ttu.edu/placement/">http://www.math.ttu.edu/placement/</a> or for the Chemistry Placement exam, go to <a href="http://www.depts.ttu.edu/chemistry/">http://www.depts.ttu.edu/chemistry/</a></p> </li> </ol>

	<p><b>10. What if I fail a portion of the test?</b> Any student failing one or more portions of a TSI test must enroll in TSI Skills Development courses each semester until he/she completes the program or retests and passes a TSI approved test. For information on the TSI Skills Development program and requirements, please go to <a href="http://www.depts.ttu.edu/tasp/">http://www.depts.ttu.edu/tasp/</a></p> <p><b>11. What if I come to orientation and have not tested?</b> You will not be permitted to register for ANY classes until you have tested.</p>
Important Dates/Deadlines	Students cannot register for ANY classes without TSI testing or documentation of an exemption with the TSI Compliance office.
Any Costs for Programs/Services	none
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers	<p>TSI Compliance Office</p> <p>Bonnie Newman                      Debra Crosby Senior Business Assistant              Assistant Registrar</p> <p>West Hall Room 116 806.742.1495 x 248 806.742.4767 <a href="mailto:Bonnie.newman@ttu.edu">Bonnie.newman@ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>Our website <a href="http://www.depts.ttu.edu/registrar/TSI/">http://www.depts.ttu.edu/registrar/TSI/</a> provides information regarding TSI Compliance with a link to the TSI Skills Development office.</p> <p>Appointments are not necessary.</p>
Additional Important Information	

# Transcript Evaluation

Office of the Registrar-Transfer Evaluation Office (TEO)	
Overview (brief description of department or program)	We evaluate transcripts and post transfer credit. We also answer any questions from the departments, staff and students regarding transfer credit.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) How will my credits transfer?</b> Please see our Web site:</p> <ol style="list-style-type: none"> <li>a. Go to <a href="http://www.reg.ttu.edu/teo">www.reg.ttu.edu/teo</a></li> <li>b. Click on “How your credits will transfer” on the left sidebar</li> <li>c. Click on “Search the database”</li> <li>d. Enter your state and college or university</li> <li>e. Your college or university courses will be listed to the left, and Texas Tech University courses will be listed to the right.</li> </ol> <p><b>2) Is this institution accredited?</b> The school has to be Regionally accredited for courses to transfer to Tech. Please contact the TEO office if you have questions regarding accreditation. Tech is accredited by the Southern Association of Colleges and Schools.</p> <p><b>3) What are my total transfer credit hours?</b> Please go to Raiderlink to review this information.</p> <p><b>4) How will this course transfer into Tech?</b> Please see our web site (Instructions, # 1 above). Also note that your academic Dean decides which courses transferring into Tech will apply to your degree program.</p> <p><b>5) Have you received my transcript?</b> Students will need to contact the TEO office, or check Raiderlink to see if the credits have been posted</p> <p><b>6) Can you complete a pre-eval on my transfer credits?</b> Please check our web site.</p> <p><b>7) How do view my transfer credits?</b> Please look on Raiderlink.</p> <p><b>8) How do I get my courses re-evaluated?</b> Students will need to provide a syllabus to the Dept. chairperson and recommendations will need to be in writing</p>
Important Dates/Deadlines	We adhere to the Admissions deadlines and also do not post credit after the 12 <sup>th</sup> class day for applicants who are applying for the current semester.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers	<p>Angie Sprowls ext 250 Jennifer Walls ext 263 Jennifer Maddox ext 262 Linda Camp ext 254 Rose Cruz ext 249</p> <p>Ph: 806.742.3661 Fax: 806.742.4392 Room 121 West Hall</p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>Our website <a href="http://www.reg.ttu.edu/teo">www.reg.ttu.edu/teo</a> provides information regarding transfer credit guidelines and equivalencies.</p> <p>Appointments are not necessary. Office hours are 8 a.m. – 5 p.m., closed noon – 1 p.m. for lunch.</p>

# Transfer Council

Overview (brief description of department or program)	The Transfer Council is a component of the Student Government Association. Their purpose is to bring attention to transfer specific issues and concerns to the Student Government Body and potential campus administrators.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) Can I join as a new transfer student?</b> Yes. This council is open to new and current transfer students at Tech.</p> <p><b>2) Do I have to have previous experience with student government?</b> No. It is open to all transfer students.</p> <p><b>3) How often does the council meet?</b> There are two meeting a month and occasional events for the council to attend.</p> <p><b>4) What does the council do?</b> They discuss issues faced by transfer students, research potential solutions to those issues, and present the information to SGA and the Center for Campus Life. They assist with Red Raider Orientation for transfer students. They created the Transfer Techsans, a student organization for transfer students.</p> <p><b>5) How long is the commitment for the council?</b> Students must participate in the council for at least one full academic year.</p>
Important Dates/Deadlines	Applications to join the Transfer Council are available at the beginning of each fall semester.
Any Costs for Programs/Services	No cost.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	Candice Laster or the Internal Vice President for Student Government Association 201 Student Union 806-742-5433 806-742-0138 <a href="http://www.transferconnection.ttu.edu">www.transferconnection.ttu.edu</a>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Brochures are mailed to students after they are admitted. Students can email <a href="mailto:transferconnection@ttu.edu">transferconnection@ttu.edu</a> if they have any questions, or visit <a href="http://www.transferconnection.ttu.edu">www.transferconnection.ttu.edu</a> .
Additional Important Information	

# Transfer Peer Mentor Program

Transfer Peer Mentor Program	
Overview (brief description of department or program)	The Transfer Peer Mentor Program is designed to match incoming transfer students with current transfer students. Mentors serve as resources and a familiar face for new transfers and help them with their transition to Texas Tech.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) <i>Is this a tutoring program?</i></b> No, but the mentors will have information regarding tutoring opportunities provided at Tech.</p> <p><b>2) <i>Do I have a list of mentors to choose from?</i></b> No. Mentors will be assigned based on applicant specifications and mentor availability.</p> <p><b>3) <i>How involved do I have to be with my mentor?</i></b> We ask that each match meet face to face at least once a month and maintain weekly contact via email, Facebook, etc.</p> <p><b>4) <i>What will a mentor do for me?</i></b> Mentors are current transfer students who will help your transition to Tech by providing information about campus resources, introducing you to other Tech students, and helping you connect with student organizations.</p> <p><b>5) <i>How long do I have to participate in the program?</i></b> For at least a semester. Of course if you have a great relationship with your mentor, it can last as long as you want!</p> <p><b>6) <i>If I do not like my mentor match, can I get a new one?</i></b> Yes, if mentors are still available.</p> <p><b>7) <i>Can I become a mentor?</i></b> Of course, after your first year, we welcome you to help new transfer students.</p>
Important Dates/Deadlines	Apply for a mentor by August 31.
Any Costs for Programs/Services	No cost.
Contact Information: Staff Names, Office Location, Phone Numbers, Fax Numbers, Websites	<p>Candice Laster            201 Student Union            806-742-5433            806-742-0138  <a href="http://www.transferconnection.ttu.edu">www.transferconnection.ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>Brochures are mailed to students after they are admitted. Students can email <a href="mailto:transferconnection@ttu.edu">transferconnection@ttu.edu</a> if they have any questions. The website will have a link to the Transfer Connection Welcome brochure, and an electronic copy of the Mentee application.</p>
Additional Important Information	

# Transfer Techsans

Center for Campus Life/Student Organization	
Overview (brief description of department or program)	A student Organization for transfer students looking to create a social network at Texas Tech University. This organization also has social and community service opportunities.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1) Do I have to request to join the organization?</b> No. Membership is open to all transfer students.</p> <p><b>2) How will I know about the first meeting?</b> Information will be emailed to all students via Techannounce.</p>
Important Dates/Deadlines	The organization will be represented at Red Raider Orientation.
Any Costs for Programs/Services	\$35.00 per year
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites	<p>Candice Laster 201 Student Union 806-742-5433 806-742-0138 <a href="http://www.transferconnection.ttu.edu">www.transferconnection.ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	Brochures are mailed to students after they are admitted. Students can email <a href="mailto:transferconnection@ttu.edu">transferconnection@ttu.edu</a> if they have any questions, or visit <a href="http://www.transferconnection.ttu.edu">www.transferconnection.ttu.edu</a> .
Additional Important Information	

# University ID/Raider Card

## University ID Office – Student Union 104 / Rec Center Main Entrance

<p>Overview (brief description of department or program)</p>	<ul style="list-style-type: none"> <li>-The University ID/ Raider Card department is responsible for ensuring each student has a student ID</li> <li>-The ID Department also helps faculty and staff with their ID needs and access to certain building and facilities.</li> <li>-We help commuters choose the right meal plan for them.</li> <li>-We make sure that students and faculty/staff have the correct flags and access needed.</li> <li>-We address any entrance problems a student may be having at sport games.</li> <li>-The ID Office can also help you activate your eRaider account</li> </ul>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<ol style="list-style-type: none"> <li>1) <b>When do I get my student ID?</b> Freshmen, Transfer and new students receive their IDs on the final day of new student orientation. If you are unable to come to orientation, please come by our office (SU Rm 104) as soon as you can. Your ID will be good as long as you are enrolled as a student at Texas Tech; you do NOT have to repeat this process every semester.</li> <li>2) <b>When will I take my student ID photo?</b> You will take your ID photo on the first day of orientation. Again, if you cannot come to orientation, you will take your photo in our office. IDs only take a few minutes to print.</li> <li>3) <b>What do I need to bring with me in order to get my new ID? Copy of schedule? Driver's license?</b> You will need to bring some form of photo identification with you. You can bring a drivers license, state ID, military ID, passport, etc. You must be registered for classes to in order to receive a Texas Tech issued Student ID.</li> <li>4) <b>What if I lose my card?</b> If you card is lost, stolen or damaged you are required to pay a \$10 replacement fee. You can use cash, check, debit/credit card, money order or you can charge it to your tuition. Please take care of your card by: not bending or scratching card; exposing it to high heat, punch a hole in the card, use it an ice scraper or to unlock doors with it.</li> <li>5) <b>Where can I use my ID?</b> Your ID is a multi-purpose card that can be used in various ways. It gives you access to your dorm if you live on campus; your meal plan if you have dining bucks or a commuter plan; access to the Student Rec Center and Aquatic Center; access to football, baseball and basketball games; several computer labs around campus; access to the Student Health Services and Pharmacy at the Wellness Center; and it's your library card. Also, several organizations on campus might require seeing your student ID before you are allowed to access their resources. For example, you might need to show the Student Union ticket office your student ID before they can give you tickets to an event.</li> <li>6) <b>Is the Raider Card a separate card from the ID card?</b> No, it is the same card....</li> <li>7) <b>What is the Raider Card?</b> A Raider Card is a pre-paid stored value account designed for your convenience. You must deposit money onto the account before you can use it and unlike a credit card you cannot spend more than is deposited. But once you have put money onto your card you can use at any of the below locations!</li> <li>8) <b>Where can I use my Raider Card?</b> You can use your Raider Card stored-value account at several different locations on campus: all Hospitality locations on campus, Student Health Services and Pharmacy, the Library (first floor), Student Union ticket booth, Copy Tech, the Rawls Golf Course, TTU Bookstore, Skyviews of Texas Tech, Concession stands at Jones AT&amp;T football stadium, United Spirit Arena, residence hall laundry rooms, Barnes &amp; Noble (campus location only), Starbucks (campus location only), Recreation Sports, UMC Dining Hall, Landscape Architecture computer lab, and Architecture Library/Print Lab. Your Raider Card can use at Varsity Bookstore across the street from the campus. *Please note that these locations are subject to change.</li> </ol>

**9) How do I put money onto my Raider Card? Can my parents deposit money onto my Raider Card?** There are several ways you can deposit money onto your Raider Card account.

- You can come into our office (SU Rm 104) and use cash, credit cards, check or money orders to make a deposit.

- You can also go to our website at [www.raidercard.ttu.edu](http://www.raidercard.ttu.edu) and click on either 'Manage Your Account' or 'Quick Deposit' and follow the prompts. You can only use a credit/debit card on our website.

- If you would like for your parents to be able to deposit money onto your Raider Card account you must give them access by logging onto our website at [www.raidercard.ttu.edu](http://www.raidercard.ttu.edu) and sign in with your eRaider name and password. Next you can click 'Give Guest Access' on the top right of the page and put in your parent's e-mail address. We will send the parent a password so they can login to your account using their e-mail address and password. Your parent will also be able to view your activities.

**10) What if I run out of dining bucks or meal plan money before the semester is over?**

- To add on Dining bucks

- You can log on to the [www.raidercard.ttu.edu](http://www.raidercard.ttu.edu) website and click 'Deposits Dining Bucks'
- Add any amount over \$20.00.
- Remember, Dining Bucks are automatically billed to tuition.

- For Commuter plans you can log on to the website

- Click 'Deposits Raider Card'
- Click the Commuter tab at the top if you are paying with a credit card.
- Click "Commuter Bill" tab at this top if you wish to bill the purchase to tuition.

And for either plan, you may come into our office located in room 104 of the Student Union Building (SUB) and add funds over the counter.

Important Dates/Deadlines	Due to the implementation of the Banner System and the decision to stop using SSN to identify individuals at Texas Tech students are required to obtain a new ID card. The deadline is Mary 31, 2009.
Any Costs for Programs/Services	The first ID a student receives is free of charge. After that, if your ID is lost, stolen or damaged the fee is \$10 to replace. We accept cash, check, credit/debit card or you may charge it to your tuition. Students are charged \$5.00 ID Maintenance Fee each semester which is billed through tuition.
<p>Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers Websites</p>	<p>Dolores Harper, Director Robbie Shriver, Unit Coordinator Rodrick Thomas, Sr. Business Assistant Joann Wright, Sr. Business Assistant Chelsea Sekula, Sr. Business Assistant Student Assistants: Alex Lara, Paige Smith, Marc Morales, Olympia Ornelas and Tessa Garvin.</p> <p>-We are located in the Student Union Building Rm 104 across from the Texas Technology Store and between the food court and Barnes and Nobles. We are open Monday-Friday from 8am to 5pm. We also have a secondary location at the Rec Center Main Entrance which is open from 12:30-8pm Monday-Friday. -We can be reached at 806-742-1457 -Fax number: 806-742-2035 -MailStop 42035 -Website: <a href="http://www.raidercard.ttu.edu">www.raidercard.ttu.edu</a></p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>The best way to locate information about the University ID Office is to either come to the ID office or go to <a href="http://www.raidercard.ttu.edu">www.raidercard.ttu.edu</a>. On the website you can:</p> <ul style="list-style-type: none"> <li>-Check your Raider Card, Dining Bucks, and Print account balances</li> <li>- Make deposits to Raider Card and add dining bucks to your meal plan.</li> <li>-Find information about where your ID/Raider Card is accepted.</li> <li>-Report your ID lost</li> <li>-View the rules and regulations of Raider Card</li> <li>- Purchase a commuter plan</li> </ul>
Additional Important Information	

# Veteran Affairs Office

Office of the Registrar	
Overview (brief description of department or program)	Students using a VA program of education must register for benefits with the VA campus office.
Top FAQs (most common questions of prospective or admitted students about your department or program)	<p><b>1. When should I apply for VA benefits?</b> It is best to apply 6-8 weeks prior to the term you plan to enter</p> <p><b>2. How do I apply for VA benefits?</b> Come by the VA office on campus in West Hall Room 117. You may also apply online at <a href="http://www.gibill.va.gov">www.gibill.va.gov</a>. If you do so, please also bring a copy of your application to the VA office on campus. Other documents are required as well. You may visit our website for more information on what documents are required for establishing VA benefits.</p> <p><b>3. How do I get paid for my VA benefits?</b> The VA will reimburse students on a one-month delayed basis. All students using chapters 30 and 1606 must verify enrollment through the WAVE program on the GI Bill website on the last day of each month or after. Students are then paid by check or direct deposit in 3-10 days from verification.</p> <p>Students using chapters 35, 33, and 1607 are paid between the 1<sup>st</sup> and 5<sup>th</sup> of the month for the previous month by check. Direct deposit is not available for chapter 35 at this time.</p> <p><b>4. Does the VA pay the school directly?</b> Disabled veterans using the Chapter 31 Vocational Rehabilitation program have their tuition and fees paid directly to the school by the VA. They also receive a monthly educational stipend. Students using chapters 30, 32, 35, 1606, and 1607 <b>are paid directly by the VA and are then responsible for paying their own bill to TTU.</b></p> <p>Tuition and fees under chapter 33 are paid directly to the school by the VA. Chapter 33 students may also be eligible for a book/supply stipend and housing allowance that will be paid directly to the student.</p> <p><b>5. Can I use more than one benefit at a time?</b> No. Veterans are eligible for up to 36 months under one program of education and possibly up to 48 months under a second program. Students using chapter 35 have 45 months of total benefits.</p> <p><b>6. Do VA benefits expire?</b> Yes. It depends upon your chapter: some benefits expire in 10 years from date of discharge or eligibility and some last for 14 - 15 years or have no delimiting date.</p> <p><b>7. Does the VA pay for tutoring?</b> In most chapters, yes. Come by the VA campus office for proper paperwork.</p> <p><b>8. Can I take any courses that I want?</b> No, VA only pays for courses that apply to a degree program so each time you register for classes (includes pre-registration once a current student), you must come by the VA office so that we may check your classes for VA approval.</p> <p><b>9. Where do I go to establish the Tuition Assistance Program (TA)?</b> TA is a DOD, Department of Defense program, so it goes directly through Student Business Services and the educational officer of your unit. TA is not a VA program.</p> <p><b>10. Where do I go to apply or learn about the Hazlewood act?</b> Go to our website and then click "Hazlewood Act"</p>
Important Dates/Deadlines	It is best to apply for VA benefits at least 6-8 weeks prior to the semester you are entering. We cannot certify benefits past one year prior to the current date.
Any Costs for Programs/Services	No

<p>Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers</p>	<p>Debra Crosby, Assistant Registrar Bonnie Newman, Sr. Business Assistant West Hall Room 117 806.742.1495x237 806.742.4767 mvp@ttu.edu</p>
<p>What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)</p>	<p>Our website <a href="http://www.depts.ttu.edu/registrar/Veterans/">http://www.depts.ttu.edu/registrar/Veterans/</a> provides information regarding VA Programs of Education as well as important associated links. Also see <a href="http://www.militaryfriendly.ttu.edu">www.militaryfriendly.ttu.edu</a></p> <p>Appointments are not necessary.</p>
<p>Additional Important Information</p>	

# Hazlewood Exemption for Texas Veterans

## Office of the Registrar- Administrative Office West Hall Room 112

<p>Overview (brief description of department or program)</p>	<p>Hazlewood Exemption for Texas Veterans and their dependent children and spouses.</p>
<p>Top FAQs (most common questions of prospective or admitted students about your department or program)</p>	<p><b>What are the eligibility requirements?</b></p> <p><b>Eligibility Requirements - Veterans:</b>          Who, at the time of entry into the U.S. Armed Forces: Are Texas residents, Designated Texas as Home of Record, or entered the service in Texas. Have served at least 181 days of active military duty, as indicated as "net active service" (the sum of 12(c) and 12(d)) on the DD214), Have received an honorable discharge or separation or a general discharge under honorable conditions, Have no federal veteran's education benefits, or have federal veterans education benefits dedicated to the payment of tuition and fees only; such as Chapter 33, for term or semester enrolled that do not exceed the value of Hazlewood benefits (Pell and SEOG Grants are not relevant), Are not in default on a student loan made or guaranteed by the State of Texas, and Enroll in classes for which the college receives tax support (i.e., a course that does not depend solely on student tuition and fees to cover its costs), unless the college's governing board has ruled to let veterans receive the benefit while taking non-funded courses.</p> <p><b>Eligibility Requirements - Children and spouses:</b> Of veterans who, at the time of entry into the U.S. Armed Forces: Are Texas residents, Designated Texas as Home of Record, or Entered the service in Texas. Have a parent or is the spouse of a veteran of the U. S. Armed Forces, Texas National Guard, or Texas Air National Guard who died as a result of service-related injuries or illness, is missing in action, or became totally disabled for purposes of employability as a result of service-related injury or illness, Have no federal veteran's education benefits, or have federal veterans education benefits dedicated to the payment of tuition and fees only; such as: Chapter 33, for the term or semester enrolled that do not exceed the value of Hazlewood benefits (Pell and SEOG Grants are not relevant), and Are residents of Texas as of the term or semester in which they enroll. The benefit may not be used for correspondence courses unless the courses are part of the student's degree plan.</p> <p><b>What is the benefit of this award?</b>          Eligible veterans, their children and spouses may receive an exemption from the payment of all tuition, dues, fees, and other required charges, including fees for correspondence courses, but excluding deposit fees, student service fees, and any fees or charges for books, lodging, board, or clothing for up to 150 semester credit hours. Funds may be used to pay tuition for continuing education classes for which the college receives no state tax support only if the governing board has approved this benefit.</p> <p><b>What is excluded?</b>          It excludes fees or charges for property deposits, student services, books, lodging, board or clothing. No funds may be used to pay tuition for continuing education classes for which the college receives no state tax support.</p> <p><b>Can the Hazlewood benefit be used for correspondence?</b>          Yes. The courses must be part of the student's degree plan. Approval letter from Academic Dean is required.</p>

	<p><b><i>Can any veteran use the exemption?</i></b> No. This is a State of Texas exemption for Texas veterans.</p> <p><b><i>Is there an application process?</i></b> Yes. The Hazlewood exemption is a semester based program which requires an application each semester. Applications are housed at <a href="http://www.collegeforalltexas.com">www.collegeforalltexas.com</a>. Initial application requires a copy of the DD214 noting discharge and Certificate of Eligibility from the VA office in Muskogee, OK at 1 888 442 4551 or <a href="http://www.gibill.va.gov">www.gibill.va.gov</a>. A letter from the Department of Defense or from Veterans Administration regarding parents' death or parents' disability related to service may be required.</p>
Important Dates/Deadlines	Hazlewood Exemption application must be submitted by the 12 <sup>th</sup> class day (fall and spring) or 4 <sup>th</sup> class day (summer)
Any Costs for Programs/Services	No.
Contact Information: Staff Names, Office Location Phone Numbers Fax Numbers	<p>Bernice Flett Office of the Registrar Administrative Office West Hall Room 112 806 742 3661 ext 233 806 742 0124 <a href="mailto:Bernice.Flett@ttu.edu">Bernice.Flett@ttu.edu</a></p>
What is the easiest way to locate other information (i.e. what can I find on your website, or where can I get brochures, how do I schedule appointments, how do I get involved?)	<p>Our website: <a href="http://www.depts.ttu.edu/registrar/veterans/VA_hazlewood.php">http://www.depts.ttu.edu/registrar/veterans/VA_hazlewood.php</a>.</p> <p>Appointments are not necessary.</p>
Additional Important Information	<p>College for Texans for Military and Veterans: <a href="http://www.collegeforalltexas.com/index.cfm?objectid=6D14A588-F337-DE9F-C34472E57102FA06">http://www.collegeforalltexas.com/index.cfm?objectid=6D14A588-F337-DE9F-C34472E57102FA06</a> VA: <a href="http://www.gibill.va.gov">www.gibill.va.gov</a> The National Archives: <a href="http://www.archives.gov/veterans/military-service-records/dd-214.html">http://www.archives.gov/veterans/military-service-records/dd-214.html</a></p>