

FREQUENTLY ASKED QUESTIONS

for families

When is move-in for the fall semester?

Official move-in day is Sunday, August 16th at 10:00 a.m.

Are the residence halls and campus safe?

Texas Tech University has implemented several measures to ensure the safety of our students, faculty and staff. Each residence hall is secured by electronic access systems, as well as security cameras in entrances and public spaces. The Texas Tech Police Department has officers patrolling campus 24/7. Some of the additional resources for campus safety include: Blue Light phones - 120 phones that automatically connect to TTPD. TechAlert! - sends texts, phone calls, and emails to students, faculty, and staff. Students can enter up to 4 phone numbers, including parents. Make sure your student's number is the primary number for text alerts. For information on campus safety including safety statistics, please visit or call the Texas Tech Police Department. www.ttpd.ttu.edu | 806.742.3931

Can students choose their own roommate?

Students can request a roommate when they complete the housing application. www.housing.ttu.edu | 806.742.2661

When will my student attend Red Raider Orientation (RRO) and do parents and family members also attend? What do I need to make sure my student has completed prior to attending RRO?

RRO dates depend on student's academic major. Visit the RRO website to register and view available dates. Yes - parents and family members are strongly encouraged to attend; we have programs and activities for you too! Prior to attending RRO, please make sure your student has viewed and completed the Admitted Student Task list. www.redraiderorientation.ttu.edu | 806.742.2993

Can my student bring a vehicle to campus?

Yes. Students are allowed to bring vehicles to campus. Students living on campus can purchase a residence hall permit. Students living off campus have the option to purchase a commuter permit. www.parking.ttu.edu | 806.742.7275

What are my student's transportation options?

On-campus buses transport students from residence halls or commuter parking to classroom buildings. Holiday Bus Trips - Parent & Family Relations collaborates with BreakShuttle to provide bus trips home to Dallas, Houston, San Antonio, Austin and El Paso* for Thanksgiving, Winter Break, and Spring Break (*Thanksgiving only). Raider Ride - A service that is offered seven days a week from 6 p.m. to 3 a.m. using the TapRide app. Rides are free if ride begins or ends on campus; \$5 off campus. Lime scooters, Zip cars are available on campus. Citibus - students may use their student ID to use the bus system around town at no additional cost.

Where can students go if they need help with their coursework?

Texas Tech University has many resources available to support students in their academic coursework. The Learning Center offers free peer tutoring and academic coaching to provide students with skills in test-taking and time management. The Writing Center provides one-on-one tutorials and assistance to undergraduate and graduate students. Tutors are available on-site and online. Supplemental Instruction offers free, peer-led review sessions for historically challenging courses. The TECHniques Center provides supplemental academic support services to meet the needs and to promote the retention of undergraduate students with learning disabilities.

What resources are available for families on campus?

Parent and Family Relations (PFR) is dedicated to student success by engaging parents and family members as active partners in supporting student success at Texas Tech University. It is the goal of PFR to provide you with information and resources that will help you stay informed about what is going on at Texas Tech, learn more how to support your student, and connect with other Tech parents and families. We are located on campus. www.parent.ttu.edu | 806.742.3630

What resources are available for families off campus or in our hometown?

The Texas Tech Parents Association is made up of parents connecting parents with local activities, informative programs and services. We create life-long memories and invaluable experiences. Most importantly, we are family bringing Texas Tech to you! www.texastechparents.org | 806.412.4722

What is Texas Tech University doing to ensure diversity in programming and in student success?

Texas Tech University is committed to diversity and inclusion. The Division of Diversity, Equity & Inclusion is committed to student success by preparing learners to be ethical leaders for a diverse and globally competitive workforce. In support of the university's priorities, DDEI strives to create collaborative partnerships among Texas Tech faculty and staff, community organizations, and students through programs, activities and events that develop students' professional skills, individual creativity, personal excellence and social awareness. www.diversity.ttu.edu | 806.742.7025

What if my student gets sick or needs mental health assistance?

Student Health Services - Full-service primary care clinic and pharmacy. Academic health plan insurance is also available. Student Counseling Center - Offers individual, couples, and group counseling along with other counseling services; like the MindSpa for stress relief and relaxation. 24/7 Crisis Line at (806) 742-5555. www.depts.ttu.edu/studenthealth | 806.743.2848

What is FERPA and how can my student grant me access to see their university records?

FERPA protects the privacy of student education records, including personally identifiable information derived from student conduct records. Generally, schools must have written permission from a student in order to release any information from a student's education record. If a student wishes to grant the disclosure of their university records, they must complete a FERPA Form. This can be found on the Admissions Resources page or by contacting the Office of the Registrar. www.reg.ttu.edu | 806.742.3661

When will we need to pay fall tuition?

Fall tuition statements are available approximately 30 days prior to the payment due date, once the student is registered for classes; payment due dates can be viewed on the academic calendar; payment arrangements need to be confirmed at least seven days prior to the 1st day of class. www.sbs.ttu.edu | 806.742.3272



NOTES

Visit our page dedicated to families: www.admissions.ttu.edu/parent

IMPORTANT CONTACTS

Undergraduate Admissions	806.742.1580 www.admissions.ttu.edu	Student Disability Services	806.742.2405 www.depts.ttu.edu/sds
Diversity, Equity & Inclusion	806.742.7025 www.diversity.ttu.edu	Support Operations for Academic Retention	806.742.3664 www.soar.ttu.edu
Financial Aid	806.742.3681 www.financialaid.ttu.edu	TECHniques Center	806.742.1822 www.depts.ttu.edu/techniques
Housing & Hospitality	806.742.2661 www.housing.ttu.edu	Texas Tech Alumni Association	806.742.3641 www.texastechalumni.org
Parent & Family Relations	806.742.3630 www.parent.ttu.edu	Texas Tech Parents Association	806.412.4722 www.texastechparents.org
Red Raider Orientation	806.742.2993 www.redraiderorientation.ttu.edu	Texas Tech Police Department	806.742.3931 www.depts.ttu.edu/ttpd
Registrar	806.742.3661 www.reg.ttu.edu	Visitors Center (Campus Visit)	806.742.1299 www.visit.ttu.edu
Scholarships	806.742.3144 www.scholarships.ttu.edu	Writing Center	806.742.2500, ext 269 www.uwc.ttu.edu