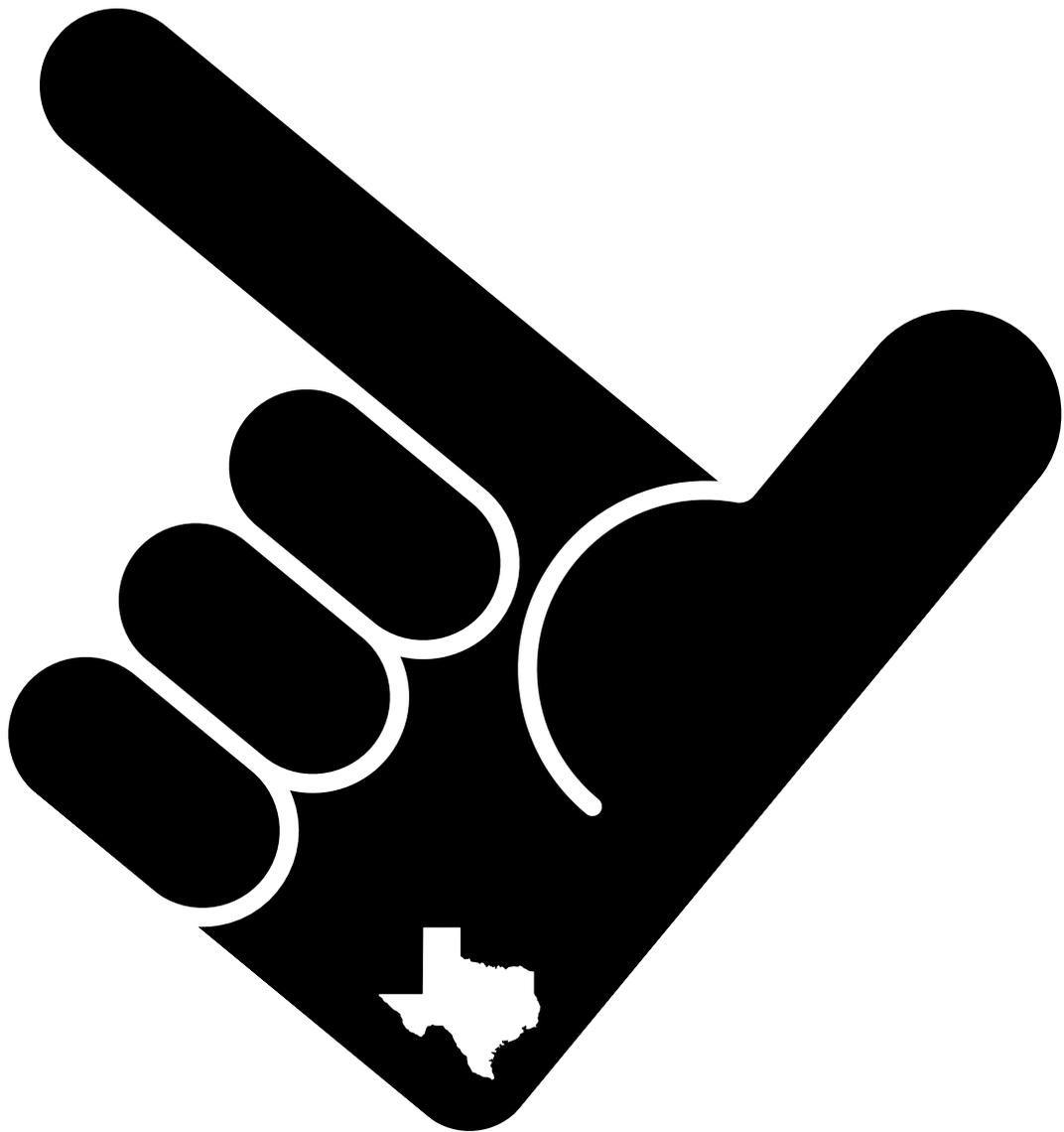


STUDENT RESOURCES



UPDATED 2024

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OFFICE OF THE DEAN OF STUDENTS

ABOUT

The Office of the Dean of Students leads an effort focused on non-academic matters affecting student life and student retention. Services are provided to all enrolled students. Students can access Dean of Students resources and support through online options, in person in the Student Union Building, by phone at 806.742.2984, by email at deanofstudents@ttu.edu, and other electronic communication mediums.

The Office of the Dean of Students supports the campus community by:

- Encouraging Student Responsibility and Leadership
- Assisting Students and Families During Times of Crisis, including Case Management Services
- Providing Information on Campus and Community Resources
- Assisting Faculty and Staff in Resolving Student Concerns
- Active Involvement in Issues Related to Student Life at Texas Tech University

The Office of the Dean of Students has overall responsibility for the TTU Behavioral Intervention Team and threat assessment processes to best assist students in crisis or of concern.

SERVICES

The Office of the Dean of Students offers resources/assistance for the following:

- Students of Concern
- Absences (5 days or more)
- Medical Emergency
- Illness
- Hospitalization
- Injury
- Loss of a Loved One
- Support Resources
- Overwhelmed/Distressed
- Mental Health Resources
- Academic Burnout
- Academic Options

OFFICE OF THE DEAN OF STUDENTS

STUDENTS OF CONCERN (SOC)

The students of concern report is a central place for the Texas Tech University community to report student behaviors of concern for early intervention, risk assessment and referrals to help promote student success while paying special attention to the safety and security needs of members within the Texas Tech community.

WHAT IS A STUDENT OF CONCERN?

A student of concern (SOC) is any student whose behavior may impact their ability to be successful in the University environment.

IF YOU ARE IN AN EMERGENCY, CALL 911 IMMEDIATELY!

**FOR NON-EMERGENCY POLICE ASSISTANCE, CONTACT TEXAS TECH
POLICE AT 806.742.3931**

TITLE IX REPORTERS

FREQUENTLY ASKED QUESTIONS

What if a student discloses a reportable incident to you, but asks you to promise not to tell anyone?

- Let them know that the university requires employees to notify the appropriate office to ensure they have immediate access to support and resources. Let the student know how we can help and demystify the reporting process.

What if one incident involves sexual misconduct and a conduct violation/student of concern referral?

- If ANY part of an incident might be related to sexual misconduct, fill out only ONE online Title IX/Sexual Misconduct report. Do not submit multiple reports to multiple offices for one incident as we will ensure the appropriate office is noticed.

What if a student reports to multiple employees or multiple employees witness an incident?

- Everyone is required to submit. You may submit one singular report in the event you are 100% sure the reporter stated your name as an additional reporter, the report was complete, accurate and fully submitted.

If a student discloses an incident to me, do I need to tell my supervisor?

- No, you are not required to involve your supervisor. To respect the student's confidentiality, we recommend involving as few people as possible.

What if a student disclosed an incident of sexual assault that happened to them when they were younger, before coming a student at Texas Tech? Am I required to report?

- You are only required by law to report incidents that occurred while the student is attending Texas Tech. However, we advise that you report all incidents of sexual misconduct, discrimination or harassment regardless of the timing.

TITLE IX REPORTERS

FREQUENTLY ASKED QUESTIONS

As a supervisor, if your employee mentions to you that they responded to a Title IX incident, do I need to submit an additional report?

- It is only required that you confirm with your employee that they submitted the report for the incident that they were involved in. There is no need to file an additional report if there is no new or additional information.

RESOURCES BY TOPIC

ACADEMIC ACCOMODATIONS

1. Student Support Specialists | Determined by College

- a. An individual dedicated to supporting students through providing assistance on advising, time management, connecting students with resources and more.

2. Academic Innovation & Student Success (AISS) | 806.742.2184

- a. Provides services for students to ensure student development and success such as university coaching, supplemental instruction (SI), writing centers, and much more.

CASE PROGRAM

1. Burkhart Center | 806.742.4561 | 2902 18th Street

- a. CASE program assists students with Autism and other developmental disabilities to navigate college and empower them to reach postsecondary academic goals and find employment after graduation.

CONDUCT/BEHAVIOR

1. Office of Student Conduct | 806.742.1714 | Student Wellness Center - 211

- a. Investigates incidents and adjudicates Code of Student Conduct violations.

2. Office for Student Civil Rights & Sexual Misconduct | 806.742.7233 | Student Union Building - 232

- a. Investigates and adjudicates alleged violations of Title IX and Civil Rights violations and sexual misconduct.

RESOURCES BY TOPIC

CONFLICT COACHING

1. Office of the Dean of Students | 806.742.2984 | Student Union Building - Suite 203

- a. Provides training in conflict resolution, communication, and university processes.

DISCRIMINATORY HARASSMENT

1. Office for Student Civil Rights & Sexual Misconduct | 806.742.7233 | Student Union Building - 232

- a. Coordinates responses, investigations, and processes related harassment.

FAMILY EMERGENCY/ILLNESS/INJURY

1. Student Health Services | 806.742.2848 | 1003 Flint Avenue

- a. Accredited primary health care clinic available to all current students.

2. Office of the Dean of Students | 806.742.2984 | Student Union Building - Suite 203

- a. Coordinates and refers students to campus community and community resources.

3. Office for Student Civil Rights & Sexual Misconduct | 806.742.7233 | Student Union Building - 232

- a. Coordinates accommodation and resources for students who are pregnant and parenting.

4. Associate Academic Dean of the Student's College

RESOURCES BY TOPIC

FINANCIAL HELP

1. Student Financial Aid | 806.742.3681 | West Hall - 301

- a. Supports students by assisting in the financial aid process and scholarship programs.

2. Red to Black | 806.742.9781 | Drane Hall - 215

- a. Offers peer financial coaching.

3. Raider Relief | 806.742.2984 | raiderrelief@ttu.edu

- a. The Raider Relief Advocacy and Resource Center (RR- ARC) is a centralized hub of resources and support for students facing hardships with their basic needs.
- b. Resources include but are not limited to: food, housing, financial education, and basic living supplies (clothing, kitchen essentials, toiletries, etc.)

FOOD PANTRY

1. Raider Red's Food Pantry | 806.742.1932 | Doak Hall - 117

- a. Provides students with short-term access to supplemental food.
- b. Connects students with resources on and off campus to support wellbeing.

GENERAL GRIEVANCES

1. Office of the Dean of Students | 806.742.2984 | Student Union Building - Suite 203

- a. Oversees the grievance process.

RESOURCES BY TOPIC

MENTAL HEALTH/PERSONAL CRISIS/DISTRESS

1. Student Counseling Center (SCC) | 806.742.3674 | Student Wellness - 201

a. Licensed mental health providers available to all current students.

2. Student Health Services | 806.742.2848 | 1003 Flint Avenue

a. Accredited primary health care clinic, with licensed mental health providers available to all current students.

3. Mental Health Peer Support Groups | Student Counseling Center

a. The SCC offers peer support groups each semester. Groups offered are subject to change and rotate as active options depend on the semester.

b. For current information regarding available groups, call the SCC at 806.742.3674

4. Beyond Okay | Mental Health Support Community

a. An online initiative focused on sharing resources to maintain the mental wellbeing of students, faculty, and staff.

5. TELUS | Online

a. The TELUS Health Student Support app (formerly My SSP) helps students succeed by providing access to the TELUS Health's Student Support Program.

b. An online platform connecting students with free, confidential emotional health support 24/7 via phone, the web, and the TELUS app.

6. Therapy Assistance Online (TAO) | Online

a. Web-based program providing strategies to help overcome mental health struggles.

7. Togetherall | Online

a. 24/7 anonymous online platform for peer-to-peer mental health support community.

RESOURCES BY TOPIC

MENTAL HEALTH/PERSONAL CRISIS/DISTRESS - CONT.

1. **Shmoody** | Online

- a. A mental health app that offers mood-based suggestions, curated routines, and fun features to help you feel better on tough days.
- b. Email RISE at rise@ttu.edu to request the free access code for a premium account.

2. **Student Mental Health Community** | serena.shade@ttu.edu

- a. Contact Serena Shade at serena.shade@ttu.edu for more information.

3. **TTU Crisis Helpline** | 806.742.5555

- a. 24-hour phone line for connection to licensed counselors for crisis intervention and referral services.

4. **RISE Drop-In Support** | 806.742.2110 | Drane Hall - 249

- a. Meet with a trained RISE Peer Educator during drop-in hours for support resources.

PARENTS AND FAMILY MEMBERS

1. **Parent and Family Relations** | 806.742.3630 | Drane Hall

- a. Resources and assistance for parents and family members of students.

PREGNANCY AND PARENTING

1. **Office for Student Civil Rights & Sexual Misconduct** | 806.742.7233 | Student Union Building - 232

- a. Provide resources and assistance for students navigating pregnancy, childbirth, parenting, and other related outcomes.
- b. "Parenting student" means a student who is the parent or legal guardian of a child under 18 years of age.

RESOURCES BY TOPIC

SEXUAL VIOLENCE/ASSAULT, SEXUAL HARASSMENT, SEXUAL MISCONDUCT, AND GENDER BASED DISCRIMINATION

1. **Office of Student Civil Rights & Sexual Misconduct | 806.742.7233 | Student Union Building - 232**

- a. Coordinates response, investigations and processes related to instances of sexual violence, discrimination, and harassment.

2. **Title IX Coordinator | Kimberly Simon | kimberly.simon@ttu.edu**

3. **TTU Crisis Helpline | 806.742.5555**

- a. 24-hour phone line for connection to licensed counselors for crisis intervention and referral services.

4. **Voice of Hope | 806.763.7273**

- a. Community resources for individuals affected by sexual assault.

STUDENT DEATH

1. **Office of the Dean of Students | 806.742.2984 | Student Union Building - Suite 203**

- a. Official notification processes and resources related to the death of a student.

RESOURCES BY TOPIC

STUDENT HOUSING

1. University Student Housing | 806.789.6000 | Wiggins Complex

- a. Residence life staff on duty to assist students living on-campus.

2. Student Intervention & Prevention Team | 806.834.7123 | Carpenter Wells Complex – Leadership Development Center

- a. Provides outreach services for students living on campus in need of crisis/care support or general resources.
- b. Director | Sarah Cuevas | sarah.cuevas@ttu.edu

3. Residential Tutoring | Sunday – Wednesday: 7 PM – 10 PM

- a. Academic tutoring at the four following residence locations: Chitwood/Weymouth Learning Center, Knapp Tutoring Lounge, Murdough Tutoring Lounge, and Gates Tutoring Lounge.

4. Residence Life On Call | 806.789.6000

- a. Residence life staff are available on call 24/7/365 to assist students living on-campus in the event of a crisis/emergency.

SUBSTANCE ABUSE

1. Substance Use Coaching | 806.742.2110 | Drane Hall – 247

- a. Formerly known as Raider Restart, Substance Use Coaching is a one-on-one discussion coaching for alcohol and cannabis use.

2. Center for Collegiate Recovery Communities | ann.m.casiraghi@ttu.edu

- a. The Center for Collegiate Recovery Communities (CCRC) offers students in recovery from alcohol, drugs and behavioral addictions a nurturing and supportive community. The CCRC provides academic advising, scholarships, recovery housing and more.

RESOURCES BY TOPIC

SUICIDAL IDEATION

1. **Student Counseling Center | 806.742.3674 | Student Wellness Center 201**
 - a. Licensed mental health providers.
2. **TTU Crisis Helpline | 806.742.5555**
 - a. 24-hour phone line for connection to licensed counselors for crisis intervention and referral services.

THREATS OR ACTS OR VIOLENCE

1. **If you are in an emergency, call 911 immediately!**
2. **Texas Tech Police Department | 806.742.3931 | 413 Flint Avenue**
 - a. Emergency response, full law enforcement authority and criminal investigations.
3. **Office of the Dean of Students | 806.742.2984 | Student Union Building – Suite 203 (non-emergency)**
 - a. Coordinates the Behavioral Intervention Team and other resources

ACADEMICS

ACADEMIC POLICIES

Below are several common operating policies and procedures that you may encounter. A full, detailed list is available on the Texas Tech website under the "Operating Policies & Procedures" page or through this [link](#).

ABSENCES OP 34.04

For absences of four or more consecutive days, refer to the Associate Academic Dean of your college. If it is fewer than five consecutive days, work directly with your professor(s).

It is up to the professor's discretion if they will excuse/allow make up work due to absences based on the expectations outlined in the course syllabus.

For absences supported under the Office for Student Civil Rights and Sexual Misconduct, refer to the Texas Tech University System Regulation 07.06 or call 806-742-7233. These absences must be excused/allowed and the opportunity to make up any missed coursework must be provided per Title IX federal regulations.

ABSENCE-RELIGIOUS HOLY DAY OP 34.19

1. "Religious Holy Day" means a holy day observed by a religion whose places of worship are exempt from property taxation under Texas Tax Code §11.20.
2. A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assigned scheduled for that day within a reasonable time after the absence.
3. A student who is excused under section 2 may not be penalized for the absence; however, the instructor may respond appropriately if the student fails to complete the assignment satisfactorily.

ACADEMICS

DROP COURSE(S) OP 34.05

Students can drop a course(s) with or without penalty via student-initiated process through Raiderlink.

- WITHOUT penalty is the time frame early in the semester and will allow for a refund. Any course(s) dropped during this time will not count toward the students' drop count.
- WITH penalty is after the drop refund date and will count against the student's drop limit. Each student in the State of Texas is allotted six drops to use in their undergraduate studies.

Both types of drops do not affect the student's GPA. Please refer to the academic calendar for the drop dates.

INCOMPLETE OP 34.12

In situations where a student is unable to complete the term due to circumstances beyond their control, they can seek eligibility for an incomplete. To qualify for an incomplete, it is required that the:

- Student must be passing the class
- Student attendance is met in the course
- Professor must be willing to grant/work with the student

If these criteria are met, the professor and student set a date for completion. The student has up to a year to complete course work and an "I" is placed on their transcript. Once the professor submits paperwork, it must be approved by the academic dean of the student's college.

TTU does not offer a "leave of absence" for undergraduate students. Students seeking this will be referred to request eligibility for an incomplete

****For any academic questions related to the Texas Tech University System Regulation 07.06, contact the Office for Student Civil Rights and Sexual Misconduct at 806.742.7233****

ACADEMICS

WITHDRAWAL OP 34.05

Students initiate the withdrawal process that actively takes them out of being enrolled in a specific term. In Raiderlink, it is not possible for a student to drop all courses.

- The process to withdrawal from courses takes 72 hours to process once the form is submitted.
- It will reflect as “W” on the transcript and will not impact GPA.
- Students may have to reactivate their student account by completing the Former Tech application.
- Refund dates are federally set, and these dates can be found on the student business services website.
- Texas Tech does not offer a “medical withdrawal”, students may withdraw for medical reasons.

ADMINISTRATIVE WITHDRAWAL OP 34.29

An enrolled student can be administratively withdrawn from Texas Tech due to:

- Failure to meet financial obligations as agreed to by the student and Student Business Services
- Failure to meet satisfactory academic progress in accordance with standing academic policy
- Found in violation of the Code of Student Conduct through a hearing body (Office of Student Conduct and Office for Student Civil Rights and Sexual Misconduct) or failure to comply with outcomes of a student conduct process
- Documented inability to withdraw oneself due to personal or medical reasons
- Documented evidence of student’s enrollment at another institution and non-attendance at Texas Tech University

An administrative withdrawal may NOT be issued for the purposes of:

- Removal of final grades
- Effecting a refund for coursework that was partially or fully completed

ACADEMICS

DROP VS WITHDRAWAL

Both the drop and withdrawal process are student-initiated. The student can start these processes through Raiderlink. For additional information, refer to your academic advisor.

- A student can remove a single course or all courses except one.
- To remove all courses and actively go to zero hours, a withdrawal form must be processed.

GRADE REPLACEMENT OP 34.15

Grade replacement is for the purpose of adjusting the cumulative GPA. On the transcript, the original grade will remain visible but will include a notation indicating that the original grade was subsequently replaced.

- Only grades of D and F are eligible for grade replacement.
- There is no limit on the number of times students may attempt to grade replace a course.
 - However, after the third attempt, students will be charged non-resident, undergraduate tuition for the course.
- Regardless of the number of attempts made by a student to grade replace a course, only a grade of D or F associated with the most recent attempt of the course will be factored into the student's cumulative GPA until such time as the student successfully achieves a grade of C or better.

For additional information, please contact your academic advisor

OFFICE OF STUDENT CONDUCT

ACADEMIC INTEGRITY

Texas Tech University students, faculty, and administrators are committed to creating a university atmosphere free from academic dishonesty. All members of the university community are responsible for upholding standards of excellence and for having integrity in the work they produce. Members of the Texas Tech community should contribute to the campus environment in an ethical and honest manner.

For additional information about academic integrity at Texas Tech, review Part II, Section B of the [Student Handbook](#).

ACADEMIC INTEGRITY

FREQUENTLY ASKED QUESTIONS

How does the Office of Student Conduct determine whether or not to find a student responsible?

- The preponderance of the evidence standard. A student will not be found responsible in any conduct proceeding without sufficient evidence showing that it is more likely than not that a violation has occurred.

Does the Office of Student Conduct prefer how reports are written?

- No, but the report needs to be objective. The student will be able to review the report in full and any additional information during their meeting.

What do your sanctions mean in the event of a responsible finding?

- *Reprimand*: Formal Warning
- *Probation*: Period of time where student is considered not in good standing with Texas Tech.
- *Suspension*: Student is removed from TTU with the chance to be readmitted.
- *Expulsion*: Student is not welcome to return to Texas Tech

What is an appropriate academic penalty?

- That's at the discretion of you and your department. Academic penalties range from reduction in grade on an assignment to failure of the course and many options in between. If you're unclear, consult with your department chair or call the Office of Student Conduct to discuss.

ACADEMIC INTEGRITY

FREQUENTLY ASKED QUESTIONS

The student was found responsible but is still showing up for class. Can I remove them?

- If the student has opted to appeal a responsible finding, they need to be allowed to attend class until the final appeal decision is provided.
- After that decision, if the academic penalty is such that they will not pass (F for the course, failed a major test/assignment, etc.), you can let the student know that they are no longer required to attend class. You can call the Office of Student Conduct if you have any questions.

I'm not sure if this is a violation and I don't want to ruin the student's life. Should I still report it?

- Yes. Our process is educational, and our goal is to maintain the integrity of the institution while modifying behavior and preventing additional instances of misconduct from occurring.

SUPPORT OFFICES

MILITARY & VETERANS PROGRAMS

Military & Veterans Programs (MVP) was created in 2010 as a department solely dedicated to helping veterans and their families succeed. Our number one priority is you earning your degree from Texas Tech University. As you move toward graduation, MVP is here to help you obtain your Veterans Educational Benefits and assist your transition to campus by connecting you with resources both on campus and in the community.

We currently have 2000 students attending Texas Tech who are veterans or are family members of current veterans. We have more than 250 faculty and staff who have also served. Thank you for your service and dedication to our nation! You served us honorably. It's our turn to serve you.

Location: Drane Hall -147

Contact: mvp@ttu.edu | 806.742.0480

RISK INTERVENTION & SAFETY EDUCATION

The Risk Intervention & Safety Education (RISE) office is the central office for prevention education and promotion of well-being at Texas Tech University. RISE provides education, resources, workshops, substance use coaching, and more.

Location: Drane Hall - 247

Contact: rise@ttu.edu | 806.742.2110

SUPPORT OFFICES

STUDENT COUNSELING CENTER

The Student Counseling Center (SCS) is on the Texas Tech campus in Lubbock to provide students with a safe community of mental health professionals. The SCS provides in-person individual and couples services, online support and more!

Location: Student Wellness Center - 201

Contact: studentcounselingcenter@ttu.edu | 806.742.3674

STUDENT DISABILITY SERVICES

Student Disability Services (SDS) promotes each student's learning experience by providing programs and services for students with disabilities and education of the campus community on issues related to students' disabilities. Accommodations are tailored to the individual and the disability.

Location: Weeks Hall - 130

Contact: sds@ttu.edu | 806.742.2405

STUDENT LEGAL SERVICES

Student Legal Services provides legal advice and limited representation for currently enrolled students at Texas Tech. Our licensed attorneys can advise and/or represent students in a variety of legal areas including, but not limited to: landlord/tenant disputes, expunctions, estate planning, medical power of attorney, family law, misdemeanors, name changes, and small claims consumer disputes.

Location: Student Union Building - 201K

Contact: studentlegalservices@ttu.edu | 806.742.0740

SUPPORT OFFICES

STUDENT INVOLVEMENT

Student Involvement is dedicated to student success at Texas Tech and beyond graduation. Our department fosters environments for like-minded individuals to connect and build community. We support all student organizations by providing resources and tools to help further their organizational mission and initiatives. Our staff engages students in active learning through leadership development opportunities and experiences.

Location: Student Union Building - Suite 203

Contact: studentorgs@ttu.edu | 806.742.5433

OFFICE FOR STUDENT CIVIL RIGHTS AND SEXUAL MISCONDUCT

Texas Tech is committed to providing its students, faculty and staff with an educational and workplace environment free from any form of unlawful discrimination. The Texas Tech community is dedicated to fostering and supporting a culture of mutual respect and communication. The Office for Student Civil Rights and Sexual Misconduct provides support and resources related to Title IX violations.

Location: Student Union Building - Suite 232

Contact: kimberly.simon@ttu.edu | 806.742.1949