Texas Tech Directory:
on-campus
Student Resources
for Intl. Students
# Table of Contents

## Diversity and Inclusion
- [Division of Diversity, Equity & Inclusion](#) - Pages 4-8
- [RISE (Risk, Intervention & Safety Education)](#) Pages 66-71

## Academic Assistance and Tutoring
- [Career Center - Slides](#) - Pages 9-16
- [The Writing Center – Slides](#) - Pages 17-21
- [Library Services – Slides](#) - Pages 22-25

## Financial Assistance and Student Aid
- [Texas Tech Tax Office](#) - Pages 26-30
- [Student Business Services](#) - Pages 31-35
- [Red to Black – Financial Coaching](#) - Pages 36-40
- [SOAR (Study, tutoring and academic coaching)](#) - Pages 41-45
- [Red Raider Relief and TPEG Grant](#) Pages 46-49
- [Raider Red Food Pantry](#) Pages 50-53

Thank you to all of the departments who contributed to this list.
Mental Health, Physical Health and Safety
• Student Counseling Center Pages 54-58
• Student Health Services Pages 59-65
• RISE (Risk, Intervention & Safety Education) Pages 66-71
• Intl. Student Health Insurance Information Pages 72-78

Emergency Services
• TTU Police Safety, policies and assistance - Pages 79-85
• For Emergencies: Dial 911

Transportation
• Transportation and Parking Services Pages 123-130
• Citibus Pages 131-135

Scam Awareness in the USA, don’t become a victim Pages 136-141

Campus Life, Activities and Recreation
• SUB (Student Union Building) & Employment information Pages 86-90
• TrUE (Center for Transformative Undergraduate Experiences) Pages 91-95
• Spring 2020 International Student Virtual Events with ISL Pages 96-99
• Tips on living and studying in the USA from ISL Pages 100-110
• TTU Recreation Center Pages 111-116
• Transfer Connection and Engagement Pages 117-122
• Student Organizations (TechConnect): To view orgs click here.
Contact Us
diversity@ttu.edu
Community & Leadership Development

► Student Intersectional Leadership Council
  ► Bring visibility & empowerment to represent, serve, bridge communities & include marginalized voices at TTU
  ► Direct connection to DDEI Leadership
  ► Organize Cultural & Heritage Month & Weeks planning committees
  ► International Liaison: Daniel Pimbi

► Raider Education
  ► Provides cultural intelligence & inclusive leadership skill development through workshops & presentations
Community & Leadership Development

► Office of LGBTQIA Education & Engagement
  ► Advocacy efforts to strengthen lesbian, gay, bisexual, transgender, queer, intersex, and asexual community (LGBTQIA)
  ► Resource for ‘allyship’ development
  ► Leadership programming & community support

► TTU Chess Program
  ► Chess as a vehicle for enriching education
  ► National & International Champions
  ► Compete in national & international collegiate competitions, exhibitions, & provide outreach to the community
Mentorship & Support Programs

► Why is mentorship important?
  ▶ Mentorship provides a connection to campus, a person to help to guide you through TTU and beyond, support your goals and celebrate your successes!

► First-Generation Transition & Mentoring Programs
  ▶ *First-Generation in College* is a student whose parent(s) or guardian(s) did not receive a 4-year bachelor’s degree from an accredited university in the United States
  ▶ Peer to Peer mentorship from an upper-level TTU student
  ▶ Social Engagement
  ▶ Academic & Professional Success Activities
  ▶ Scholarship Opportunities
Mentorship & Support Programs

► Mentor Tech - Join today!
  ► Mentorship from a faculty, staff or graduate student
  ► Meet individually with mentor a couple of times each semester
  ► Enhance academic, professional & personal experience
  ► Strong alumni network
  ► Networking opportunities with various professionals & career connections
  ► Scholarship Opportunities
Services for Students

"I learned that I have a lot of characteristics I can offer my future employers that I did not know before or I underestimated about myself."

#PromoteStudentSuccess

Basma Mohamed
Field Engineer

TEXAS TECH UNIVERSITY
Office of the Provost: Division of Undergraduate Education & Student Affairs
University Career Center
Individual Appointments

There are 11 career counselors in the Career Center who can help you with an individual appointment. You can have a telephone appointment, or a video appointment.

The best way to schedule an appointment is to call (806)742-2210 and explain your needs. The staff who answer our phones are trained to ask questions that will allow you to get the best help possible. While all of our counselors are trained and prepared to help you in your career journey, some of our staff have expertise in areas that make them the best match for your goals. So when you reach us by phone, don’t be surprised when you are asked questions to determine who among our counselors will be best suited to help you.

We can provide information to help you write and edit your resume, CV, and cover letters. Once you have written these documents, we can help you with proofreading and editing to make sure these documents are sound and targeted to your current aspirations.
Document critiques

Critiques offered-
- Resumes
- CVs
- Cover Letters
- Graduate School Essays
- Professional School Essays

Submitting a resume is usually the first step in applying for an internship or full-time job. Your resume is an advertisement about you. It must be written in such a way to impress employers and persuade them to want to interview you. It doesn’t matter if you already have a resume and you want a counselor to look at it, or if you are building one from scratch, our counselors can help you with that. It is good to make an appointment for a resume session. When we are able to return to campus you can drop in for a critique without an appointment.
Mock Interviews

In Person ~ By phone ~ On Zoom

As you are seeking an internship or a full-time job, The University Career Center can help you prepare for those stressful interviews. Ordinarily I would say if you are local, we urge you to complete an in-person mock interview to get the most out of the experience. However, during these times we are able to complete phone mock or Zoom video interviews for those who will be receiving screening interviews. Just tell the staff member who answers the phone the type of mock interview you would like to have. Some of you may have a mock interview as part of your class requirement and just because all classes are online now doesn’t mean you can’t fill that requirement.

Interviewing can be very nerve-racking, especially when you don’t know what to expect. So get ahead of the curve and set up a mock interview to help you get over the nervousness and doubt.
There are several assessments that may be helpful if you are contemplating a transition from your current major or career path.

If you are interested in taking an assessment, please follow the instructions on our website for completing the assessment of your choice. Want to change your major? we’ve got an assessment for that! Want to know your personality type? We’ve got an assessment for that. Want to know your strengths? We’ve got an assessment for that!
Hire Red Raiders is our premiere job database. Employers post internships and full-time positions in Hire Red Raiders because You are who they want!

we suggest that you take the time to set up your account and check it daily to see if there is any interest.

If you are an engineering major you need to set up two accounts one in Job Grid (the engineering database and Hire Red Raiders. If you are a business major you need to set up two accounts one in Hire RAWLS in Handshake and Hire Red Raiders.
Virtual Events

The Career Center offers a variety of virtual events that you can attend. Webinars are a favorite among students, they are offered regularly on a wide array of topics.

Spring 2020
International Student Career Forum:
Virtual Employer Panel

Tuesday, April 21
5:30 - 6:30 PM

Join us for a virtual employer panel & hear from potential employers, including Deloitte, Mercer, Beyond Barriers, as well as University Career Center experts. Register online at: https://bit.ly/2bualsd
The Undergraduate Writing Center
Helping students become better writers!
Who we are

• A mix of professional, graduate student, and undergraduate student peer tutors
• Knowledgeable in a variety of academic disciplines including English, linguistics, communications, engineering, music, and others.
• Both native and non-native English speakers (some of our tutors have experience living and working in countries outside of the U.S.)

No matter our various backgrounds, all of our tutors are highly trained and passionate about working with every Texas Tech undergraduate student.
How we can help you

We tutor any written communication you would like to work on including (but not limited to):

- ✔ Class assignments
- ✔ Scholarship essays
- ✔ Resumes, CVs, and cover letters
- ✔ Graduate/Medical school applications
- ✔ Emails to professors
- ✔ Creative writing
- ✔ **Anything** else you would like to work on or talk about that involves written communication

We also offer workshops, writing groups, and helpful handouts, which can be found at: [uwc.ttu.edu](http://uwc.ttu.edu). Check out our YouTube channel, [TTU Writing Center](http://TTU Writing Center), for helpful instructional videos.
What we need from you

- Courage to sit down and talk about your writing with us.
- Dedication to improving the effectiveness of your written communication.
- Perseverance to come in as often as it takes. We offer three appointments a week, every week you are a Tech student.
- Determination to learn about and use all the resources available to you.
How to set up a tutorial

• Visit uwc.ttu.edu to learn about our synchronous online and asynchronous tutoring and for our daily hours of operation.
• Schedule appointments on WCOnline.
• During appointments, video chat, text, or write directly in your document to communicate with your tutor.
• Please call us at (806) 742-2576, ext. 2 or email us at university.writing.center@ttu.edu if you have any questions.

Looking forward to seeing you!
About the Libraries

Features

- University Library; Southwest Collection/Special Collections; and Architecture
- University Library has 270+ public computers (PCs and Macs)
- Crossroads Recording Studio
- Makerspace & VR Lab,
- 3D Animation Lab
What can we help you with?

- **Personal Librarians** – one for every major; chat, text, email & in-person or virtual meetings; research help
- **Workshops** – Citations, Poster Presentations, Lit Reviews and more!
- **Online Resources** – Ebooks, journals & newspapers, databases (Mango Languages), textbooks
- **Document Delivery** – borrow items we don’t have from other libraries
- **Reservable** study rooms for personal use or group projects
Success Awaits at the
UNIVERSITY LIBRARY

LIBR 1100 – Essentials of Scholarly Research:

› One-hour credit course
› Taught by Library Faculty
› Prepares students to be critical and ethical users of information for academic success
› Each section meets for an hour in the Library Instruction Lab 150

Fall 2020 Courses

CRN 18382 - 001 - M 10 am
CRN 18383 - 002 - T 2 pm
CRN 18384 - 003 - T 9:30 am
CRN 18385 - H01 - W 9 am
CRN 18387 - 006 - R 12:30 pm

CRN 18390 - D03 - Distance Online
CRN 33290 - 009 - W 2 pm
CRN 33291 - 010 - M 1 pm
CRN 42931 - D04 - Distance Online

LIBR 1100 will:

› Impact your success in other classes
› Help you get your first job
› Help you IN your job
› Take the stress out of class projects and papers
› Help you locate/organize your resources

Join the students who continually give this class positive reviews in saying, "Why didn’t I take this earlier?"

For more information, contact Donell Callender at donell.callender@ttu.edu or 806.834.2944.
library.ttu.edu

Questions?
awasom.afuh@ttu.edu

Follow us:
@TexasTechLib
US Tax for non-us citizens

Billy Boone, Katie Wilkerson, Chandyl Pruitt, Dave Watkins
Payroll & Tax Services
Box 41092
T 806.742.3211/F 806.742.1589
Tax.forms@ttu.edu
About payroll & tax Services

• Our office handles the calculation and disbursement of paychecks via paper check and direct deposit. Please sign up for Direct Deposit (in Raiderlink under the employee tab)

• Questions about Federal and FICA tax withholding can be sent to our office

• Tax Reporting & Compliance section handles application of US tax laws to payments made to non-US citizens or Permanent Residents
TTU\HSC Foreign tax software

- TTU\HSC uses GLACIER to handle application of foreign tax laws
- Determines how to apply taxes to paychecks and scholarship refunds
- If you are working or receiving scholarships, please let us know so we can create an account for you.
- Look from emails from support@online-tax.net
  - Initial setup
  - Auto Monthly emails if account needs attention
Tax Treaties & tax Returns

Tax Treaties

• Agreements between countries about how to tax each others’ citizens
• Not applicable to all countries
• Considers prior immigration status
• Designed to avoid double taxation

Tax Returns

• Due around April 15th for US tax returns- need Form W-2 from all employers and Form 1042-S if treaty was used. Form 1099 or 1098-T if applicable
• Nonresident aliens for tax purposes file a different tax return than US citizens and we buy the software to do it correctly. The software is called GLACIER Tax Prep
• Resident aliens for tax purposes can use almost any software they want, except GLACIER Tax Prep
• Our office processes ITIN applications
Questions

Emails to remember:

• Webmaster.payroll@ttu.edu - General Payroll & Tax Services
• Tax.forms@ttu.edu - Tax Reporting & Compliance section under PTS-
foreign individual tax questions
The payment due date for Fall is:

January 13th, 2021
Payment Methods

Online through eBill:

• Debit Cards
• Webcheck - Electronic deduction from savings or checking
• Credit Cards with 2% processing fee: Discover, American Express, MasterCard, Visa
• International wire payments through Flywire – instructions available online at www.sbs.ttu.edu
Payment Plans

Budget Payment Plan - available around Aug 1

4 equal installments – 25% each (includes housing, meals, parking, etc. if you have those charges)

JAN 13, FEB 25, MAR 25, APR 25

Emergency Payment Plan – not available until 10 days prior to class

3 installments – 25%, 37.5%, 37.5% (does not include housing, meals, parking, even if you have those charges – must owe at least $2,000 of tuition and fees) This plan is intended for students whose financial aid requires additional processing time.

FEB 25, MAR 25, APR 25

This is the best payment plan for TA/RA/GPTI students

• Payment Plans must be set up by the student or authorized user in eBill
• $25 maximum set up fee per semester – NO INTEREST
Contact Student Business Services

Office: 301 West Hall

  Weekdays: 9:00 am – 4:00 pm

Phone: (806) 742-3272, toll free (866) 774-9477

Website:  www.sbs.ttu.edu

Email:  sbs@ttu.edu

Facebook:  https://www.facebook.com/StudentBusinessServices/

Twitter:  @SBSatTexasTech
Red to Black® Peer Financial Coaching is a nationally recognized model program staffed by students pursuing Personal Financial Planning degrees.

Our purpose is to empower students so that they can achieve their financial goals.

We believe that no one understands the needs and concerns of students better than fellow students!
We offer FREE (and confidential) online coaching sessions on the following topics...
Credit and Debt, Money Basics, Maximizing Financial Aid, and elements pertaining to your First Day of Work.
QUICK SAVING TIPS

- Always look for a good deal.
- Collect the discount coupon books provided by the school at the beginning of the semester and make the most of it.
- If not funded, look for an on-campus job.
- Use public/shared transportation.
- If needed, take advantage of Raider Red’s Food Pantry.
- Build your credit.
- Plan for emergencies. Save as much as possible for unforeseen circumstances.
NEED ASSISTANCE?

- Interested in an online coaching session?
- Contact us for an appointment:
  - [www.r2b.ttu.edu](http://www.r2b.ttu.edu)
  - [redtoblack@ttu.edu](mailto:redtoblack@ttu.edu)
  - [806-742-9781](tel:806-742-9781)
WHO | WHAT | WHY

S.O.A.R.

Drane Hall | Room 164
WHO IS S.O.A.R.?

**Learning Center**
Location: Drane Hall | Rm 164
Offers free peer tutoring in multiple subjects, quiet spaces to study, and multiple study resources for students.

**SI**
Location: Drane Hall | Rm 135
Offers an enhanced study experience with peer-led study sessions for historically difficult courses with no cost to you!

**Academic Coaching**
Location: Drane Hall | Rm 164
Offers coaching sessions with a full-time staff member focuses on helping student's reach their academic goals.
WHAT DO WE DO?

STUDY. TUTOR. COACH. REPEAT.

SOAR focuses on making your academic goals possible with free services.

- Peer Tutoring (the Learning Center)
- Supplemental Instruction
- Academic Coaching

All of these services are at no extra charge for you to use! Don't miss out on making your first year at TTU a success!
WHY IS SOAR IMPORTANT?

- Students who regularly attend tutoring sessions have proven to earn higher grades.
- Research indicates students who attend SI sessions on a regular basis earn half to a whole letter grade higher than students who do not attend SI sessions.
- Time management is vital at Texas Tech and academic coaching helps you to find you the right way to manage your time and set goals for the semester.
FREE TUTORING @ the Learning Center
Red Raider Relief Fund
Red Raider Relief Fund

Raider Relief was developed to support the needs of students and connect them with the most essential resources required to achieve academic goals as a Texas Tech University student. Those needs include but are not limited to: food, housing, financial education, and basic living supplies (clothing, kitchen essentials, toiletries, etc.) The university wants to help students stay enrolled in college and complete their education.
Raider Relief Fund Application Process

1. Read the complete Raider Relief Fund program guidelines. In order to be eligible for Raider Relief Fund, students must be currently enrolled, in good standing both academically and disciplinary as defined by university policies and procedures.


3. After your application is submitted, you will be contacted to set up a meeting to review your application.

4. The full process may take up to 4 weeks.

Questions? deanofstudents@ttu.edu or (806) 742-2984
Texas Public Education Grant (TPEG)

Emergency fund grant

The Texas Public Education Grant (TPEG) is a program administered by the State of Texas to provide assistance to students with financial need, seeking a first bachelor's degree, graduate degree or professional degree. This is a grant, and it does not have to be repaid.

Eligibility:
Resident and non-resident, undergraduate and graduate students enrolled at least half-time. Grant may be prorated if enrolled less than full-time.

Award Range:
$100-$4000 (based on need eligibility and enrolled hours)

Website: https://www.depts.ttu.edu/financialaid/grantsTPEG.php
Raider Red's Food Pantry will provide students with short-term access to supplemental food. We will also connect students with resources on and off campus in an effort to support student wellbeing.

**Raider Red's Food Pantry Guidelines:**

- Students must be currently enrolled at TTU and present their student ID at the time of visit.
- After three (3) visits in one semester, the student will be encouraged to meet with an Office of the Dean of Students representative prior to future visits.
- Students will have access to Raider Red's Food Pantry in person during posted hours.
- Students needing access to food will work with the Office of the Dean of Students.
Where is Raider Red's Food Pantry located?
First floor of Doak Hall, Room 117

What are the Fall 2020 hours of operation for Raider Red's Food Pantry?
For access to Raider Red's Food Pantry, please call the food pantry at 806-742-1932, Monday through Friday, 8 a.m. to 5 p.m.
Fall 2020 hours will be posted closer to the start of the semester.
Contact Information

Phone number: (806) 742-1932

Email: foodpantry@ttu.edu

Location:

Doak Hall, Room 117

Website: https://www.depts.ttu.edu/dos/foodpantry.php
Student Counseling Center
THE BASICS

Open M-F 8:00am-5:00 pm
All services available to enrolled TTU students
All services are voluntary
Services are covered by Student Service and Health & Wellness Fees
  We do not accept insurance
  There is no co-pay involved
  $25 no-show fee

Therapist will determine what treatment will be most effective and offer referrals if necessary
OUR SERVICES
Manage Your Mood
Therapy Assistance Online
MindSpa (Biofeedback Training)
   Not available in Fall
Group therapy-online only in Fall
Bibliotherapy
Individual therapy
   Personal concerns
Couples therapy
Consultation with faculty, staff, parents, and students about mental health issues.
Outreach to campus community
CONFIDENTIALITY

All SCC contacts with students are confidential in accordance with Texas state law.

SCC employees cannot verify if a student is receiving services.

SCC employees cannot give information about any student without their written permission.
Texas Tech Physicians

STUDENT HEALTH

We Care for the Red Raider Student Body!
What services does SHS provide?

- Primary Care
- Same Day Urgent Care
- Women’s Health
- Sports Medicine
- Travel Medicine
- Primary Care Mental Health
- Psychiatric Medicine
- Drug and Alcohol Counseling
- Lab Services
- X-Ray Imaging Services
- Full Service Pharmacy
- Telemedicine
What is the COST?

INSURANCE
- SHS accepts most major insurances.
- SHS considers co-pays and deductibles covered by the medical service fee you pay each semester.
- If a service is not covered or if your insurance is out of network, the services you receive will be considered self-pay.
- For AHP, 100% of services received at SHS are covered.

SELF-PAY
- Self-Pay students receive a 60-70% discount for the services they receive at SHS.
- Charges are applied to a student’s Student Business Services account.
- A typical urgent care type visit will cost between 30-50 $.

EITHER WAY, STUDENT HEALTH WILL BE THE MOST AFFORDABLE OPTION FOR YOU TO ACCESS HEALTHCARE WHILE YOU ARE IN SCHOOL!
With the MyTeamCare app, Accessing Care at Student Health is EASIER than Ever!

First-time patients will be set up on our patient portal. Once registered, patients can:

- Request and View Appointments
- Message their Healthcare Team
- Request Prescription Refills
- View Clinic Notes and Lab Results
Newest Feature!

- MyTeamCare Now provides 24/7 access to patient care by a Texas Tech Physician.
- An on demand virtual visits is a flat $49 fee at the time of your visit.
- Care from the convenience of your dorm room.
- Download the App Today! Search TEAM CARE NOW in your App store!
Tips for Accessing Care at Student Health

- As much as possible, **PLAN AHEAD**. Walk in access and same-day access is not readily available.
- Fulfill your commitments. If you cannot make an appointment, **CANCEL** or **RESCHEDULE** your appointment at least **2 HOURS** prior to your appointment time to avoid fees.
- Always have your **INSURANCE INFO** with you when you call or come in for your appointment.
- When you become a patient, register for the **MY TEAM CARE** and download the **MY TEAM CARE APP**.
- The day after your appointment, provide some **POSITIVE COMMENTS** about your experience.
We CARE for the Red Raider Student BODY.

Website: depts.ttu.edu/studenthealth

Phone: 806-743-2848

Hours of Operation
Monday – Friday
8:00AM – 5:00 PM

If you want a SAME DAY appointment...

CALL EARLY!
What you should know about RISE

We’re on social media!
Follow @tturise for:
- Giveaways & Freebies
- Event Information
- GIFs
- Educational Content
- IG Live W @ 1:30 CST
- & More!

Voices for Change:
Required course for all first-year TTU students
- Will be available in August
- Due October 31st

Workshops:
- Alcohol and Other Drugs
- Consent and Sexual Assault
- Bystander Intervention
- One Love: Healthy Relationships
- Sexual Health Education
- Stress Management

What’s in our office:
Find us on campus in our office Drane 247 (15th & University) for:
- FREE Menstrual & Sexual Health Products
- Student affairs professionals to direct you to resources on campus

Coaching:
- Raider Restart: Group & individual sessions on substance use via a harm reduction approach
- Raider Recharge: Individual wellness coaching

Peer Education:
Student group that works with RISE to conduct presentations and educate students on wellness topics

Contact us:
Monday - Friday | 8 AM - 5 PM
806.742.2110 | rise.ttu.edu | rise@ttu.edu
WHAT WE DO
Empowering Texas Tech students to live vital, meaningful lives through comprehensive prevention education.

Social-Ecological Model:
A complex interplay exists between individual, relationship, community, and societal factors. In order to address and improve holistic well-being, we must address issues in society, community, our interpersonal relationships, and within ourselves.
RISE OFFERS WORKSHOPS THAT CAN BE PRESENTED TO YOUR CLASS, STUDENT ORGANIZATION OR RESIDENCE HALL: REQUEST ONE ONLINE TODAY!

PHONE: 806.742.2110
EMAIL: RISE@TTU.EDU
ONLINE: RISE.TTU.EDU

ALCOHOL AND OTHER DRUGS
RAIDERS RESPOND (INTIMACY INTEGRATION)
SUICIDE PREVENTION
HEALTHY RELATIONSHIPS
CONSENT AND SEXUAL ASSAULT
SEX EDUCATION
STRESS MANAGEMENT
REQUIRED PREVENTION EDUCATION

DUE March 5th
Required for ALL 1\textsuperscript{st} year and transfer students
Go to RISE.ttu.edu
Mutually understandable **words or actions**, actively communicated both **knowingly and voluntarily**, that **clearly** convey permission for sexual activity.

The initiator of the sexual activity is responsible for gaining consent.
SAFE REPORTING @ TTU

If you or someone experiences a crisis, distress, needs someone to talk to, help, or feels overwhelmed please visit Raiders Report!

**Talk with an Investigator or learn more about the process**

**Title IX Coordinator**
- (806) 834-1949
- kimberly.simon@ttu.edu
- 115D Admin. Building

**Office for Student Civil Rights & Sexual Misconduct**
- (806) 742-7233
- TitleIX.ttu.edu

**Office of Student Conduct**
- (806) 742-1714

**Jane / John Doe (Anonymous) Reporting**

**Online**
- TitleIX.ttu.edu

**Confidential Reporting**

**Student Counseling Center**
(806) 742-3674
Wellness Center: Suite 201

**Student Health Services**
(806) 743-2848
Wellness Center: 1st Floor

ONLY Student Health and Student Counseling are CONFIDENTIAL

Call the Texas Tech CRISIS HELPLINE
806.742.5555
24/7/365 assistance for students experiencing: Mental Health Crisis / Suicidal Thoughts Sexual Assault Interpersonal Violence

https://www.depts.ttu.edu/dos/report_a_concern.php
Your insurance team

- **Academic HealthPlans (AHP)** is your plan administrator.

  AHP provides the following services:
  - Website
  - Plan Materials
  - Waiver
  - Enrollment
  - Billing
  - Customer Care for Enrollment
  - On-campus Support

- **Aetna Life Insurance Company** is your insurance carrier.

  Aetna provides the following services:
  - Claims Administration
  - Claims Customer Service
  - Distribution of ID Cards
  - Access to a Large Network of Providers
Texas Tech University — International Students

2020-2021

COVID-19 Resources

Print an ID card [here](#) or request a physical card by calling 1-877-480-4161.

Quick Links

- Aetna Quick Links (Find a Doctor, Print an ID Card)
- Cigna Dental Coverage - Apply Online (only select Dental when applying)
- Vision Coverage — Apply Online

Enrollment Information

- Toll Free
  1-855-357-0241
- Fax
  1-856-858-1964
- Aetna Customer Service
  1-877-480-4161
- 24 Hour Informed Health Line
  1-800-556-1555

Benefits/Claims Information

- Aetna ID Card Instructions
- 24 Hour Nurse Line

Customer Care Line

Get your ID Card

Benefits
Plan details
How your plan works
Academic Emergency Services
Dental Insurance

Enrollment
Dependent enrollment deadline:
Qualifying events

Waiver
Links to submit your waiver
Training on using waiver system

Links to submit your waiver
Training on using waiver system
Print Your ID Card

Help us go green. Producing less plastic and paper helps our environment. We encourage students to print your Aetna medical insurance card via the form below or access your digital ID card on the Aetna Health™ app, as Aetna is no longer issuing plastic or paper member ID cards and sending them in the mail for the majority of Student Health clients.

Please complete the fields below in the indicated format to access your Aetna Health insurance program member ID card, then use the print button. Please be sure that the ID number and date of birth you enter are the same as those on file with the school.

- Student ID

- Date of Birth (MM/DD/YYYY)

Submit

Why go digital?

- You can’t lose it.
- You don’t need to wait for it in the mail.
- It’s very earth-friendly.
- Plus, your info is all in one place, safe and secure. That’s pretty awesome.

Get your digital ID Card

1. Register/login to Your Member Website
2. Download the Aetna Health™ app to view your ID card on your mobile device
Academic Emergency Services

Academic Emergency Services (AES) provides immediate access to assistance if you experience a travel related crisis.

Services include:

**Emergency medical evacuation**
If you are overseas and an emergency occurs, we will get you out of there ASAP.

**Medically advisable repatriation**
If you are studying in the U.S., we will make sure you get back home if your health depends on it.

**Visit by family or friends**
If there is a medical emergency and you are hospitalized, we will make sure the ones that care about you most are there to support you.

And…

- Pre-travel information
- Lost luggage assistance
- Prescription assistance
- Translation assistance
- Emergency message transmittal

For more details, visit ttu.myahpcare.com.
Top 12 Health Plan Tips

1. Save the Aetna customer care line, 1-855-357-0241, on your phone.
2. Keep AHP and your school informed of any address changes.
3. Use the Emergency Room for emergency situations only.
4. Save the FREE 24 hour Nurseline to your phone, 1-800-556-1555 to find the best plan of action for medical treatment.
5. Keep receipts of all payments made for medical services and prescriptions.
6. Always choose an in-network physician.
7. Use web tools located at ttu.myahpcare.com to find a provider.
8. Check online reviews before choosing a physician.
9. Request provider to prescribe a generic drug to save money.
10. If you need more information on your plan, ttu.myahpcare.com should be your first stop.
11. Create an account by going ttu.myahpcare.com and click on the Create an AHP Account Link to access important healthcare information such as your insurance card and available discount programs.
12. Always carry your ID card with you.
Questions? Ask the experts….

Contact the AHP & Aetna experts!

**Enrollment Information:**
Academic HealthPlans
1-855-357-0241
support@ahpcare.com

**Claims & Benefit Information:**
Aetna Student Health
1-877-480-4161
Campus Notes and Policies

► Tech Alert service---sign up for alerts via cell phone/e-mail. These include weather emergencies and campus emergencies. Visit the webpage here.

► The TTU police will Investigate any and all Crimes on Campus

► Campus carry (not open carry)- Be Aware of exclusionary zones. House Bill 910, also referred to as Open Carry, legalized the open carry of handguns in Texas for individuals who have a concealed handgun license. The Open Carry legislation has some exceptions such as institutions of Higher Education.
Blue Light Emergency Phones

- Blue phones all over campus. The Blue Phones in the academic buildings can be easily recognized by a metal box with the word “EMERGENCY” printed in bold red letters. You may use these phones for obtaining information and reporting emergencies - Learn More Here
Texas Tech Police Department

- **Created in 1959**

- **Jurisdiction**: Texas Tech police officers have full law enforcement powers as defined in the [Texas Code of Criminal Procedure, § 2.12](https://www.gov.texastattoo.com/2020/01/02/texas-code-of-criminal-procedure-section-2-12/), and the [Texas Education Code](https://www.gov.texas.gov/texas-education-code). The primary jurisdiction of the Department is defined as all property owned, leased, rented or otherwise under the control of the Board of Regents of the Texas Tech University System. The Texas Tech Police Department by policy patrols the main campuses of Texas Tech University and Texas Tech University Health Sciences Center in Lubbock.
Texas Tech Police Department

The Police Department is comprised of different divisions. The divisions are:

- Administration
  - Patrol
- Guards (including HSC)
- Investigations
- Communications
- Crime Prevention
- Public Relations
- Honor Guard
- Bicycle Patrol
Texas Tech Police Department

- Police officers patrol the campus 24/7/365
- The TTU Police are made up of 58 commissioned peace officers
- We act to enforce traffic laws
- We investigate reported crimes
- We apprehend criminal offenders
- We have different safety awareness classes we can put on, such as Civilian Response to an Active Shooter event.
Bicycle Services

- **Bicycle Registration** - Transportation and Parking
- Services will register your bicycle free of charge
- This simple procedure takes about five minutes and
- should be done on the web site. [www.parking.ttu.edu](http://www.parking.ttu.edu)
- When you place the registration sticker on your bicycle it tells a potential thief that the bicycle is registered. This may also assist in its recovery if stolen.
Welcome to the SUB

We’re glad you’re here!
Student Union Building (SUB) Features

◈ Allen Theatre
◈ Branch Bank/ATMs
◈ Barnes & Noble Bookstore serving Starbucks®
◈ CopyMail
◈ Dining & Convenience Store
◈ Games Area & Collaboration Space
◈ Late Night Movies
◈ Meeting & Study Rooms
◈ Student Activities Board
◈ University Police Substation
Student Employment

The SUB employs over 100 students in a variety of areas. We offer competitive pay, flexible schedules, and opportunities for advancement.

- Allen Theatre and AV Tech
- Office Student Assistants
- Marketing, Graphic Design & Media Services
- Information Desk
- Set Ups Crew
- Building Maintenance
- Information Technology

For more information and to apply, visit the Student Employment page at www.sub.ttu.edu.
SAB is a student-led organization under direction of Student Union & Activities. The group plans over 60 FREE events for Texas Tech students each year.

SAB will be hosting a variety of virtual events this coming spring semester.

- Virtual B-I-N-G-O (Gift cards and Tech-themed prizes available!)
- Virtual Trivia Night (Cash prizes available!)
- Contactless Make-and-Takes
Contact Us

Guest Services & Reservations
806-742-3636
studentunion@ttu.edu
www.sub.ttu.edu
@TTUSUB

Student Activities & SAB
806-742-4708
sab@ttu.edu
www.sab.ttu.edu
@TexasTechSAB
TRUE
Transformative Undergraduate Experiences

BE BOLD • BE U • BE TRUE
Provost's Vision

By 2025, every undergraduate will engage in transformational learning experience under the mentorship of TTU faculty and staff.

Transformational learning experiences happen inside and outside the classroom at TTU. TrUE supports student success by ensuring every TTU undergraduate has the opportunity to engage in high impact practices, such as undergraduate research, service learning, field-based learning, and study away.
Undergraduate Research

TrUE's Undergraduate Research provides support and funding for undergraduate students and faculty while developing innovative programs and activities to enhance undergraduate research at the university level and beyond. Undergraduates engaged through the Center have the opportunity to apply concepts from their college courses to real life situations and further their academic/creative achievement.
TTU's Undergraduate Research Conference

as part of Discoveries to Impact Week: A Celebration of Research, Innovation & Startups

The TTU URC remains one of the largest interdisciplinary undergraduate research conferences in the nation! More than 300 students share their knowledge and ingenuity through poster and oral presentations, artistic performances, and visual art exhibits. URC presenters and performers represent a broad range of fields, including the humanities, performing arts, biological and chemical sciences, social sciences, and physical sciences.

Save the Date: March 29-April 2, 2021
Thank You

Drane Hall, Rm 239
true@ttu.edu
true.ttu.edu
@TTUTrUE
@TTU_TrUE
@ttuttrue
INTERNATIONAL STUDENT LIFE EVENTS FOR SPRING 2021

Engage | Learn | Share
VIRTUAL AND IN-PERSON EVENTS

Feb 5th
Cooking with Chef Dewey:
Chili and Cobbler/pie

Feb 18th
Salsa Lessons with VSA:
Join us and the Venezuelan Student Association for Salsa!

March 5th
Cooking with Chef Dewey:
Southwestern cuisine

March 8 & 22
Coffee Hour:
Meet and talk with Native American alum Kabl Wilkerson about his life and culture as a young Native American
VIRTUAL AND IN-PERSON EVENTS

March 9th
Tax info Session: With the TTU Tax office

Mach 27th
Palo Duro Tip: Join us for a leisurely hike through the USA's 2nd largest canyon. (COVID permitting)

April 19th
Coffee Hour: American Folklore and Legends. Story telling events

April TBA
ABC Rodeo
Experience the official state sport of Texas, Rodeo! Join us at the ABC rodeo for a real western experience
MORE EVENTS TO COME!

World Wide Showcase:
April 24th
Global showcase from international students and student orgs across campus

Virtual Coffee Hours:
All Semester
Chat with us and take a break from the busy day! A great way to work on your English and meet new people. Every other Monday

Watch your email for your weekly international student newsletter!
The email contains our events, resources, updates, and more to help you!
Tips on being an international student in the USA
Seat Belts

In the USA, it is the law that all passengers in a vehicle wear a seatbelt. In Texas, the law requires everyone in a vehicle to buckle up or face fines and court costs up to $200.

So buckle up for your safety and for others!
Alcohol and Driving

When am I legally intoxicated?
You are legally intoxicated in Texas when your blood alcohol concentration reaches 0.08%, but you are breaking the law as soon as drugs or alcohol affect your driving — or flying or boating — ability. Never get behind the wheel if you have had any alcohol!

First offense:
Up to a $2,000 fine.
Up to 180 days in jail upon conviction with three mandatory days.
Loss of driver's license up to a year.

The drinking age in the United States is 21

Driving with an open container, carrying an open container of alcohol in your vehicle, even if you're not drunk, is illegal. Learn more about Texas open container laws.
Click Here to visit txdot.gov
Tipping is a normal part of life in the USA. Paying extra on top of the bill at a restaurant may seem unnecessary to us but if you consider the waitstaff (“servers”) in America earn just a few dollars per hour for their services, it starts to make sense. In fact, under American federal law, the minimum wage for employees who also earn tips is just US$2.13 an hour and for those who don’t, it’s US$7.25. Think of waitstaff as independent contractors you’re paying to wait at your table.

How much should I tip at a restaurant?

A gratuity of 15 to 20 per cent on top of the bill (before sales tax) is standard, with 25 per cent given for top-notch service. Servers in America work hard for the money – they’re generally friendly, knowledgeable and willing to go the extra mile for customers.

What if the service was terrible?

Bad service is unusual but it happens. To not tip at all, though, the service would have to be dreadful. Leaving just 10 per cent is a clear indication that the experience was not up to par. If you really don’t think your waitperson deserves to be paid for their service, the best course of action is to explain to the restaurant manager why you’re not leaving a tip. If you depart without tipping or providing an explanation, your server will want to know why.
Plagiarism!

writing an essay as an international student can be quite a challenge. From dealing with tricky academic language to translating complex words, there are lots of hurdles to overcome. Perhaps the most confusing process is understanding what plagiarism is, and how to avoid it.

Plagiarism is when you present someone else’s ideas as your own. In a university essay, you’ll be discussing different ideas and analyses, some your own, but others taken from readings and articles. If you don’t credit the source where you found your information – know as referencing – you are at risk of plagiarising.

There are often strict disciplinary measures if you accidentally or purposefully steal someone else’s ideas, which can range from your essay being voided to being removed from your course.

Don't stress! There are resources to help you learn about citing your sources!

On-campus Help

The Library: the experts at the TTU library can help you learn how to avoid plagiarism and to cite your sources correctly.

The Writing Center: The Undergraduate Writing Center staff at Texas Tech University understands how time-consuming and difficult it is to produce an effective piece of writing. In our day-to-day work, we provide writers with honest, constructive feedback and instruction so that their writing process and product become more effective.

Tips from TTU to avoid plagiarism

• Keep track of your sources during the entire research process.
• Avoid copying and pasting information; correctly cite any information you plan on using.
• Separate the resources you use from the writing, notes, and drafts you produce.
• Don’t wait to properly cite your resources, continually update your sources using proper formatting.
• Don’t short cite notes or drafts, use full cites until your final copy is turned in.
• Keep a separate source document that includes the pertinent information and a summary of how each source is helpful (an Excel spreadsheet is great for this).
• Give yourself time to research; the research process is time-consuming and you are more likely to accidentally plagiarize if you are pressed for time.
Asking Questions is encouraged in the USA

- Never be afraid to raise your hand or ask for clarification when you don’t quite understand something. That extends beyond the classroom too.

- Asking questions in the USA is a normal part of American life. It shows that you are interested in what your professor is saying and that you have an interest in bettering yourself as a student. Asking questions shows that you want to learn, and people will appreciate that.

- Many professors in America make education a “two-way street,” with information and ideas flowing between professors and students. You need to be engaged, share ideas and ask questions in class, and take responsibility for learning.

- Taking initiative is important – professors rely on you to tell them if you don’t understand something. You won’t look silly or seem dumb. As the saying goes, “The only stupid question is the one that goes unasked.”

Tip: If you’re too nervous to ask questions during class, you can also ask them before or after class. Or visit your professor’s office hours, when students can visit the professor’s office to get help with course topics.
Learn about Grade Point Averages

Back home you might be used to receiving letter grades (A for excellent, for instance) or number grades. While you might receive letter or number grades on a particular test or project, your overall grade for a class is measured as a Grade Point Average, or GPA, which runs on a 0.0 to 4.0 scale.

Tip: To learn more about how letter grades, number scores and GPA are related, check out this conversion chart from collegeboard.com
Join Student Organizations/Clubs

Many schools will have national, local, cultural, activity, and religious-based organizations that provide an opportunity for students of similar backgrounds to connect. These clubs support new students as they settle into life in the U.S. They may also host home-like events, socializing, and provide food.

TTU student Orgs
Time Management

Life can move fast here in the US, so be sure to use your time wisely. There is a saying here that says “If you are on time you are late, if you are early you are on time.” This is a good quote to remember about how Americans see the time.

If you are ever running late to a meeting or a class, make sure to communicate! Send an email to the professor or person you are meeting, so they know you are going to be late. By communicating with them, you are also showing them that you care about their time and are acting responsibly.
Find Balance in Your Activities

As you settle into school life, don’t limit yourself or those around you. Try to find a balance between relationships and activities both within and outside of your culture. This will help you adjust to life as an international student in the U.S. and keep connected with your own background and culture. It will also make the experience more interesting.

If you find yourself feeling isolated and lonely and the steps above have not helped enough, reach out to someone at the international student office, your Resident Assistant, the student counseling center, or the Dean of Students Office. They are there to help you. They want you to succeed and feel comfortable at school.
Accept that you will be homesick

All students – both international and American – go through a period of homesickness. Although it is important to stay connected with loved ones, remember to embrace your new home and the opportunities to make new friends, too. Push yourself to start conversations with people. Celebrate your home by talking about your culture and take the time to learn about their cultures, too.

Do not compare yourself to others

Try not to compare yourself to others when learning how to deal with culture shock, especially if they are American or have spent a significant time in the U.S. already. Every student is different and adjusts at their own speed, even if their home is closer to your university. While you do not want to overwhelm yourself, do things that make you a little nervous, like sampling an unfamiliar food or practicing your conversational English with a native speaker. You only grow when you reach outside your comfort zone.
FITNESS AND WELLNESS PROGRAMS

Online Health and Fitness Activities
Fitness Classes
CrossFit
Texas Tech Massage Therapy
Personal Training
NASM/AFAA Prep Courses
Fitness on Demand
OUT DOOR PURSUITS CENTER

Climbing Wall
Weekly Activities
Climbing Wall Equipment Rental
Bike Shop
Leadership Training
TRIPS WITH OPC

Whitewater rafting, kayaking, backpacking, rock and ice climbing, mountaineering, caving, canoeing, rafting, canyoneering, and mountain and road biking

adventures are waiting
See the USA
INTRAMURALS

Remember when sports were fun? No try-outs, no coaches, just you and your friends sharing memories through games. We have sports for teams and individuals. Want to play for 6 weeks or for only 1 night, that's possible. Intramural sports make memories that you will have forever and a story you can tell someday. Start your story now.

Contact us at 806-742-2945, intramurals@ttu.edu, or come by the Student Rec Center, Room 203

Not sure where your field is? Check out the map of our Outdoor Intramural Facilities!
AQUATICS

- Lap Swimming
- Swimming Lessons
- Lifeguarding
- CPR Classes
- Leisure Pool
TRANSITION & ENGAGEMENT
TEXAS TECH UNIVERSITY
What We Do

We’re here for you.

The transition to a new place can be exciting and scary at the same time. And we’ve been there before. We connect you to campus resources that will help you along your journey to the classroom and life outside of it.
Our Programs & Events

New Students
We are glad you are here! We will support you throughout your first year at Tech.

- Raider Welcome
- Hub City Fest
- Raider Roundup
- Transfer Connection
- First Year Raider Experience
Our Programs & Events

Continuing Students

Discover how you can get more involved and make an impact as part of the Tech community.

- Texas Techspo
- Majors & Minors Fair
- Raiders Who Rock
Connect With US

We want to make sure you have the opportunity to connect with us, and most importantly, with each other. Whether it's to share stories, or to talk about your Raider Experience. You can find us and other Texas Tech students, faculty, and staff on your favorite social networks.

Find @tttengagement on your favorite platform.
Contact Us

Transition & Engagement
201 Student Union Building
Box 45014
Lubbock, TX 79409
806.742.2993
f: 806-742-0138
studentengagement@ttu.edu
GETTING AROUND CAMPUS

• Bringing a vehicle?
  • Buy an ePermit online at www.parking.ttu.edu under the “My Parking” tab
  • On-campus and commuter permits are available.

• Bringing a bicycle?
  • Register it (also under the “My Parking” tab)
  • Bike Sale will be in early October. Official date will be announced soon. Bikes only $40

• Going to class?
  • Walk, bike, or bus to your destination
• Citibus
  • Runs 7:30 a.m. to 9:30 p.m.
  • Download the DoubleMap app to keep track of buses
  • There will be a modified bus schedule this fall to help facilitate social distancing. Visit www.ttu.edu/commitment for more details (A map of the new bus route will be on the last slide)
  • With your Raider ID, you can even ride Citibus for free off-campus
Special Programs

- Free Car Clinics
  - Occurs during fall break, spring break, summer break
  - Mechanics check fluids, belts, tires, and more
- Bike Clinics
  - Bicycle mechanics examine bikes for major and minor issues and may provide tune-ups on the spot
  - Here you can register your bicycle with our department
  - Groups on site to cover bicycle and road safety. Occurs twice a year
- M.A.P.P
  - Motorist Assistance Program
  - Provides service if you are on campus and you need air in your tires, a gallon of gas, jump start battery, or unlock a vehicle
  - Call (806) 742-MAPP for assistance
FIRST-YEAR TIPS

• Your license plate is your parking pass, so update license plate and vehicle information if it changes
• Watch for signs. Park where your permit allows
• Email is official form of notification
• Take advantage of special programs
• Questions? Contact us!
  • @TTUParking  |  (806) 742-PARK  |  parking@ttu.edu
  • www.parking.ttu.edu  or  www.transportation.ttu.edu
DoubleMap Bus Tracker

Save time, know when your bus will be there.

The DoubleMap app allows Citibus riders to track the exact location of a bus in real time.

Download the App in the Apple App Store or Google Play.
Citibus OnDemand

- Curb to curb shared ride demand response service
- Monday – Friday – 7:00am – 11:00pm
- $2.00 per trip
- Trip bookings will occur through the app and by phone
- Available in Apple App Store & Google Play
- Same day and on-demand trips only
- City Limits Service Area
TEXAS TECH ROUTES SERVICES

CAMPUS ROUTES

• Off-Campus/Apartment Routes
  • Six routes to student living communities
  • Route maps available at citibus.com

• On-Campus Routes
  • Red Raider Route | 7:30am-7:30pm Circles campus every 7 minutes
  • Double T Route | 7:30am-7:30pm Circles campus every 6 minutes

*Routes and times subject to change

**Masks required, no standing room, must maintain social distancing
FIXED ROUTE SERVICES

- Weekdays hourly service 5:45am-7:30pm
- Saturday hourly service 7:15am-7:15pm
- DoubleMap Bus Tracking
- FREE with Raider ID

*Routes and times subject to change
**Masks required, no standing room, must maintain social distancing
The DoubleMap app allows Citibus riders to track the exact location of a bus in real-time.

To help you save time, now you will know when buses will arrive.
ON-DEMAND SERVICE

Curb-to-Curb Ride Share Service
Available Monday-Friday 7am-11pm
Pay on the App $2.00 per ride
Download the On-Demand App to book your trip
QUESTIONS?
806.775.3640
Citibus.com
#CitibusLubbock
SCAM ALERT Information and Prevention
WHAT IS A SCAM

▪ It’s a trick
▪ They steal money and information
▪ People who scam – Scammer / Scam Artist
▪ Targeting F-1 students
## What Scammers Do

<table>
<thead>
<tr>
<th>Lie about identity</th>
<th>Fake Problem or Prize</th>
<th>Pressure You to Act</th>
<th>Demand Payment or personal information</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Fake name and phone number</td>
<td>• Say you owe the government money</td>
<td>• Tell you you can not hang up the phone or else...</td>
<td>• They will ask for a money transfer</td>
</tr>
<tr>
<td>• Fake Email</td>
<td>• There is a family emergency</td>
<td>• Threaten to arrest you, take away drivers license or deport you</td>
<td>• Ask you to buy gift cards as payment to them.</td>
</tr>
<tr>
<td></td>
<td>• You have a computer virus or call to verify account information</td>
<td>• Say you have won a prize</td>
<td>• Deposit a fake check and send money back</td>
</tr>
<tr>
<td></td>
<td>• Say you have won a prize</td>
<td></td>
<td>• Request your personal information. Never give our your social security or passport number on the phone!</td>
</tr>
</tbody>
</table>

The US government WILL NEVER do this over the phone! EVER!
<table>
<thead>
<tr>
<th>How to Avoid a Scam</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Block Calls</strong></td>
</tr>
<tr>
<td>• Unwanted calls</td>
</tr>
<tr>
<td>• Text messages</td>
</tr>
<tr>
<td>• Emails</td>
</tr>
<tr>
<td><strong>Do Not Give Personal Information/financial information</strong></td>
</tr>
<tr>
<td>• Social Security Number</td>
</tr>
<tr>
<td>• Bank Accounts</td>
</tr>
<tr>
<td>• Credit Card Number</td>
</tr>
<tr>
<td>• Do not click on suspicious links in emails or texts.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resist the pressure to act immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Give yourself time to make a decision</td>
</tr>
<tr>
<td>• Verify with a legitimate source (you can always call your Intl. Advisor or counselor to verify).</td>
</tr>
<tr>
<td>• You can always hang up on the caller. Don't be afraid to do so if you aren't sure if the call is legitimate.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scammers ask for money in certain ways</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Gift Cards</td>
</tr>
<tr>
<td>• Money Transfers</td>
</tr>
<tr>
<td>• Ask you to deposit a check to send money back.</td>
</tr>
</tbody>
</table>
If you get scammed...

- Report it to the police

**If you paid a scammer...**
- Cancel/reverse the transaction immediately
- Contact the bank to cancel credit cards and/or debit cards

**If you gave a Scammer Personal Information**
- Go to ohttps://identitytheft.gov/
- Monitor your bank account
- Change passwords

- If a Scammer has Access to your Computer or Phone
  - Update security software
  - Run a scan on your phone and/or computer
  - Delete anything it identifies as a problem or risk.
  - Change your passwords

- Report to Internet Crime Complaint Center
  - ohttps://www.ic3.gov/

- Report a Scam to the Federal Trade Commission (FTC) ohttps://reportfraud.ftc.gov/#!/
INFORMATION

https://www.depts.ttu.edu/international/isss/f1/intlstdscams.php

https://reportfraud.ftc.gov/#/

https://www.fbi.gov/scams-and-safety

https://www.ttu.edu/cybersecurity/ttu/