

# RED RAIDER FAMILY GUIDE



2024-2025



TEXAS TECH UNIVERSITY  
Parent & Family Relations



# TABLE OF CONTENTS

4	A Message from Parent and Family Relations	26	Academic Information
6	Meet Our Team	29	Health and Wellbeing
9	Parent and Family Relations	31	Student Experience
11	Programs and Services Provided by Parent & Family Relations	35	Support Services
15	The Texas Tech Parents Association	39	Safety Programs
18	Important Websites	40	In Case of Emergency
19	Addresses, Mail, and Packages	41	Important Lubbock Phone Numbers
21	My Student Signed a FERPA Waiver, Now What?	42	Transportation and Parking
23	Academic Resources at Texas Tech	45	Paying for College
		46	Things to Do When Visiting Texas Tech and Lubbock

*Dates and policies subject to change*



# A MESSAGE FROM PARENT AND FAMILY RELATIONS

At Texas Tech, we recognize that the parents and family members of our students are crucial members of their success teams. You have guided and supported your child from the very beginning of their lives, and that support, while it may look different as they transition to college, is just as important as ever.

With that in mind, we have prepared the Red Raider Family Guide to help you become familiar with all the facets of your student's new support network at Texas Tech. We've included information about academic tutoring, life coaching, health and wellbeing resources, talking points to help your student along the way, and other key information you'll need throughout your student's transition to Texas Tech.

Speaking of that transition, we know that the transition to college is not just about change for the students, but for their families and supporters as well. We are here to help, so know that we are only a call or an email away.

We hope you find the Red Raider Family Guide helpful. Let us know how we can assist you!

Sincerely,  
Parent & Family Relations Staff





# MEET OUR TEAM



**CHRISTINE SELF**

**TITLE:**  
Director, Family Outreach and Engagement

**FROM:**  
Lubbock, TX

**Years at TTU:** 22

**Why do you love being a Red Raider?**

I love being a Red Raider because we are part of a vibrant, fun, and supportive community. As a second-generation Red Raider, I've been a part of this community for a long time, and one thing never changes – we care about each other. We are glad you are now part of our Red Raider Family!



**CONNIE WATSON**

**TITLE:**  
Program Director

**FROM:**  
Henderson, TX

**Years at TTU:** 18

**What do you think makes Texas Tech great?**

Opportunity! For students, staff and faculty, the opportunity to grow and thrive as students and professionals. Great place to be!



**MORGAN CHAVEZ-BRANNON**

**TITLE:**  
Assistant Director

**FROM:**  
Albuquerque, NM

**Years at TTU:** 10

**What is your favorite memory at Texas Tech?**

My favorite memory is from my first Family Weekend after I transferred to Texas Tech. My family came for the weekend; we explored the campus and Lubbock together and screamed our hearts out at the game. At the end of the weekend, my brother decided he was going to transfer here as well – and he joined me on campus the following year!



**BRYANNA VALDIVIA**

**TITLE:**  
Event Coordinator

**FROM:**  
El Paso, TX

**Years at TTU:** 4

**What is your favorite memory at Texas Tech?**

My favorite memory at Texas Tech is the Carol of the Lights Ceremony. Christmas is my favorite time of year, cold weather and hot chocolate along with the community gathering for this long-time tradition is so special to me. It has become a tradition for me to attend with my family and friends! I recommend it to anyone who might be interested in visiting during this time, it will make your visit extra special!











# PARENT AND FAMILY RELATIONS

Parent and Family Relations is dedicated to student success by engaging parents and family members as active partners in supporting students at Texas Tech University. It is our goal to provide information and resources that will help you stay informed about opportunities, services, and programs at Texas Tech, learn more about how to support your student, and connect with other Texas Tech parents and families.

Parent and Family Relations enables parents and family members to stay informed, ask questions, maintain a close connection to their students' community, and become positively involved.

We encourage all parents and family members with questions or concerns to call and let us help.



806.742.3630

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

[parent@ttu.edu](mailto:parent@ttu.edu)

CONNECT WITH US:



@TTUPFR





# PROGRAMS AND SERVICES PROVIDED BY PARENT & FAMILY RELATIONS

**Red Raider Family Newsletter:** Free monthly newsletter that contains information to keep parents and family members informed of upcoming campus due dates, opportunities for students, and campus events. Register through the Red Raider Family Network. Learn more at [www.parent.ttu.edu](http://www.parent.ttu.edu).

**Red Raider Family Network:** This network will allow you to receive your monthly Red Raider Family Newsletter as well as additional customized information updates based on your interests. You may also request electronic FERPA authorization from your student. Set up your account at [ttu.campusesp.com](http://ttu.campusesp.com).

**Webinar Series:** Timely webinars to help you learn how to support your Red Raider's success.

**Family Programs:** Parent and Family Relations encourages families to visit their students throughout their time at Texas Tech. Some of the events we promote and host include: Family Weekend in the fall, Sibling Saturday in the spring, and Family Days throughout the year.

**Holiday Bus Trips:** Parent and Family Relations works with third-party providers to arrange bus trips home for Thanksgiving and Spring Break. Destinations include Dallas/Fort Worth, Houston, San Antonio, Austin, and El Paso\* (\*Thanksgiving Only). [www.depts.ttu.edu/parentrelations/bustrips.php](http://www.depts.ttu.edu/parentrelations/bustrips.php)



## August

- Talk to your student about managing health as they are preparing to move away to college. Make sure they know their medical history as they will need to make their own appointments through Student Health Services.
- Talk about your expectations of your student as they begin college life. How often will you communicate? Your student may dive into college and you may not hear from them as often as

you'd like. Set a time to visit through phone or online that works best for you.

- Encourage your student to take part in Raider Welcome activities to get them acclimated to campus, meeting other students, and learning about resources (free food and T-shirts are a nice bonus!)

## September

- Check in with your student about how they're doing in their classes. Encourage them to talk to their instructors (their office hours should be on course

syllabi) or use The Learning Center or other tutoring options if there are any challenges. Asking for help is smart! Talk to your student about the importance of attending class! Make going to class every day a habit.

- Talk to your student about getting involved on campus. There are over 600 registered student organizations your student can join. They can find out more from the Student Involvement Office on campus and by reading their TechAnnounce emails (another reminder for your student to check their Texas Tech email!).
- Don't put too much pressure on your student about making friends — for some students, this takes time. Many students have life-long friendships from home, and the brief connections they have made so far just aren't the same. Encourage them to keep at it.
- Is your student getting homesick? This is normal. If you can, visit them during Family Weekend (September 27 – 29) or send them a care package or letter from home. Plan a family video call through FaceTime or Zoom.
- Advance registration for spring and summer courses happens in November, so talk to your student about making an advising appointment to make sure they're prepared.

### October

- This is mid-term time. Mid-term refers to the halfway point of the academic semester when students face assessments such as exams or projects that evaluate their understanding of course material. **Support** your student by offering encouragement, providing a listening ear, and helping students evaluate their resource options as they make adjustments to meet their goals for academic success.

- Midterm grades will be available for first-semester students by October 24, 2024. If your student did well, congratulate them and encourage them to finish strong. If they didn't do as well as they'd hoped, remind them that they have a support network made up of great people at The Learning Center, Supplemental Instruction, and other tutoring programs on campus to help.
- Don't put too much pressure on your student to achieve a 4.0 – college is harder than high school! Instead, talk to them about their classes, what's working and what isn't, and encourage them to spend some time thinking about ways they can improve as they finish the semester. For some students, scheduling and mapping out a plan will help. University Coaching can help your student with this and goal setting.

### November

- It's time to start talking about Thanksgiving and the Winter Break. Your student will be coming back home after experiencing time away. They may have very different eating/sleeping/socializing schedules than they had before. Talk about expectations and "house rules" while acknowledging your student's new independence and growth. Think "communication" instead of "curfews."
- Enjoy family time during Thanksgiving! Final exams will occur soon after the holiday. Talk to your student about preparation for finals. Ask them what their plan is, not only for studying, but for ensuring they are getting enough sleep and are eating well heading into final exams.

### December

- The winter break is a time when new college students need to relax and reflect. Celebrate your student's successes during their first semester





and encourage them to learn from the challenges they may have experienced. If your student did not do as well as hoped, know that the Learning Center, Supplemental Instruction, and other support resources are standing by to help your student get back on track.

### January

- Talk to your student about getting back in the swing of things for the spring semester. Ask them what classes they are most looking forward to and if there are additional involvement opportunities they want to take on, like joining a student organization, taking on a leadership role in one they're already involved in, or getting a job on campus.
- The new semester will bring new classes, new instructors, and new challenges. Students who succeeded during their first semester may feel like they know it all and may run into new challenges, while students who struggled during their first semester may be anxious. Listen to your student and offer support.

### February

- Spring break is approaching! Talk to your student about what their plans are and how they can be safe during spring break. Some topics to discuss include driving safety (taking turns driving, not driving drowsy, sharing their ETA with others), alcohol safety (spring break is often a time students feel pressure to consume alcohol), and general travel safety if they're flying somewhere or even visiting another country.
- Students unable to travel somewhere exciting may feel left out. If you can, plan some family fun at home.

### March

- Advance course registration for fall will happen in April, so March is a great time for your student to schedule their advising appointments to prepare.

Encourage your student check in with their advisor before leaving for Spring break.

- Talk to your student about their upcoming summer plans. Are they coming home, or staying in Lubbock? Are they registered for summer classes either online or in person? Summer is a great time to complete an internship or job shadowing opportunity, or even get a job for the summer. Students can visit University Career Services for information on those opportunities.

### April

- April is a challenging month, as the fun of spring break is over, and students are rapidly approaching final exams. Talk to your student about managing stress and staying healthy during this time. This is a good time to revisit the conversation about mapping out a plan for the rest of their semester and staying organized.

### May

- After final exams are over, your Red Raider may be returning home for the summer, either completing courses online or working, or just taking time off. Enjoy that time together. You may notice more changes and growth in your student since they were at home last winter. This is a good time to revisit conversations about expectations and "house rules" while they're at home, all the while recognizing your student's growing independence.

### Summer

- Your student may be experiencing "FOMO"(fear of missing out) while they're at home. They may miss time with new friends and the student organizations they have become involved in. They may see social media posts of friends who are hanging out together or taking fun trips over the summer. Lend a sympathetic ear and know that your student will be reengaging with friends when they return in the fall.





## THE TEXAS TECH PARENTS ASSOCIATION (TECH PARENTS)

Since 1956, the Texas Tech Parents Association (Tech Parents) has been dedicated to serving parents and families of all Texas Tech students. The mission of Tech Parents is to strengthen the relationship between Texas Tech University and parents, enhance the parent and student experience, and to foster the academic and personal growth of students. An incorporated non-profit organization, Tech Parents is financed by contributions and memberships. Participating in a local chapter of Tech Parents is a great way to connect with Texas Tech parents and families in your community. TTPA fees provide services, information, a monthly newsletter, social media accounts, and connection to Red Raider Families. The Association also raises money for local and national scholarships.

Contact Us:

[parents@texastechparents.org](mailto:parents@texastechparents.org)

[www.texastechparents.org](http://www.texastechparents.org)

[www.facebook.com/TechParents](https://www.facebook.com/TechParents)

## PROGRAMS AND SERVICES PROVIDED BY TECH PARENTS:

**Road Raiders Safe Travel Parent Network:** A list of Tech Parents members from across the state and nation who can assist Texas Tech students and family while traveling. Members can view a list of Road Raider volunteers at [www.texastechparents.org](http://www.texastechparents.org).

**Family Weekend:** Family Weekend is a great time to visit campus and enjoy a festive weekend of events for all Red Raider families. Family Weekend 2024 will be September 27 – 29. Ticket sales and details will be posted at [www.texastechparents.org](http://www.texastechparents.org). Look for special member pricing on events and negotiated discount rates with Lubbock hotels. (Hotels sell out early, so make your reservations soon.)

**Parent Ambassadors:** The Parent Ambassador program offers support at events sponsored by Tech Parents or the University and sustains ties to the university while offering support to parents of prospective students.

**Connect to a Community:** Join other Red Raider Families virtually and at local events including Send Offs, New Family Receptions, Matador Matinees, Yahoo/Boohoos, Wrap It Ups, Game Watching Parties, and more!







## IMPORTANT WEB SITES



**Home Pages:** [www.texastech.edu](http://www.texastech.edu), [www.ttu.edu](http://www.ttu.edu)

**Academic Calendar:** [www.depts.ttu.edu/officialpublications/calendar/](http://www.depts.ttu.edu/officialpublications/calendar/)

**Parent and Family Relations:** [www.parent.ttu.edu](http://www.parent.ttu.edu)

**University Student Housing:** [www.housing.ttu.edu](http://www.housing.ttu.edu)

**Hospitality Services:** [www.hospitality.ttu.edu](http://www.hospitality.ttu.edu)

**Financial Aid:** [www.financialaid.ttu.edu](http://www.financialaid.ttu.edu)

**IT Division:** [www.itts.ttu.edu](http://www.itts.ttu.edu), [www.helpdesk.ttu.edu](http://www.helpdesk.ttu.edu)

**Student Information System:** MyTech – [www.raiderlink.ttu.edu](http://www.raiderlink.ttu.edu)

**Student Business Services:** [www.sbs.ttu.edu](http://www.sbs.ttu.edu)

**Campus Map:** [www.ttu.edu/campusmap](http://www.ttu.edu/campusmap)

**Daily Toreador:** [www.dailytoreador.com](http://www.dailytoreador.com)

**Athletics:** [www.texastech.com](http://www.texastech.com)

**Commencement:** [www.commencement.ttu.edu](http://www.commencement.ttu.edu)

## ADDRESSES, MAIL, AND PACKAGES

Mail is delivered directly to each residence hall or complex and posted in their mailboxes. The box number corresponds with the room or apartment number in each hall or complex. For a complete list of physical Residence Hall addresses, information about mailing and package pickup, and to use the Mailing Address Generator, please visit [www.depts.ttu.edu/housing/halls/mail.php](http://www.depts.ttu.edu/housing/halls/mail.php)

### **Sample U.S.P.S. Address**

Raider Red  
302 Bledsoe - TTU  
Lubbock, TX 79406-0016

### **Sample UPS/FedEx Address**

Raider Red  
302 Bledsoe - TTU 2508 Broadway  
Lubbock, TX 79406





## *Texas Tech fun fact*

### **WILL ROGERS AND SOAPSUDS**

The Will Rogers Statue is draped with red crepe paper for home football games.

The statue of Rogers and Soapsuds is one of four in the United States.



## My Student Signed a FERPA Waiver, Now What?

### What is FERPA?

Federal law that pertains to the release of, and access to, educational records FERPA applies to personally identifiable information in educational records Texas Tech University posts midterm grades for first-year students only and final grades for all students on RaiderLink ([www.raiderlink.ttu.edu](http://www.raiderlink.ttu.edu)). **Printed grade reports are not mailed.**

### What is a FERPA Waiver?

- If a student wishes to give someone (such as a parent or spouse) permission to access information within their educational records, the student must complete the online FERPA form.
- The FERPA authorization only grants access to information. The FERPA authorization does not grant the right to act on the student's behalf.
  - You may submit a request through the Red Raider Family Network and your student will decide which records to share. Set up your account at [ttu.campusesp.com](http://ttu.campusesp.com).
  - Upon approval through the Red Raider Family Network, the FERPA authorization will remain valid until rescinded by the student.



## ACADEMIC RESOURCES AT TEXAS TECH

### College Connect

College Connect partners with K-8 schools in providing access and preparation towards higher education which affirms that the pursuit of higher education is possible for all learners. Programs include:

- Interactive Campus Tours
- Engaging Summer Programming
- Partnerships and Outreach with local K-8 schools

**[www.depts.ttu.edu/collegeconnect](http://www.depts.ttu.edu/collegeconnect) | [@TTUCollegeConnect](https://twitter.com/TTUCollegeConnect)**

### College Readiness: Texas Success Initiative

The Texas Success Initiative (TSI) program at Texas Tech supports students who have not demonstrated College Readiness in reading, writing, and/or mathematics. Students will receive a customized plan, which includes developmental coursework in critical math and English areas to ensure students' success in selected academic majors and beyond. The TSI classes directly support the instruction that occurs in the college math/English class. These classes provide in-time help and feedback to students about concepts they are learning in the core academic class.

**[www.tsi.ttu.edu](http://www.tsi.ttu.edu) | 806.742.3242 | [tsi@ttu.edu](mailto:tsi@ttu.edu)**

### Information Technology (IT)

The IT Division provides a variety of computing resources for TTU, including IT services for students, software site licenses, and more. (See link below for a complete list.) Additionally, the TTU Office of the CIO provides other educational resources to raise cybersecurity awareness for the campus as part of the Cybersecurity Awareness Program. For more information about IT at TTU, please visit:



**TTU IT Division Website:** [www.it.ttu.edu](http://www.it.ttu.edu)

**IT Services for Students:** [www.it4students.ttu.edu](http://www.it4students.ttu.edu)

**Cybersecurity Awareness Program:** [www.cybersecurity.ttu.edu](http://www.cybersecurity.ttu.edu)

**IT Security Policies:** [www.infotech.ttu.edu/security](http://www.infotech.ttu.edu/security)

**IT Services:** [www.depts.ttu.edu/infotech/itlinks.php](http://www.depts.ttu.edu/infotech/itlinks.php)

**Software Downloads:** [www.eraider.ttu.edu](http://www.eraider.ttu.edu)

**24x7 Online IT Help Resource askIT:** [www.askIT.ttu.edu](http://www.askIT.ttu.edu)



## Study Abroad

Texas Tech University offers a comprehensive range of academic programs located in more than 50 countries including the TTU Center in Sevilla, Spain, and TTU Costa Rica. Qualified students may study abroad for varying lengths of time - from a brief summer session to a full academic year. Their international programs include internships, service-learning experiences, research opportunities, foreign language courses, and courses taught in English that fulfill degree requirements.

**[www.studyabroad.ttu.edu](http://www.studyabroad.ttu.edu)**

## The Learning Center and Supplemental Instruction

### *Learning Center*

The Learning Center offers FREE services to all currently enrolled undergraduate students with the resources needed to obtain academic independence and success.

- Drop-in peer tutoring in subjects such as Math, Physics, Chemistry, Biology, Accounting, and Engineering. Online tutoring is available for some courses.
- Hours of Operation: Monday-Thursday: 8am-8pm, Friday: 8am-5pm, Saturday-Sunday: 12pm-6pm (Weekend Hours only available in Fall/Spring semesters)
- Also available for self-study or computer use.

**[www.depts.ttu.edu/soar/LC/Index.php](http://www.depts.ttu.edu/soar/LC/Index.php) | 806.742.3664 | Drane Hall 164**

### *Supplemental Instruction*

Supplemental Instruction offers FREE, peer-led review sessions for historically difficult courses. SI Leaders, are peer students who have demonstrated academic mastery in the course, prepare weekly review sessions by attending lecture, taking notes, and meeting with the course instructor.

- Sessions offer guaranteed study time and additional support outside of the classroom.
- Research indicates that 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.
- Weekly sessions (1.5 hours in length) offered throughout campus (usually afternoons and early evenings).

**[www.depts.ttu.edu/soar/si/](http://www.depts.ttu.edu/soar/si/) | 806.742.3664 | Drane Hall 135**

## Undergraduate Writing Center

The Undergraduate Writing Center helps students from all majors develop their writing skills in a supportive environment. In one-to-one consultations, consultants read and respond to any writing project at any stage of the process. They collaborate with writers to address global issues involving focus, organization, and development, as well as sentence-level issues. The UWC also offers YouTube videos and handouts.

**[www.uwc.ttu.edu](http://www.uwc.ttu.edu) | 806.742.2476, ext. 2 | Weeks Hall – 3rd Floor**

### University Advising - EXPLORE

University Advising - EXPLORE helps students explore majors and validate choices based on active and informed decision-making strategies. The professional advisors engage students in creating academic plans that align with their academic, social, and professional goals. Services include: major exploration, campus resources, and semester planning.

**[www.advising.ttu.edu](http://www.advising.ttu.edu)**

### University Advising - Pre-Professional Health Careers

They're here to connect you with the opportunities and resources you need to successfully explore, prepare for, and enter a career in the health profession. From recruitment to commencement and beyond, PPHC is your healthcare career partner every step of the way.

**[www.advising.ttu.edu](http://www.advising.ttu.edu)**

### University Libraries

The University Libraries includes the University Library, the Southwest Collection/ Special Collections Library, the Peters Family Legacy Library in the Student Enrichment Center, and the Architecture Library. The University Library is open 24/5 during each semester, 24/7 during finals. Personal Librarians are dedicated to each major and can assist patrons via email, chat, phone, and one-on-one.

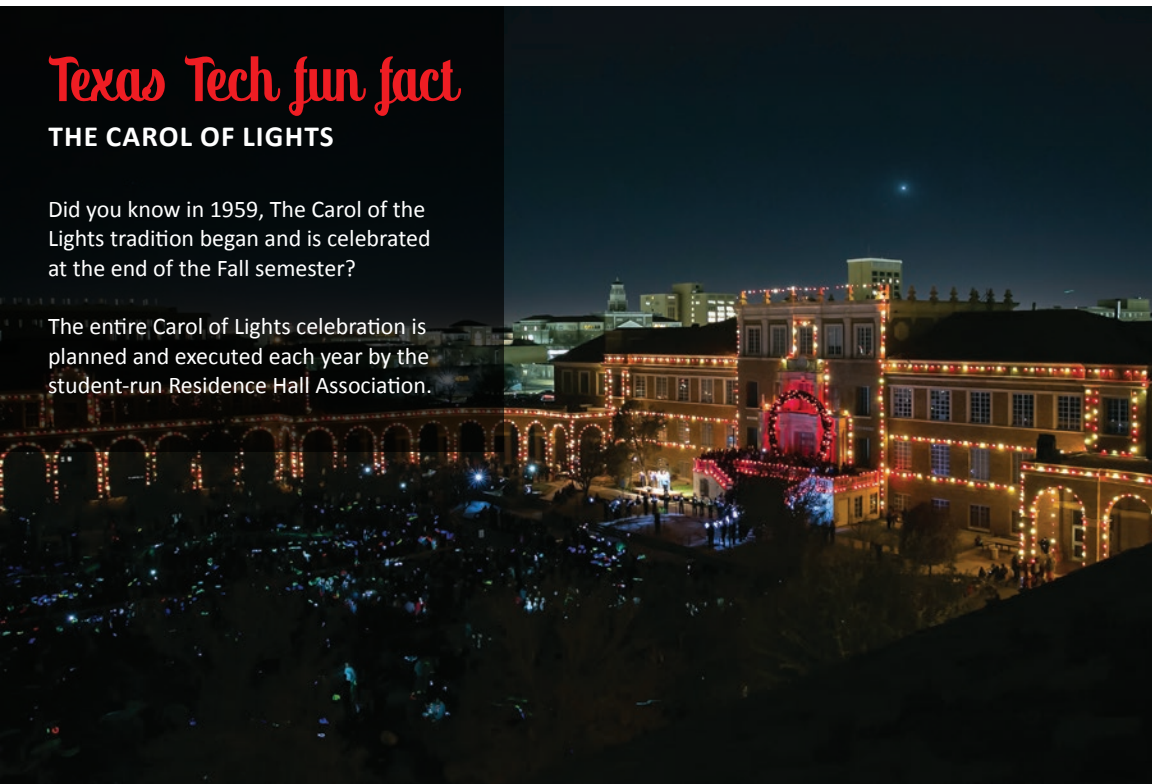
**[www.library.ttu.edu](http://www.library.ttu.edu)**

## Texas Tech fun fact

### THE CAROL OF LIGHTS

Did you know in 1959, The Carol of the Lights tradition began and is celebrated at the end of the Fall semester?

The entire Carol of Lights celebration is planned and executed each year by the student-run Residence Hall Association.



## ACADEMIC INFORMATION

\*Please consult the [Undergraduate Catalog](#) for the most up-to-date, accurate information about items in this section.

**Academic Integrity:** Texas Tech is strongly committed to upholding standards of academic integrity. Disciplinary sanctions can range from a reprimand to suspension dependent upon the academic misconduct that occurs. Visit the Office of Student Conduct for additional information: [www.depts.ttu.edu/studentconduct/](http://www.depts.ttu.edu/studentconduct/).

**Classification:** First-year 0-29 hours completed: sophomore 30-59 hours completed: junior 60-89 hours completed: senior 90-completion of degree requirements.

**Dropping a Class:** The dates that a class may be dropped after initial registration are available online at MyTech, at official publications, and in the academic calendar. Students are limited by State law to six drops in their undergraduate career (across all institutions attended). See the Undergraduate Catalog for additional information.

**Grade Reports:** Final and midterm grades are not mailed to anyone. All final and midterm grades may be seen on Raiderlink ([www.raiderlink.ttu.edu](http://www.raiderlink.ttu.edu)) and accessed by the student with their eRaider/password.





**Withdrawal:** Withdrawing is a student-initiated process that results in ALL courses being dropped for a specific term. Students can choose to withdraw for various reasons and will remain fully admitted to the University. Once a withdrawal form is submitted it will process in 72 hours and bears no impact on their GPA. Students may submit a withdrawal form online or in person with the Registrar's Office in West Hall Room 103.

**[www.depts.ttu.edu/registrar/withdrawal\\_information.php](http://www.depts.ttu.edu/registrar/withdrawal_information.php)**

**Attendance:** Student is present in class, either in person or online. Some professors take attendance daily, some randomly, and others will not take attendance at all. Attendance may or may not count toward a student's final grade; specification will be in the course syllabus.

**Syllabus:** Document describing the objectives, outcomes, assessment activities, and structure of a course that is made available to students during the first week of classes.

**Office Hours:** Hours set aside by professors to meet individually with students. Professors include office hours on each course syllabus and may post them on their office door.





## HEALTH AND WELLBEING

### Office for Student Civil Rights and Sexual Misconduct

The office is a safe place to report instances of sexual assault, harassment, stalking, intimate partner/relationship violence, and any other form of sexual and/or gender-based misconduct. Staff are specifically trained to assist students with remedies, resources, and support options, as well as providing students the opportunity for investigation, adjudication, and resolution of reported misconduct. Additionally, the office provides supportive measures to students who are navigating pregnancy and/or parenting.

**[www.titleix.ttu.edu](http://www.titleix.ttu.edu) | 806.742.7233**

### Raider Relief – Advocacy and Resource Center (RR-ARC)

The Raider Relief – Advocacy and Resource Center is here 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, transportation, childcare, financial education and support, academic supply support, and basic living supplies.

**[www.depts.ttu.edu/raiderrelief/index.php](http://www.depts.ttu.edu/raiderrelief/index.php) | 806-742-3681**

Instagram: @Raider Relief Advocacy and Resource Center

Facebook: @Raider Relief Advocacy and Resource Center

### Risk Intervention & Safety Education (RISE)

As the sole prevention education office at Texas Tech, RISE takes a proactive approach to empower students with the necessary tools and knowledge to navigate any challenge they may face during their time at university. RISE provides comprehensive education, personalized coaching, and ongoing support on an array of topics, including but not limited to fostering wellness and resilience, managing substance use, and cultivating healthy relationships. RISE manages the mandatory Voices for Change online course that ensures all first-year and transfer students are equipped to navigate common college challenges effectively.

**[www.rise.ttu.edu](http://www.rise.ttu.edu) | 806.742.2110 | Drane 247**

### Student Counseling Center

Offers a variety of short-term mental health services to help students succeed in both their personal and academic efforts.

**[counseling.ttu.edu](http://counseling.ttu.edu) | 806.742.3674**

### Student Health Services (SHS)

Student Health Services is proud to serve as Texas Tech University's on-campus primary care clinic. The clinic is staffed with physicians, nurse practitioners, physician assistants, clinical psychologists, and counselors.

**[depts.ttu.edu/studenthealth](http://depts.ttu.edu/studenthealth) | 806.743.2848**





## STUDENT EXPERIENCE

### Center for Transformative Undergraduate Experiences (TrUE)

TrUE connects Texas Tech students with opportunities to learn, grow, and serve outside the usual classroom setting. Programs like TrUE Scholars and Raider Service Breaks let students build the networks and skills needed to set themselves apart for future opportunities like graduate or professional school.

**[www.true.ttu.edu](http://www.true.ttu.edu) | [true@ttu.edu](mailto:true@ttu.edu) | 806.742.1095**

### Fraternity & Sorority Life

As part of the Texas Tech University community, students can join more than 50 fraternities and sororities made up by four different governing councils. All councils and organizations work to create a community and connection through leadership, civic engagement and positive brotherhood and sisterhood. For a complete list of fraternities and sororities please visit their website.

**[www.fsl.ttu.edu](http://www.fsl.ttu.edu) | 806.742.2403 | SUB 024 | @ttu\_fsl**

### Spirit Program – Masked Rider and Raider Red

#### *Masked Rider Candidate Tryout Qualifications*

- Must be enrolled as a Texas Tech student for the Spring of the year you're trying out and have a cumulative total of at least 45 credit hours. (A minimum of 12 hours must have been completed in residence at Texas Tech. CLEP and AP hours may go towards the overall total but will not be counted for residency hours.)
- Undergraduate students must be enrolled in a minimum of 12 semester hours; graduate students must be enrolled in a minimum of 9 semester hours.
- Must have a minimum cumulative grade point average of 2.75 at Texas Tech (GPAs are not rounded up and adjusted cumulative GPA is not used).
- Must have considerable equestrian experience.
- Graduation may not occur before May of the year of your service.
- Must plan on being in Lubbock all summer following selection.
- Must be willing to accept all responsibilities of the position, which include year-round public relations activities.
- Must be insurable to drive the Masked Rider truck.
- Must pass a criminal background check.

**[www.depts.ttu.edu/centerforcampuslife/spiritsquads/maskedrider.php](http://www.depts.ttu.edu/centerforcampuslife/spiritsquads/maskedrider.php)**

### **Raider Red**

• Raider Red is the costumed, public relations mascot who represents Texas Tech at athletic events and appearances. He attends football games, men's and women's basketball games, women's volleyball, as well as baseball. You can also find Raider Red making appearances at women's tennis matches, softball games, and around the Lubbock community. Raider Red typically attends approximately 500 events every year.

• The Texas Tech Spirit Program oversees the Raider Red Program. The student's identity who serves as Raider Red is kept secret from the Tech community and public. Students serving as Raider Red must be a part of either the Saddle Tramp or the High Rider organizations to be eligible to tryout. Tryouts are held each spring.

***[www.depts.ttu.edu/centerforcampuslife/spiritsquads/raider\\_red.php](http://www.depts.ttu.edu/centerforcampuslife/spiritsquads/raider_red.php)***

### **The Student Activities Board (SAB)**

The Texas Tech Student Activities Board, known as SAB, is sponsored under Student Union and Activities. SAB is committed to bringing FREE events to all TTU students to promote campus engagement and Lubbock community involvement. Events are planned through the Fall, Spring, and Summer semesters. Look for our staple activities such as Homecoming Week, Arbor Day, Late Night Movies, RaiderGate: A student Tailgate Tradition and much more! All free with TTU ID.

***Follow us @TexasTechSAB or [www.sab.ttu.edu](http://www.sab.ttu.edu) | Wreck 'em!***

### **Student Engagement**

Student Engagement provides individualized support, engagement programs, and social and digital media content that connects students to campus resources that will assist them both in and out of the classroom.

#### ***Individualized Support:***

- Student Success Specialists
- Peer Mentoring

#### ***Engagement Programs:***

- Raider Welcome
- Hub City Fest
- Raider Roundup
- Tech Leadership Institute
- Transfer Connection
- Texas Techspo
- Majors & Minors Fair

#### ***Social & Digital Media:***

- Instagram - @TTUengagement
- Facebook – TTU Student Engagement
- YouTube – Student Engagement at Texas Tech

***[www.studentengagement.ttu.edu](http://www.studentengagement.ttu.edu) | @ttuengagement***

### **Student Government Association**





The Student Government Association encourages student involvement and provides opportunities to develop a lifetime relationship with Texas Tech University for each student.

**[www.sga.ttu.edu](http://www.sga.ttu.edu) | 806.742.3631**

### Student Involvement

As part of the Texas Tech University community, students can join more than 600 registered student organizations. Student organizations are classified into multiple categories to make it easier to find what you are interested in. For a complete list of student organizations or information on how to start your own organization, please visit their website and login to TechConnect to personalize your involvement experience or download the mobile app, TechConnect+, in the app store.

**[www.studentinvolvement.ttu.edu](http://www.studentinvolvement.ttu.edu) | 806.742.5433 | SUB 203 | @getinvolvedttu**

### University Recreation

At Texas Tech University, University Recreation (UREC) is the primary destination for the Red Raider campus community to engage in fitness, leadership, leisure, recreation, social, and wellness-orientated programs and services. Combining state of the art indoor and outdoor recreation facilities with the very best in specialized activities and events, UREC has something for each student! Additionally, UREC employs over 400 students each year and has been recognized and voted a top location on campus to work! To learn more about specific programs and services provided please utilize their department website and social media platforms.

**[www.urec.ttu.edu](http://www.urec.ttu.edu) | 806.742.3351 | Social media @TTURecSports**

## Texas Tech fun fact

**RUN, by Simon Donovan and Ben Olmstead**

This piece was specifically designed with “motion lines” to create the illusion of a woman athlete running as you pass by.



## SUPPORT SERVICES

### Academic Testing Services

Provides testing options that assist students at all levels of their academic progression. Programs include: Credit By Exam (CLEP), Distance exam proctoring, GRE, Praxis, TEAS exams for nursing admissions, TSI Assessment, classroom make-up exams and testing accommodations for eligible students with disabilities. Please visit our website for additional program information.

**214 West Hall | [www.depts.ttu.edu/testing](http://www.depts.ttu.edu/testing) | 806.742.3671**

### Campus Dining

Hospitality Services features a variety of dining locations at Texas Tech University, making it easy for Red Raiders to pop in for breakfast, lunch, or dinner, pick up a Grab-N-Go item or just grab an energizing snack. Dining Plans make it easy for Red Raiders to dine at an all-you-care-to-eat venue, express kiosks, food courts, mini-markets, national brands, and retail outlets across campus.

**[hospitality.ttu.edu](http://hospitality.ttu.edu) | 806.742.1360 | @EatAtTexasTech**

### Office of Student Conduct

Responsibly maintains an educational environment conducive to learning through the administration of the Code of Student Conduct. Allegations addressed include academic and general behavioral violations. The Code of Student Conduct can be found at [www.depts.ttu.edu/dos/handbook](http://www.depts.ttu.edu/dos/handbook).

**[www.studentconduct.ttu.edu](http://www.studentconduct.ttu.edu) | 806.742.1714**

### Orientation Services

Orientation Services assists students as they move from being admitted to enrolling in classes and beginning their career at Texas Tech. Programs include:

- Admitted Student Tasklist
- Red Raider Orientation
- Red Raider Camp

**[www.orientation.ttu.edu](http://www.orientation.ttu.edu) | @TTUOrientation**

### Raider Depot Campus Store

Raider Depot Campus Store is located inside the Student Union Building. Raider Depot offers new and used textbooks, textbooks rentals, digital textbooks, and price matching. Raider Depot carries a wide selection of Texas Tech apparel, gifts, and spirit items. Raider Depot is also an Authorized Apple Campus Store offering Apple hardware at education pricing.



## Raider Success HUB

Raider Success Hub (RSH) is key to your student's success at Texas Tech University! This dynamic online platform will guide your student's educational journey by removing limits to when, where, and how they can connect with their success team, including academic advisors, success specialists, financial aid counselors, and career advisors.

Through RSH, students receive personalized guidance and access to essential resources. Students can:

- Schedule one-on-one appointments
- Receive instant responses to questions through live chat
- View academic status, alerts, grades, deadlines and class schedules
- Review notes from previous appointments and complete tasks related to success plans
- Explore majors, minors and career opportunities
- Opt-in to SMS notifications for important academic reminders

**[www.success.ttu.edu](http://www.success.ttu.edu)**

## Student Disability Services

Provides a variety of accommodations and services for individuals with all disabilities.

**[www.studentdisability.ttu.edu](http://www.studentdisability.ttu.edu) | 806.742.2405**

### • TECHniques Center

- Provides supplemental academic support services for students with LD, ADHD, and ASD, fee-for-service.

**<http://www.depts.ttu.edu/techniques/> | 806.742.1822**

## Student Legal Services (SLS)

Provides various legal services to currently enrolled students. Common services for first-year students include lease reviews and mini estate planning packets. Please call for an appointment.

**<https://www.depts.ttu.edu/sls/> | 806.742.3289**

## Texas Tech fun fact

### GUNS UP!

"Guns Up" is a widely recognized greeting from one Red Raider to another!



### University Career Center

Assists students and alumni with career development and education, including document critiques, career assessments and exploration, and job search strategies. Through the UCC, students and alumni have access to various online job boards and job search tools. They host multiple career fairs each semester and offer webinars related to career development. The Career Closet is open to current students in need of business professional clothing for job and internship interviews and other professional development opportunities.

**[www.careercenter.ttu.edu](http://www.careercenter.ttu.edu) | 806.742.2210**

### University Coaching and Student Achievement

University Coaching & Student Achievement provides services and programs that help students grow and develop as students and individuals towards their future goals. They host workshops, classes, events, and one-on-one life coaching sessions with professionally trained and certified coaches to meet students where they are so that we can support them in highly personalized and effective ways. Students can expect to meet with a team of passionate individuals that truly support and care about them throughout their entire time at TTU.

**[www.depts.ttu.edu/uca](http://www.depts.ttu.edu/uca) | 806.742.7774 | @ttucoaching**

**[University.Coaching@ttu.edu](mailto:University.Coaching@ttu.edu) | [PADR@ttu.edu](mailto:PADR@ttu.edu)**

### University ID/Raider Card Office

A student's ID card, commonly called RaiderCard, serves as photo identification on campus, allows access to countless services and buildings, and accommodates a student's dining plan. The first ID a student receives will incur a one-time charge of \$25 to their tuition. This charge covers the cost of ID production and use of the ID in conjunction with campus services and activities. Replacement IDs are \$20.

**[www.raidercard.ttu.edu](http://www.raidercard.ttu.edu)**

### University Student Housing

University Student Housing provides a supportive and engaging environment for students to immerse themselves in the college experience while surrounded by the conveniences of campus. With a wide variety of residence hall options, students can choose a living arrangement that best fits their needs and lifestyle. Their housing facilities offer a range of amenities, including limitless laundry, 24-hour front desk operations, learning communities, free tutoring, community events, and opportunities to get involved on campus. Their experienced staff is committed to providing students with a caring and engaging environment that encourages personal, social, and academic growth. University Student Housing is dedicated to ensuring that students have an unforgettable and enriching living experience, and is committed to empowering students through innovation, service, and civility. Contact them today to learn more about their housing options and services.

**[www.housing.ttu.edu](http://www.housing.ttu.edu) | 806.742.2661 | [housing@ttu.edu](mailto:housing@ttu.edu)**





## THE FOLLOWING SAFETY PROGRAMS ARE AVAILABLE TO TEXAS TECH UNIVERSITY STUDENTS, FACULTY, AND STAFF:

\*In the event of a campus emergency, please be sure to follow official channels of communication to receive the most accurate information.

Recommended Official Channels: TechAlert, [emergency.ttu.edu](https://emergency.ttu.edu), and the Lubbock & Texas Tech Police Departments.

**Blue Light** emergency phones are placed throughout the Texas Tech University campus. When an emergency telephone is picked up, the Texas Tech Police Department will answer and immediately know the location from which the call is being placed.

### [www.ttu.edu/emergency](https://www.ttu.edu/emergency)

Make sure your student enters and updates their information in Texas Tech's Emergency Notification Database at this website: [www.ttu.edu/emergencyalert](https://www.ttu.edu/emergencyalert). This secure database will only be used to deliver safety and emergency messages to student phone numbers and emails. Up to four numbers can be entered and one can be designated for TTY/TDD messaging for the hearing impaired. The system is tested twice a year during the fall and spring semesters.

**Crime Prevention Officers** with the Texas Tech Police Department provide programs on acquaintance rape, sexual assault, personal safety, alcohol/drug awareness, DWI, burglary/theft prevention, and harassment and suicide prevention/intervention. They are available to address any faculty, staff, or student's needs. For further information, call 806.742.3931.

**Raider Ride** is a shuttle service that runs seven days a week from 6 p.m. to last call at 2:45 a.m. Students request a ride through the TechRide app. Rides are free and cover the entirety of campus.

**9-911 or 911** emergency telephone service provides immediate access to emergency personnel. On campus dial 9-911 or off campus dial 911.

**The University Student Housing Guard** program maintains the safety and security within Texas Tech's residence halls. The guards serve students from 10:00 p.m. to 6:00 a.m. and have direct radio communication with the Texas Tech Police Department. For more information, call University Student Housing at 806.742.2661.

### **Clery Compliance**

View campus crime reports at statistics on the Texas Tech Clery Compliance page. [www.depts.ttu.edu/clery](https://www.depts.ttu.edu/clery)

## IN CASE OF EMERGENCY

How to be sure Texas Tech can reach you if an emergency arises regarding your student:

Check with your student to ensure the emergency contact information listed in the MyTech Student Information System is correct and complete. Your student may do so by logging in at [www.raiderlink.ttu.edu](http://www.raiderlink.ttu.edu) with their eRaider and password.

How to be sure you can reach your student if an emergency arises, and you need to make contact:

Parents and family members need to request the following from their students:

- If living in a residence hall, the hall office phone number
- Student's work phone number
- Student's class schedule each semester
- The phone number of a friend not living with the student
- The phone number of a neighbor or roommate

The Office of the Dean of Students (M - F, 8 a.m. – 5 p.m.) may also be contacted if you are unable to reach your student in an emergency. The Office of the Dean of Students will make an attempt to reach the student to relay the message.

**[www.depts.ttu.edu/dos](http://www.depts.ttu.edu/dos) | 806.742.2984**

If an emergency occurs after office hours, other phone numbers are:

Texas Tech Police Department: 806.742.3931

Lubbock Police Department: 806.775.2865

# IMPORTANT LUBBOCK PHONE NUMBERS



## EMERGENCIES 911

Police (non-emergency) | 806-775-2865

Fire Dept. (non-emergency) | 806-775-2632

Texas Dept. of Public Safety | 806-472-2800

Driver License Dept | 806-472-2800

Sheriff's Department | 806-775-1400

Red Cross | 806-765-8534

## HOSPITALS:

Covenant | 806-725-0000

Covenant Women's & Children's | 806-725-0000

Grace Clinic | 806-744-7223

University Medical Center | 806-775-8200

## UTILITIES:

City of Lubbock Utilities | 806-775-2509

Xcel Energy | 800-895-4999

South Plains Electric Coop. | 806-775-7732

Atmos Energy | 888-286-6700



## TRANSPORTATION AND PARKING

Transportation & Parking Services manages and maintains parking areas on the Texas Tech campus. All vehicles parking on the Texas Tech campus Monday through Friday from 7:30 a.m. to 5:30 p.m. must have a permit. Students manage their permits, registered vehicles, and citations through My Parking Account, available at [www.parking.ttu.edu](http://www.parking.ttu.edu).

***[parking@ttu.edu](mailto:parking@ttu.edu) | 806.742.PARK (7275) | @TTUParking***

**Student Parking:** Students living in a residence hall may purchase a parking permit for the lot assigned to their residence hall or in the Flint Avenue Parking Facility on a first come-first served basis. Permits may be purchased as soon as a housing assignment is confirmed. Students living off campus who plan to commute and park on campus must purchase a commuter parking permit. Purchase permits at [www.parking.ttu.edu](http://www.parking.ttu.edu).

**Visitor Parking:** Family members and guests visiting campus should stop by a campus entry station to obtain a visitor permit. Entry station attendants provide maps, directions, and any other needed information to visitors. If the entry station is not open, parking will be controlled by signage, and feel free to park in a visitor space. Visitor parking maps are available at [www.parking.ttu.edu](http://www.parking.ttu.edu).

**Disability Parking:** Students parking in an ADA space on campus need (1) a state-issued placard and (2) a TTU permit. Short-term assistance parking is also available for students with injuries that affect mobility. Additional information can be found at [www.depts.ttu.edu/parking/SharedPages/ADA.php](http://www.depts.ttu.edu/parking/SharedPages/ADA.php)

**Holiday Bus Trips:** Parent and Family Relations works with third-party providers to arrange bus trips home for Thanksgiving and Spring Break. Destinations include Dallas/Fort Worth, Houston, San Antonio, Austin, and El Paso\* (\*Thanksgiving Only). ***[www.depts.ttu.edu/parentrelations/bustrips.php](http://www.depts.ttu.edu/parentrelations/bustrips.php)***



**Bicycle Registration:** Free bicycle registration for students is offered through My Parking Account, available at [www.parking.ttu.edu](http://www.parking.ttu.edu).



**Bus System:** Buses run on scheduled routes from roughly 7:30 a.m. to 7 p.m. Monday through Friday. To see maps, visit [transportation.ttu.edu](http://transportation.ttu.edu).



**Raider Ride:** Raider Ride is a shuttle service that runs seven days a week from 6 p.m. to last call at 2:45 a.m. Students request a ride through the TechRide app. Rides are free and cover the entirety of campus.



**Motorist Assistance:** The Motorist Assistance Program (MAP) provides free assistance to anyone on campus 24 hours a day, seven days a week. MAP can air up a tire, give a gallon of gas, jump start a vehicle, or unlock vehicle doors. Call 806.742.MAPP (6277) if one of its four services is needed.



**Lime Scooters and E-Bikes:** Lime scooters and e-bikes are available throughout campus. Download the Lime app to discover the nearest available vehicle and view pricing.





# PAYING FOR COLLEGE

When it comes to paying for college, there are four areas at Texas Tech who can help.

Questions about:  FAFSA Scholarships Grants Student Loans Student employment	Contact:  Student Financial Aid and Scholarships 806.742.3681 finaid.advisor@ttu.edu  Find your advisor here: www.depts.ttu.edu/ financialaid/myadvisor www.financialaid.ttu.edu  Scholarships: www.scholarships.ttu.edu	Tips:  <ul style="list-style-type: none"><li>• Entering and current students who are US Citizens are encouraged to complete the Free Application for Federal Student Aid (FAFSA) <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> annually. Non-US citizens who are TX residents should complete the TASFA by January 15th each year.</li><li>• Students may always check their financial aid status at <a href="http://www.raiderlink.ttu.edu">www.raiderlink.ttu.edu</a>.</li><li>• Current students are invited to complete the TTU Competitive scholarship application every year from October 1st – February 1st.</li><li>• Student Employment opportunities are available beginning August 1st of each year at <a href="http://ttu.studentemployment.ngwebsolutions.com">ttu.studentemployment.ngwebsolutions.com</a></li></ul>
Paying the bill, tuition and fees, 1098T forms, third party sponsor agreements, exemptions and waivers	Student Business Services 806.742.3272 sbs@ttu.edu <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a>	<ul style="list-style-type: none"><li>• TTU students access their bills via the eBill system. Your student can set you up as an authorized user so you can view/pay the bill. Visit <a href="http://www.sbs.ttu.edu">www.sbs.ttu.edu</a> for instructions under “eBill How-to-Guides.”</li><li>• Payment can be made online at any time via debit or credit card or eCheck. SBS also accepts personal checks or cash in their office.</li><li>• Payment plans are available via the eBill system.</li><li>• Tuition insurance coverage can reimburse up to 100% of your school expenses/payments after an unexpected withdrawal (at any time during the semester) for a covered illness, injury, mental health disorder and more. You or your student can purchase tuition insurance via eBill or at <a href="http://GradGuard.com/tuition/ttu">GradGuard.com/tuition/ttu</a>.</li><li>• 1098-T forms will be available online via the student’s Raiderlink portal if the student has elected the Global Electronic Consent (GEC). Online forms will be available by January 31st. If a student has not elected GEC then a paper form will be mailed to the student’s permanent address on file, no earlier than January 31st.</li></ul>
Creating a budget, savings, maximizing financial aid	Red to Black® Peer Financial Coaching 806.742.9781 <a href="http://www.r2b.ttu.edu">www.r2b.ttu.edu</a>	<ul style="list-style-type: none"><li>• Red to Black® Peer Financial Coaching offers peer-to-peer financial coaching to students. They provide individual coaching sessions and group presentations on topics such as creating spending plans, the importance of starting to save early, maximizing financial aid (including student loans), how to choose employee benefits and establishing and wisely using credit.</li></ul>

## THINGS TO DO WHEN VISITING TEXAS TECH AND LUBBOCK

The **Museum of Texas Tech University** offers permanent and visiting exhibitions of art, history, paleontology, textiles, and other fascinating collections. The adjacent National Ranching Heritage Center is a 27-acre complex including seven galleries emphasizing Western history, art, and artifacts, and 50 ranching structures dating from 1780s to the 1950s. [www.nrhc.ttu.edu](http://www.nrhc.ttu.edu)

The **Texas Tech University System's Public Art Collection** enriches the lives of students and visitors by presenting art that is broadly accessible and free to all. Maps of art locations and information are available by downloading ArTTrek, their official public art app, or by visiting [www.texastech.edu/publicart](http://www.texastech.edu/publicart).

The **Presidential Lecture Series** provides engaging entertainment and learning opportunities for the Texas Tech campus and community alike from classical music to modern dance performances, from thought provoking lectures by public intellectuals to those of authors and poet. Visit [www.ttu.edu/administration/president/lectureseries](http://www.ttu.edu/administration/president/lectureseries) for upcoming performances.

The **Texas Tech School of Music** and the **Texas Tech School of Theatre and Dance** both offer performances throughout the year. Visit [www.music.ttu.edu](http://www.music.ttu.edu) and [www.theatre.ttu.edu](http://www.theatre.ttu.edu) for current performances.

Check out the Family Days Calendar at  
[www.go.ttu.edu/familydays](http://www.go.ttu.edu/familydays)

Texas Tech Athletics information can be found at  
[www.texastech.com](http://www.texastech.com)

Other events and activities at Texas Tech can be found at  
[events.ttu.edu](http://events.ttu.edu)

For Lubbock events and hotel information,  
please contact Visit Lubbock or visit them online at  
[www.visitlubbock.org](http://www.visitlubbock.org).





