

STUDENT SUPPORT SERVICES

Office of the Registrar

The Office of the Registrar, a department within the Division of Institutional Effectiveness and Student Success, provides quality service to YSU students within all areas related to enrollment by supporting the systems and policies of the learning environment and safeguarding the integrity of the university's records and regulations. The department is committed to:

- Providing a proficient and holistic level of customer service that will lead to increased student retention and persistence.
- Maintaining an accurate permanent record for each student.
- Furnishing necessary information, support, and referrals to the university community and outside agencies in an efficient manner while consistently administering federal regulations.
- Supporting students, faculty, and staff by integrating the latest technology into our services.

The office is comprised of three main areas: Records, Registration, and the Penguin Service Center. All are located in Meshel Hall, room 232. For more information, call (330) 941-6000.

Career & Academic Advising

The Office of Career & Academic Advising provides individualized career and exploratory advising for YSU students and alumni.

EXPLORING ADVISING

Exploratory Advisors will help you identify required general education coursework while you explore majors, careers, and opportunities to get involved at YSU.

- This program helps to assure you will not waste time, money or energy while identifying your major/career path and establishing long-term goals.

SELF-ASSESSMENT

Complete self-assessment tools with your Career Development Coordinator and begin to identify your VIPS. These tools will help you choose the best major!

- Values >> Interests >> Personality >> Strengths

CAREER DEVELOPMENT SERVICES

Learn how to build your professional brand with a Coordinator or Career Peer.

- Resume and cover letter formatting and review
- Handshake and LinkedIn profile development
- Graduate School application support
- Job and internship search strategies
- Mock Interviews for the internships, and professional jobs

HANDSHAKE Job/Internship Posting Board

Set yourself up for success with YSU's professional social network.

- Introduce yourself by customizing your Handshake professional profile
- Upload your resume to easily apply for local and national positions
- Have your professional brand reviewed and receive feedback from experts

Join Handshake by following this link (<https://ysu.joinhandshake.com/login>) (<https://ysu.joinhandshake.com/login/>)

For more information, visit Career & Academic Advising (<http://www.ysu.edu/career-academic-advising>) or the web.

Counseling Services

The YSU Student Counseling Services provides short term, confidential mental health counseling, consultation, outreach, and referral services to our currently enrolled students. Common issues that we address include anxiety, depression, stress, relationship concerns, difficulty managing multiple roles and other issues. Juggling life's responsibilities is a challenge that causes many individuals to feel anxious, confused, or overwhelmed at times. We are here to help. The Student Counseling Services Center is located in Room 2110, Kilcawley Center. Our office hours are Monday - Friday, 8:00 a.m. - 5:00 p.m. Our phone number is (330) 941-3737 and/or visit Student Counseling Services (<http://www.ysu.edu/student-counseling-services/>).

Day Care

Students who have younger children may wish to place them in on-campus childcare centers.

Wee Care Day Care and Learning Centre is the official provider of childcare services to Youngstown State University students, faculty, staff, and alumni.

Special discounted rates are available and we accept ODJFS contracts as well. The Center has a professionally trained staff that takes care of children ages six weeks to 10 years, including preschool and pre-K State approved curriculum based programs. The Centre is located in Fedor Hall and is open from 5:00 a.m. to 9:00 p.m. The phone number is (330) 941-2936.

Wee Care is equipped with 24-hour-a-day video monitoring and a very strict sign-in and sign-out policy. Besides the convenience of its on campus location, Wee Care has six other locations throughout Mahoning and Trumbull County. Students especially like the flexible scheduling options to meet their university needs.

Students may also be eligible for child care through the Mahoning County Educational Service Center, which has day care facilities throughout Mahoning County, including one on the YSU campus. Please call (330) 965-7828 for more information.

Partial reimbursement is also available to University students for either Wee Care Day Care or other licensed off-campus day care facilities. Contact the Office of Financial Aid and Scholarships at (330) 941-3501 for more information.

For more information, visit Wee Care Day Care (<http://www.weecareohio.com/partners.html>).

First-Year Student Services

First Year Student Services

First Year Student Services has the main goal of making sure all of our students have a successful first year on campus. We do this by providing important information, opportunities to connect with peers, mentors who can assist students, and more. Our office contains five main programs and services listed below:

Orientation:

All incoming first year students will attend one of our programs that happen prior to the semester beginning. During Orientation, students will learn about the expectations of the university, make connections to other incoming students, and register for their academic courses. The orientation program for new transfer students is a shorter version that offers insight in to YSU, however transfer students are able to register for classes even before attending orientation. For any questions regarding Orientation, please contact us at orientation@ysu.edu or 330-941-2131.

IGNITE:

IGNITE is a program for all Summer and Fall start first year students. It takes place the two days before Fall semester begins and is aimed at allowing the entire incoming class the opportunity to connect to each other, to campus, and to resources offered. It's a dynamic and engaging two days to welcome students to the community.

Peer Leaders:

Peer Leaders are YSU students who are dedicated to helping first year students succeed on campus. They serve as a main point of contact, referral agent, and source of knowledge to students. Any first year student can count on their Peer Leader to answer questions, get them connected to campus, and help them find answers to any questions. Peer Leaders work with students for their entire first year at YSU.

First Year Leadership Programs:

We are proud to offer programming that will help first year students build the skills they need to be successful inside and outside of the classroom. Our programs will teach essential skills, theory, and knowledge while also allowing students to apply this to their collegiate experience. Programs are open to all first year students.

Parent and Family Programs:

We pride ourselves on welcoming the entire family to the Penguin community. We send a monthly newsletter to interested family members sharing campus information and asking for assistance in the first year transition. We also offer programming during Family Day and other university events.

Kilcawley Center

Since its opening in April 1974, Kilcawley Center has served as the heart of campus. This not only refers to its central location on campus, but also to the many services, conveniences, programs, and amenities it provides to the University community. The Center's casual atmosphere, comfortable lounges, and attractive dining areas focus on making free-time activity an integral part of a YSU education. Through cultural, social, and recreational programming, Kilcawley Center provides for rich and diverse experiences for YSU students. Visit Kilcawley Center (<http://www.kc.ysu.edu>) for details on services, hours of operation, staff directory, the daily calendar of events, and student job postings.

Kilcawley Center's study lounges are renowned for their comfortable chairs and couches that are perfect for studying, relaxing, or napping. The lounges and restaurant dining areas in Kilcawley Center provide high-speed wireless Internet access. The Center offers convenient ATM banking, copy services at Printing Services @ Kilcawley Center, as well as offices for Student Government, Student Media, and Rookery Radio. Kilcawley Center houses sixteen seminar rooms and a large multi-purpose room. On a daily basis, these rooms host luncheons, workshops, seminars, lectures, organization meetings, and programs.

Graphic Services, located on the lower level of the Center, designs flyers, banners, posters, brochures, and graphics for student organizations and student projects.

Kilcawley Center offers diverse choices in dining. Located on the lower level of Kilcawley are:

- YSU Wendy's with all your favorites
- Jamba Juice (smoothies, juices, and steel cut oatmeal)
- KC Food Court - which includes Denny's "The Den" (bold breakfasts, grilled burgers, hot sandwiches, and fresh salads)
- Chop'd & Wrap'd (made-to-order salads and wraps)
- 2.Mato (classic Italian favorites including specialty pizzas)
- Dunkin' Donuts

- The Melt Lab (Brings the delicious, comforting flavors of the perfect sandwich - grilled cheese!)
- Hissho Sushi (Freshly prepared sushi daily on-site is the way we roll. Everyday our chefs prepare delicious sushi that will keep you happy and healthy.)

Located on the upper level is Kilcawley Center's popular Chick-fil-A Restaurant offering delicious chicken that is 100% breast meat, no fillers or additives, and is hand-breaded in our kitchens. Visit Dine On Campus (<http://www.dineoncampus.com/ysu/>) for catering, campus places to eat, and today's menus including sustainability and nutritional information.

Pete's Treats & More is a popular place for quick snacks and beverages, along with U.S. postage stamps and single-dose healthcare items. Visit Pete's Treats & More to choose delicious chocolates and candy favorites in glass candy jars. Pete's Treats & More is located on the lower level of Kilcawley Center.

Campus Meal Plans are available for purchase and are offered with a variety of dining options. A YSU meal plan brochure is available at Meal Plans (<http://cms.ysu.edu/administrative-offices/housing-and-residence-life/meal-plan-information/>). For answers to frequently asked meal plan questions or to purchase a meal plan, visit the YSU Y Card (<https://ycard.ysu.edu/>) site.

Adding **Pete's Points** to your YSU ID card will allow you to debit your purchase at ANY Kilcawley dining location including Pete's Treats & More. Pete's Points are also accepted at many nearby locations both on and off campus and are listed at Times2Dine (<http://times2dine.yzu.edu>). Visit the Penguin Xing for more information. Visit the Y Card (<https://ycard.ysu.edu/>) site to add Pete's Points or Flex Dollars on the fly.

Chartwells provides a full catering menu for small group functions to large dinner buffets. Once you have secured a room reservation in Kilcawley Center, or a site location on or off campus, Chartwells catering director will help you coordinate every detail to ensure your event is a success—whether you are planning a quick box lunch or an elaborate buffet. Contact the Chartwell Catering Department at (330) 941-1979, visit Dine On Campus (<http://www.dineoncampus.com/ysu/>), or visit the office located on the lower level of Kilcawley Center.

The Office for Student Experience is located on the east wing of Kilcawley Center under Kilcawley House, beneath the red awning that says, "University Housing". This suite of offices includes the office of Housing and Resident Life, the office of the Vice President for student affairs, and the office of Student Conduct. The upper level of Kilcawley Center includes Kilcawley Staff Offices, Disability Services, Student Counseling Services, and Student Outreach and Support. Student Activities, Student Government, and student organizations/mailboxes are in the west end of Kilcawley, as is the Center for Student Progress. The Cove is an extension of Kilcawley Center located on the upper level on the west end of the building. The Cove is where students are welcome to lounge, study, eat, and participate in recreational games and activities. Other services in the Cove include our Giant Eagle Penguin Pickup Service and Hissho Sushi. For more information and hours of operation visit The Cove (<http://cms.ysu.edu/administrative-offices/kilcawley-center/cove/>).

The Andrews Student Recreation and Wellness Center can also be accessed from the upper level of Kilcawley Center.

The Penguin Xing serves as the information center and lost & found for the University, registers students for campus locker rentals, retails commuters, faculty and staff meal plans, and takes photos for all faculty, staff and student ID Cards on campus. The Penguin Xing is located on the upper level of the Center near the main lobby.

Mercy Health Wick Primary Care at YSU

Mercy Health Wick Primary Care at YSU is located on the corner of Wick and Lincoln Avenue. The Center provides health care to all currently enrolled YSU students – both resident and commuter students. These services are provided because of the Student Health Fee of \$34 that is paid by all students each semester. The mandatory fee provides revenue to Mercy Health System to

give students access to their Primary Care Facility. The center will be staffed by a full-time primary care physician and advanced practice provider. It will also provide the following services below:

Full service primary care practice:

- Establish and develop continuity of care
- Address acute issues
- Walk-In-Care location for non-scheduled visits
- Preventative care
- Extended hours
- Lab draw site
- Services also include access to MyChart. This is a patient portal which allows direct communication with the practice and provider, prescription refills, electronic visits and access to a patient's medical record.

Mental health services:

- Mental health, behavioral health and addiction issues addressed
- Two half-days per week
- Psychiatrist

Health care is available for illness, injury, first aid, and routine health checks. Health screening tests, physical exams for sports and academic programs, gynecological exams, as well as consultations and referrals, are provided. Flu and other immunizations are also given; however, there are charges for these injections.

Office visits are free. Students do not need to have health insurance to use the Center's services. Blood tests, x-rays, lab tests, etc., ordered by a physician are done off campus at the student's choice of provider and at the student's expense.

Student records are kept strictly confidential. Information cannot be released to anyone without the written consent of the student. Certain public health diseases, however, must be reported to the Department of Health as required by law.

For more information, visit Student Health Clinic (<https://cms.ysu.edu/administrative-offices/student-health/student-health/>).

Photo Identification Card

The Division of Student Experience issues a photo identification card to every student enrolled at the University. The student must carry the card while on campus. The use of this card is restricted to the student to whom it was issued. Lost or stolen cards must be replaced at the student's expense (see "Student Fees and Charges" for amount). To replace the card, the student must present proper identification (e.g. driver's license) in Kilcawley Center at the Penguin Xing and pay the applicable replacement fee. The photo identification card is the property of the University and must be surrendered by the student upon request by University officials.

Veterans Affairs

Located in the Carl A. Nunziato Veterans Resource Center at 633 Wick Avenue, the Office of Veterans Affairs (OVA) serves as a central location to discuss issues, questions, or concerns current and prospective military and veteran students may have regarding their enrollment. The university recognizes the sacrifice of military service and waives the undergraduate and graduate application and new student orientation fees for all veterans and currently serving military members. To have the application fee waived, the applicant must provide a DD Form 214 or other verification of honorable service in the armed forces of the United States.

After their initial registration, all military and veteran students are then qualified for the following veteran benefits at YSU:

- Priority registration
- Enrollment into select "Veterans Friendly" GER courses
- Voluntary membership into the "Armed Forces Student Association" (YSU's Student Veteran Organization)
- Evaluation of military training for possible college credit
- GI Bill counseling and certification
- Assistance with coordination of periods of military service during the semester
- Advocacy and counseling services
- Email information letters with pertinent information related to student veterans
- Special recognition at graduation

The OVA also works with the Office of Veterans Affairs Advisory Council, an independent body that guides and supports the university's efforts to serve those who have or are serving in the armed forces. The Council is a representative body drawn from faculty, students, staff, and the community.

The Carl A. Nunziato Veterans Resource Center (VRC) on campus at 633 Wick Avenue is a 6,000 square foot, fully handicap accessible facility that is the first of its kind at any university in Ohio. The VRC features lounge space, a computer lab, meeting rooms, a community/class room, kitchenette, ample office space for outside veteran-related organizations and much more. The VRC is open to all student veterans, currently serving military members and military dependents that are using veteran's education benefits.

Students and all interested parties can contact the OVA by visiting our OVA (<http://cms.ysu.edu/administrative-offices/veterans-affairs/office-veteran-affairs/>) website, emailing us at veterans@ysu.edu, or calling the office at (330) 941-2503. Individual person-to-person meetings are available and encouraged.