

Student Services Guide During COVID-19 Outbreak

Purpose/Scope	Service Type	How	Hours	Source/Staffing	Notes
Health and Welfare					
MAVS Talk 24 Hour Crisis Line	Telephone	817-272-8255	24/7	CAPS	
Health Services	Telephone, limited in person	817-272-2771	Mon-Fri 8:00AM-5:00PM	Health Services Staff	www.uta.edu/healthservices
Counseling and Psychological Services (Non-Emergency)	Telephone	817-272-3671	Mon-Fri 8:30AM-5:00PM	CAPS	www.uta.edu/caps
Office for Students with Disabilities	Telephone	817-272-3364	Mon-Fri 8:00AM-5:00PM	OSD	Video intake and follow-up appointments available. Application for services: https://www.uta.edu/disability/
Inclusion and Equity Support	Telephone & Email	817-272-2099 multicultural_affairs@uta.edu	Mon-Fri 8:00-5:00 PM	Multicultural Staff	
Relationship Violence & Sexual Assault Prevention (RVSP) Program	Online: Survivor Support Group, Programming, Confidential Support & Advocacy	rvsp@uta.edu casie.wofford@uta.edu jessica.sanchez@uta.edu	Mon-Fri 8:00 AM-5:00 PM	RVSP Staff	Support & programming for students; especially victims and survivors of relationship and/or sexual violence
Behavioral Intervention Team	Telephone & Email Concerns related to a student's health and welfare)	email bit@uta.edu	24/7	Dean of Students Office	Concerns related to a student's health and welfare
Dean of Students	Telephone & Email (Questions, concerns, health issues, medical withdrawals, and triaging concerns)	email dos@uta.edu	24/7	Dean of Students Office	Questions, concerns, health issues, medical withdrawals, triaging of concerns
Advising & Tutoring					
University Advising Center (UAC)	Virtual appointments	www.uta.edu/studentsuccess/uac/contact.php	Mon-Fri 8:00am-5:00pm	UAC Academic Advisors	Students can schedule a Microsoft Teams appointment with their advisor through Microsoft Bookings (links are on the UAC website).
College/School/Department Advising	Virtual appointments	Contact information found at www.uta.edu/studentsuccess/uac/advising-offices.php	Varies by department	Unit Academic Advisors	
University Tutorial Supplemental Instruction (UTSI)	Online 1-on-1 Tutoring	Make an appointment at: www.uta.edu/tutoring	Mon-Sun 7.00 AM - 9.00 PM	Tutors	Tutor will connect with Tutee over Microsoft Teams for a virtual session. For more information visit: www.uta.edu/tutoring
	Online eTutoring	Schedule online: www.uta.edu/etutoring	24/7	eTutors	Provides both real-time and asynchronous tutoring, including a writing lab, live chat and offline question submission available.
	Online Supplemental Instruction group study sessions	Schedule: www.uta.edu/si Offered via Microsoft Teams	Continued at scheduled times.	SI Leaders	Peer-assisted weekly SI study and exam review sessions. One hour SI support = 2 hours of studying alone.
	General Q&A, Assistance & Support	For Tutoring and SI Queries Email: utatutoring@uta.edu ; si@uta.edu ; or call front office phone: 817-272-2617	Mon-Fri 8:00 AM-5:00 PM	UTSI Staff	For Tutoring and SI Queries Email: utatutoring@uta.edu; si@uta.edu; or call front office phone: 817-272-2617

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I.D.E.A.S. Center	Online Tutoring & Mentoring	Students can 'drop in' to an IDEAS Micosoft Team (we have teams based on subject area; no appointment necessary.	Mon-Fri 10:00AM-7:00PM Saturday/Sunday 10:00AM-4:00PM	I.D.E.A.S. Staff & Peer Educators	Students can 'drop in' to an IDEAS Team (we have teams based on subject area; no appointment necessary.
	General Q&A, Assistance & Support guidance	Email: ideas@uta.edu	Mon-Fri 8:00 AM-5:00 PM	I.D.E.A.S. Staff	Students, Faculty, and Staff can send questions to the IDEAS mailbox, I staff person will respond.
TRIO Student Support Services Program	Guidence & Support through college & tutoring exclusive to particpants	Email: triosss@uta.edu	Mon-Fri 8:00 AM-5:00 PM	TRIO SSS staff	Program serves 300 students (per year) who qualify; services are available to existing participants
Technology					
Laptop Checkout	In-Person (call first)	817-272-3395, Central Library	Mon-Thur 11:00AM-7:00PM	Central Library	
Computer Labs	In-Person	Details available at https://oit.uta.edu/utaremote/	Hours vary, see details at https://oit.uta.edu/utaremote/		
Technology Assistance	Online chat	https://www.uta.edu/help/chat/	Mon-Thur 8:00AM-8:00PM Friday 8:00AM-7:00PM Saturday-Sunday 10:00AM-5:00PM	OIT	They are looking at expanding those hours if they can arrange staffing
Canvas Support	Online chat	https://cases.canvaslms.com/liveagentchat?chattype=student	24/7	Instructure/Canvas Support staff	
	Telephone	1 (855) 597-3401	24/7	Instructure/Canvas Support staff	
	ServiceNow Online Self Service	https://uta.service-now.com/selfservice2	Mon-Fri 8:00-5:00 PM	CDE Support staff	
Canvas Student Training	Training and resouces	https://www.uta.edu/administration/provost/policies-and-resources/canvas/students	24/7	CDE staff	
Canvas Student Orientation	Canvas Course	https://uta.instructure.com/courses/17157	24/7	CDE staff	
Canvas Student Community	Canvas-offered guides, blogs and chats for students	https://community.canvaslms.com/groups/students/pages/home	24/7	Instructure/Canvas	
Ally Student Training	Online training and other resources	https://www.uta.edu/administration/provost/policies-and-resources/canvas/ally	24/7	CDE staff	
Student Life					
International Student and Scholar Services (ISSS)	Advising for international students	Web: http://www.uta.edu/oie/ Email: international@uta.edu Phone: 817-272-2355	Mon-Fri 8:00 AM-5:00 PM	Office of International Education (OID) Staff	ISSS provides advising on issues related to the integration of academic policy and immigration regulations for international students and scholars. ISSS also processes a variety of applications and requests to help students remain in compliance with university policies and government (Department of Homeland Security, Department of State) regulations.

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University Housing	Leasing and room assignments for on campus housing	Phone: 817-272-2791 Email: housing@uta.edu	Mon-Fri 8:00 AM-5:00 PM	Univ Housing staff	Leasing, room assignments, facilities operations
Apartment and Residence Life (ARL)	On campus housing	Phone: On call numbers are provided to each resident by community Email: livingoncampus@uta.edu	On call response 24/7	ARL staff	Support for on campus residents living in residence halls and apartments
Military and Veteran Services	Website	www.uta.edu/vac	24/7	MAVS Staff	Resources, links to outside services, contact us mock form, engagement programming.
	Telephone	817-272-3017 Primary 817-272-6702 Secondary	Mon-Fri 8:00am-5:00pm	MAVS Staff	817-272-6702 is Executive Director extension
	Contact us Form / email	www.uta.edu/vac va@uta.edu	24/7	MAVS Staff	While, Contact us Form and Email can be accessed 24/7 there is typically an average 2 hour response time during working hours and within 24 hours if submitted outside of working hours.
	Social Media	Facebook@utaveteraninfo	24/7	Executive Director / Coordinator	
LGBTQ+ Program	Online: Connexions Support Group, Programming, Support & Advocacy	lgbtqa@uta.edu jessica.sanchez@uta.edu	Mon-Fri 8:00 AM-5:00 PM	LGBTQ+ staff	Support & programming for LGBTQ+ students
Fraternity and Sorority Life	Telephone, email, and web-site	https://www.uta.edu/greek/activities/index.php 817-272-9234 greeklife@uta.edu	Mon-Fri 8:00am-5:00pm (after hours response, as needed)	F&SL Staff	Support of fraternity and sorority community members, liason between the institution and various stakeholders, support of on campus F&SL housing facilities
Career Development Center	Career Deveopment On-Line Services for students	https://www.uta.edu/careers/students/Virtual%20Services.php	Some services are 24/7 and others are Mon-Fri 8:00AM-5:00PM	Career Developement Center	All our virtual services are outlined for our students and for our alumni on our virtual webpage summary
	Career Deveopment On-Line Services for Faculty/Staff supporting career developement for students	https://www.uta.edu/careers/faculty-staff/Virtual%20Services.php	Some services are 24/7 and others are Mon-Fri 8:00AM-6:00PM	Career Developement Center	All our services are outlined for Faculty/Staff on our virtual webpage summary
Involvement & Engagement	Telephone, Email, Website and Video Calls	817-272-2963 uta.edu/getinvolved getinvolved@uta.edu	Mon-Fri 8:00AM-5:00PM (after hours response, as needed)	Involvement & Engagement Advising Staff and Student Leaders	

Library

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Library research assistance	Online chat	https://libraries.uta.edu/live-help	24/7	UTA Libraries student employees and staff	We have always received a mix of questions beyond research, but that number is up and those questions are lengthy. Students (and to a lesser extent faculty) are looking for someone to talk to for help navigating their new reality. And those issues don't fit neatly into departmental or divisional boxes.
	Texting	817-727-8395	24/7	UTA Libraries student employees and staff	Texts come into our online chat service
	Telephone	817-272-3395	Mon-Fri 8AM-7PM	UTA Libraries staff	
	In-Person	Central Library Welcome Desk	Mon-Fri 11AM-7PM	UTA Libraries staff	
Prospective Students					
Admissions	Email	utaadmissions@uta.edu	Mon-Fri 8:00AM-5:00PM	Staff	
	Telephone	817-272-2090	Mon-Fri 8:00AM-5:00PM	Staff	
	Chat	uta.edu/admissions	Mon-Fri 8:00AM-9:00PM Saturday 8:00AM-5:00PM		
	Web	uta.edu/admissions	24/7	N/A	FAQ's, Forms, etc., Chatbot
Summer orientation sessions	Telephone	817-272-3213	Mon-Fri 8:00AM-5:00PM	Maverick Orientation and Transition Programs staff	The transfer orientation on April 17 has moved online. At this time, we are planning to offer all future orientation sessions on campus as normal, but we are also creating contingency plans in the case that UTA extends the cancellation of on-campus events further into the summer.
Money Matters and Registrar					
Scholarships	Email	schol@uta.edu	Mon-Fri 8:00AM-5:00PM	Staff	
	Telephone	817-272-2197	Mon-Fri 8:00AM-5:00PM	Staff	
	Web	uta.edu/fao/scholarships	24/7	N/A	FAQ's, Forms, etc., Chatbot
Financial Aid	Email	fao@uta.edu	Mon-Fri 8:00AM-5:00PM	Staff	
	Telephone	817-272-3561	Mon-Fri 8:00AM-5:00PM	Staff	
	Web	Uta.edu/fao	24/7	N/A	FAQ's, Forms, etc., Chatbot
Student Accounts	Email	studentaccounts@uta.edu	Mon-Fri 8:00AM-5:00PM	Staff	
	Telephone	817-272-2172	Mon-Fri 8:00AM-5:00PM	Staff	
	Web	Uta.edu/studentaccounts	24/7	N/A	FAQ's, Forms, etc., Chatbot
Registrar	Email	records@uta.edu	Mon-Fri 8:00AM-5:00PM	Staff	
	Telephone	817-272-3372	Mon-Fri 8:00AM-5:00PM	Staff	
	Web	uta.edu/records	24/7	N/A	FAQ's, Forms, etc., Chatbot
Other					
TRIO Pre-College Programs	Email	upwardbound@uta.edu	Mon-Fri 8:00AM-5:00PM	Staff	Upward Bound Programs
		talentsearch@uta.edu			Educational Talent Search Programs
		ubms@uta.edu			Upward Bound Math and Science Programs
		veteransub@uta.edu			Veterans Upward Bound Program

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	Telephone	817-301-3929	Mon-Fri 8:00AM-5:00PM	Staff	
	Website	uta.edu/precollege	24/7	N/A	All Programs, FAQ's, Forms, etc.
Parent and Family Center	Telephone	817-272-2128	Mon-Fri 8:00-5:00 PM	Parent & Family Staff and students	Calls for information similar to emails
	Email	parents@uta.edu	Mon-Fri 8:00-5:00 PM	Parent & Family Staff	questions from parents and students on housing, refunds, parking, dining, commencement information, rescheduling, orientation, program volunteer parents, payments for joining association
	Social Media	Facebook@UTAPFC	24/7	Parent & Family Staff	Up to date information and resources