

# STUDENT SERVICES

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## Aurora Campus

### Charles B. Phillips Library

Phillips Librar (<https://aurora.edu/academics/library/>)y is open 96 hours per week during the regular semester, with extended hours for the week leading up to final exams. The collection includes over 14,000 print volumes, access to over 170,000 eBooks, subscriptions to 60 databases which provide access to over 60,000 journals, access to over 72,000 streaming video and music files, and over 3,530 DVDs. The 13,000 sq. ft. space has seating for more than 250 students. The first floor encourages collaborative group work and popular among students are the rolling white boards that are used to practice presentations, work together on large assignments, and create mobile “rooms” for groups to gather. The second floor is dedicated to individual work, and students will find study carrels and a quieter environment to stay focused. There is a computer lab, and students have access to wireless network, printing and scanning. Student can reserve the Learning Lab which seats 12, and Room 204 which seats eight.

### Campus Housing

Aurora University has seven on-campus residence halls – Centennial, Davis, Jenks, Memorial, Tucker, Watkins, and Wilkinson – with accommodations for approximately 700 residents in mostly double occupancy rooms. Priority for residential accommodations is given to undergraduate students. A limited number of single rooms are also available, with priority for these rooms given to returning residents. Some residence halls offer air conditioning. Tucker Hall - AU's newest residence hall - is the home of Aurora University's Pathways to Success program. Medical housing accommodation requests should be made with the Disability Resource Office and will be awarded based on space availability. Laundry facilities, fitness centers, community printers, and lounge areas with televisions are available in each residence hall.

### Food Service

The university partners with Chartwells Food Service to provide service at three on-campus dining locations. Resident students may use their meal plan at both Tru Blu Dining and the Spartan Spot. Meal plan points may be used at Tru Blu Café. Tru Blu Dining, located in Alumni Hall, serves breakfast, lunch, and dinner during the week; brunch and dinner are served on the weekends and select holidays. Dining at this location is offered in an unlimited-servings, cafeteria-style format. The Spartan Spot serves hot and cold menu items including grilled items. Located in the lower level of Stephens Hall, the Spot is also a social gathering place and study area. Tru Blu Coffee, located on the first floor of the Institute for Collaboration, offers a variety of specialty coffee drinks, grab and go snacks and sandwiches and a selection of fresh baked goods.

### Student ID Cards

Students are issued an Aurora University photo identification card after registration. The ID card is required for the use of university facilities and services. There is a fee for replacement of lost or damaged resident and commuter student ID cards. Student ID cards are available at Campus Public Safety office. AU Online students may print enrollment verification from Self-Service.

### Campus Public Safety

The safety and security needs of the Aurora University campus are addressed by Campus Public Safety, a sworn police department. Led by

experienced professionals who are university employees, the office provides a variety of services including parking management and enforcement, distribution of safety information, safety training and a 24/7 on-campus presence. Through established relationships with local police and fire departments, the resources of these organizations are available to our campus community for safety preparedness.

### Emergency Preparedness

In accordance with the 2008 federal Higher Education Act and the Illinois Campus Safety Enhancement Act, the Campus Emergency Operations Team, with representatives across various administrative areas, develops and implements a Campus Emergency Operations plan as well as Violence Prevention Plan, and regularly updates the plan to make changes necessary to protect the safety of the campus.

### Athletics

Aurora University has a long history of excellence in intercollegiate athletics. A member of NCAA Division III, AU fields intercollegiate teams in football, men's and women's soccer, men's and women's basketball, baseball, men's and women's volleyball, softball, men's and women's cross country, men's and women's indoor and outdoor track and field, men's and women's lacrosse, men's and women's golf, men's and women's ice hockey, men's and women's wrestling and women's bowling – often with championship results. About 40 percent of resident students and 20 percent of the student body participate in intercollegiate athletics. Additionally, club programs are offered in cheerleading, ACHA D2 men's hockey, and ACHA D3 men's hockey.

### Wackerlin Center for Faith and Action

The Wackerlin Center is the campus heart for service learning opportunities, leadership development programming, and campus ministry. The center's mission is to support and cultivate a student's journey of discovering their vocation through serving, leading, and believing. The Wackerlin Center serves as a connecting point for volunteer opportunities in the surrounding community through our bi-annual Morning of Service, Volunteer Fox Valley service sign-up initiative, and alternative spring break service trips. Additionally, the Leadership Education And Development (LEAD) program at the center is an experiential leadership cohort designed to teach basic leadership principles to students. To support our students in other meaningful ways and practice the principles of servant leadership, the center is home to Libby's Place, an on-campus food pantry dedicated to serving students dealing with food insecurity, as well as the Spartan Attic for those students looking for professional clothing attire. The center also works alongside students to foster the spiritual needs of all, and cultivate understanding and insight on matters of faith and religion. Students of all faiths are equally welcomed in our common quest for meaning and purpose.

### Campus Ministry

Campus ministries at AU are located in the Wackerlin Center for Faith and Action and coordinated through the University Chaplain. Student organizations that are reflective of campus ministry programming include Delight Ministries, Fellowship of Christian Athletes, InterVarsity Christian Fellowship, and Xperience Ministries. The University Chaplain works with these organizations and others, alongside AU faculty and staff as well as local community leaders, to offer worship services, small group discussions and celebrations, and observations of holy days for a variety of religious traditions. The chaplain is also available to talk with students about their spirituality through outreach events in the residence halls, common areas, and social events throughout campus,

including a vocation-themed film series and other various seasonal activities.

## Counseling Services

Counseling Services helps students work through the occasional social and personal problems associated with orientation to college life. Some common concerns are depression, anxiety, stress management, family concerns, educational/academic concerns, substance abuse, interpersonal difficulties (e.g., conflict with friends, roommates, or romantic partners), or concerns related to gender, sexual orientation, race, ethnicity, or culture. Contact Counseling Services for information on services available free of charge to students, as well as for referral information to services in the community.

Aurora University also offers TimelyCare - a virtual wellness provider that is available to all AU students at no cost. With the confidential services, students can talk to a medical professional, receive health coaching, access 24/7 crisis support and arrange ongoing counseling sessions with a licensed therapist.

## Student Clubs and Organizations

Approximately 60 student clubs and organizations (<https://aurora.edu/student-life/activities/>) are established at Aurora University. Both undergraduate and graduate students, whether resident or commuting, are eligible to organize a student group and apply for recognition and funding.

## Health Services

The mission of Health Services is to enhance student learning and success by promoting, protecting and restoring student health and well-being. Within the department, registered nurses are available on campus weekdays for clinical assessment and treatment, consultation and referral, and immunization compliance. In addition, prevention and health education services are offered. All services are free and confidential.

Aurora University also offers TimelyCare - a virtual wellness provider that is available to all AU students at no cost. With the confidential services students can talk to a medical professional, receive health coaching, access 24/7 crisis support and arrange ongoing counseling sessions with a licensed therapist.

## The Hill Center for Student Success

The Kimberly and James Hill Center for Student Success prepares students for meaningful and successful careers and lives through vocational exploration and career development. Career Services advisors support students as they explore and develop their distinctive strengths and aspirations, and then guide them as they transition to the workplace, graduate or professional school, or to service. Programs offered at the center include resume and job search workshops, interview preparation, individual appointments, and career conversations with alumni and employers.

## The Crouse Center for Academic Advising

The Crouse Center for Academic Advising offers advising and mentoring services to support undergraduate students at the Aurora location. Academic advisors in the Crouse Center provide guidance to students throughout their enrollment at the university, helping them develop a thorough understanding of their academic program requirements as they plan, build, and complete bachelor's or master's degrees reflecting their talents and aspirations. Academic advisors are the resource for students who have questions about their academic

progress (including adding or dropping courses, clarification regarding university rules and regulations, and graduation requirements).

## Academic Support Center

The Academic Support Center (ASC) offers a variety of instructional resources to improve student success by providing high-quality, academic support to develop more engaged, confident, and skillful learners. Content-specific tutoring is available in a number of disciplines offered by professional staff and peer tutors supporting undergraduate classes. Weekly recitations, peer-assisted study sessions, one-on-one appointments, and drop-in programs are designed to help students achieve academic success. Writing specialists are available to consult with registered AU students at all levels. Through one-on-one, in-person or online appointments, staff members are available to guide students through the entire writing process (i.e., brainstorming, research, drafting, editing, proofreading, revision, and documentation). All services provided by the Academic Support Center are free to all university students.

## Disability Resource Office

The Disability Resource Office (DRO) is designated to ensure access to education at Aurora University for all students with disabilities as mandated by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. Its goal is to create learning environments that are accessible, equitable, inclusive, and empower students to participate in every aspect of academic and campus life. Aurora University is committed to compliance with all applicable federal laws regarding reasonable accommodation to address the environmental barriers. Students are responsible for self-identifying, requesting accommodations, and providing required documentation to the Disability Resource Office to determine eligibility. If a student requires individualized assistance devices or private health care personnel or services, the student is financially responsible.

Any student who believes the decisions related to the approval of accommodations are not reasonable, may appeal the determination following the Grievance Procedure below:

*Grievance Procedure:* In consultation with the Dean of Students, the Disability Resource Office, and the student's academic dean, the Associate Vice President for Academic Affairs will review the case material and work to resolve the student's complaint within 30 days.

The Associate Vice President for Academic Affairs may then direct the student back to the Disability Resource Office for follow-up.

## University Center at McHenry County College

### Academic Support

University Center students can access free professional writing support for all courses at all levels via the Aurora campus Academic Support Center (ASC). Subject tutoring for many undergraduate courses is also available via Zoom. To schedule an appointment, go to Academic SupportNet on Okta at <https://aurora.mywconline.com> (<https://aurora.mywconline.com/>). In addition, [www.Tutor.com](http://www.Tutor.com) ([https://catalog.aurora.edu/regulations-policy-catalog/student-services/file:///C:/Users/mtarling/Documents/1%20DEAN%202019/Faculty/Syl](https://catalog.aurora.edu/regulations-policy-catalog/student-services/file:///C:/Users/mtarling/Documents/1%20DEAN%202019/Faculty/Syl%20Guidelines/www.Tutor.com)) is available for select access math and physics courses 24/7. Students must access [www.Tutor.com](http://www.Tutor.com) (<https://catalog.aurora.edu/regulations-policy-catalog/student-services/file:///C:/Users/mtarling/Documents/1%20DEAN%202019/Faculty/Syl>)

%20Guidelines/www.Tutor.com) via their Moodle course shell for the free service provided by AU.

## **Library Services**

Access to high quality scholarship in academic journals, magazines, eBooks and print books is provided through the AU libraries. Find these resources and other available services through the AU library website (<http://aurora.edu/library> (<http://aurora.edu/library/>)). Librarians can help you research and assist with obtaining articles and books. They are available for all students by chat at (<http://aurora.libanswers.com/>), text (630-796-7615), phone (630-844-7534), or by an online appointment with a librarian <http://libguides.aurora.edu/appointments> (<http://libguides.aurora.edu/appointments/>). Services for University Center campus students are available through the Aurora campus, including courier delivery of materials.

## **Office of Emergency Preparedness**

The mission of the Aurora University Office of Emergency Preparedness is to lessen the effects of disaster on the lives and property of the students, employees, and visitors of University Center location through planning, coordination, and support of emergency management preparation. In July of 2008, President Bush signed the Higher Education Act. Pursuant to that, campuses are mandated to enhance the safety and security of students, faculty, and staff by implementing a Campus Emergency Operation Plan. Through the Office of Emergency Preparedness, the University Center location continues to update its preparedness plans and policies taking advantage of the most recent best practices. At Aurora University, everyone is responsible for creating a safe environment, so it is important for students to report suspicious or threatening objects, people, or conditions to Campus Public Safety.