

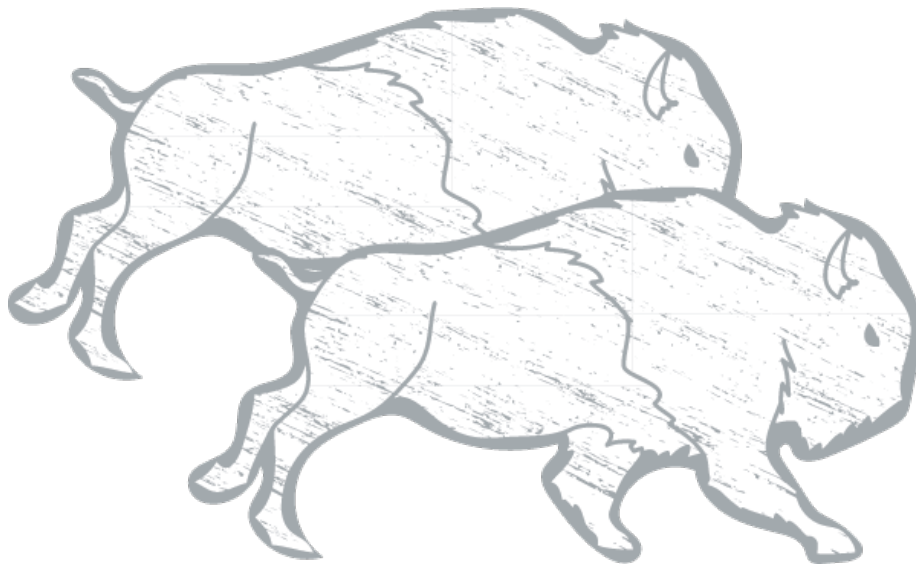


FRIEND AT MARSHALL (F.A.M.)

PEER MENTOR

2022-2023 Handbook

Your Marshall F.A.M is always there for you.



[This page is intentionally left blank]

Contents

Friend at Marshall Program Overview	4
FAM Peer Mentor Job Description	5
FAM Weekly Duties	6-7
FAM Work Hours	8
Drafting your Weekly Email	9
Navigate E-mail/Text Directions	10-11
Weekly Paperwork	12-14
The FAM Mentor/Mentee Relationship	15-17
Getting to Know Your Mentee	18-19
Respecting Boundaries	20-21
Common Student Conversations	22-25
Emergency Response Resources	26-27
Quick Guide for General Information	28
FERPA and Student Confidentiality	29
Payroll	30
Time Clock Plus Directions	31-33
Academic Calendar 2021/2022	34-39
Quick Contacts	40
Mentor Resources	41



Friend At Marshall (F.A.M) Peer Mentorship Program

FAM peer mentors are employed by the Office of Student Success and help to increase retention and persistence of the Marshall Freshman class. They do this through regular, ongoing contact with their assigned students, through email, phone calls, text messages, and personal one-on-one meetings.

Learning Outcomes:

For Mentees:

- Make a successful transition into the Marshall family
- Make connections academically, socially, and personally at Marshall
- Build a network of campus resources for student success

For Student Leaders:

- Develop positive relationships with Marshall students, faculty and staff
- Identify transferable skills that align with your personal and professional goals
- Enhance communication and facilitation skills
- Improve/further develop personal leadership style
- Articulate values, beliefs, strengths, and challenges

FAM Peer Mentor: Job Description

The key to being a successful FAM Peer Mentor is making meaningful consistent contact with your assigned students through email, phone calls, text messages, virtual meetings and in-person meetings. You should be devoting 10 hours per week to this position. This includes time spent writing emails, texting and meeting with your assigned mentees.

Below are several expectations a FAM Peer Mentor must follow:

- Attend weekly meetings on either Monday at 11 a.m. or at 12 noon. This meeting will last one hour.
- Participate in the FAM welcome events.
- Make regular contact with your assigned students: this may be through emails, text messages, phone calls, virtual meetings or in-person meetings on campus (a quota will be given each Monday).
- Further unity and fellowship of our freshmen by coordinating, promoting and supporting activities that aid in student success.
- Hold a weekly “office hour” at a central location on campus where students can choose to stop by and see you. Be sure to advertise this time with your students! (Location suggestions: East Hall, Starbucks, Drinko Library, Memorial Student Center.)
- Log all contacts with students. You will be asked to submit contact data weekly.
- Submit bi-weekly timesheets.
- Other duties as assigned.

FAM Peer Mentor Weekly Duties

Though FAM Mentors do have a great deal of freedom with their schedules, there are a number of items that must be accomplished on a weekly basis. These items include:

- Send a weekly email to EVERY ONE of your assigned students through the Navigate system
 - No student should go more than 7 days since their last contact. We suggest sending this email on Monday afternoons/evenings after our meetings.
 - However, do not go overboard with emails or your students will stop reading them.
- Attendance at our weekly FAM meetings over TEAMS (You have the choice of **11 a.m.** or **12 noon** on Mondays)
- Hold 1 “office hour” each week
 - Office hours will happen in a place of your choice but must be advertised to all of your students in your weekly email (keep the day/time the same if possible). Please make sure to tell us your day/time and location.
- Reach your weekly goals
 - Each week at the meetings, FAM Mentors will be given a goal to meet. A typical week will consist of 1 blast email (to all your assigned FAMs), text messages to 50% of your FAMs, and 10 personalized emails. Please try to meet at least one new student each week. We’ll update these goals throughout the semester. **[For Fall 2022: If you or your FAM are concerned about COVID 19, these can be virtual meetings, face time etc. Please hold in-person meetings only if 1. both of you want to; and 2. both of you are free of COVID symptoms.]**
 - The sooner you start on these goals the easier they are to complete!
 - By the end of the semester, the goal is to have met each of your FAM mentees multiple times (preferably).
- Attend events
 - FAM Welcome Event **[For Fall 2022: this event will not take place].**
 - Create at least one opportunity to meet your FAM mentees every semester. This can be a Game Night, Movie Night, attendance at a sports or cultural event. In the past, FAMs have held pizza parties, a visit to Pottery Place, and a rock painting session.
 - Throughout the semester our office will host or attend various events. This could be an event that is already occurring on campus that we'd like

a group of you to attend. We'll try to provide suggestions for events at our weekly meetings but encourage you to share information with the group about events of interest as well. You may also want to consider making recommendations of events for your mentees based on their interests.

FAM Work Hours

You will be asked to track your hours worked each week on the FAM timesheet, It is expected that you will work approximately 10 hours per week. Here are activities you can be paid for:

- Weekly meeting (one hour each week on Monday) (automatic 1 hour)
- Drafting messages to your students (we want these to be your best work!) (automatic 1 hour, but report more if you spend more time on it)
- Communicating with FAM Mentees (this may be in response to an email or text you sent)
- Your office hour on campus (this needs to be the same day/time and location each week. Your FAM mentees should know they can always see you in person then. You are also welcome to hold a second office hour virtually.
- Monitoring and participating in the GroupMe conversation throughout the week (automatic 1 hour)
- Completing and submitting weekly FAM report and biweekly time-sheet (automatic 1 hour, but report more if you spend more time on it)
- Events you attend with a FAM (e.g. you go to a football game with a FAM mentee or mentees, you get paid to go to the game! If you marketed the event to your mentees but none of them showed up, you still get paid).
- Time spent planning FAM events.
- Any training you attend relevant to your work as a FAM.

Other tasks: We are open to your ideas! In fact, our best ideas have come from FAMs who recognized a way to contribute to our program. For example, one of our FAMs serves as our social media coordinator.

Note: Please review the FAM Timesheet for additional details on reporting time.

Drafting Your FAM Weekly Email

Your weekly email is one of the most important ways you will communicate with your FAM mentees. You will write two types of emails each week. One as a blast email intended to get multiple students to reply, the other a unique email (although you will just be cutting and pasting it). Let's talk about what works in the world of student emails:

What to do:

- Write a student-centered email that is clear and direct. Use the word “you” and include action verbs that convey a sense of urgency. Watch out for jargon (remember, freshman may not know many of the acronyms used in higher ed).
- Write a catchy subject line to get attention. What would you like to have seen in an email as a freshman?
- Keep it light. Consider a meme or joke to start the conversation (just keep it brief).
- Consider a visual.
- Timing is important. Think about the best time to send your email each week.
- Think of a question you might ask that is so intriguing your student has to open it!
- Provoke Curiosity! “You Won’t Believe What’s Happening on Campus!”
- Occasionally we will host a weekly contest with prizes via email to boost student morale and generate interest.
- Keep your peer voice! Remember, your story is important. Consider sharing a piece of info about yourself (maybe a fear you had when starting school) to draw your students in.

What not to do:

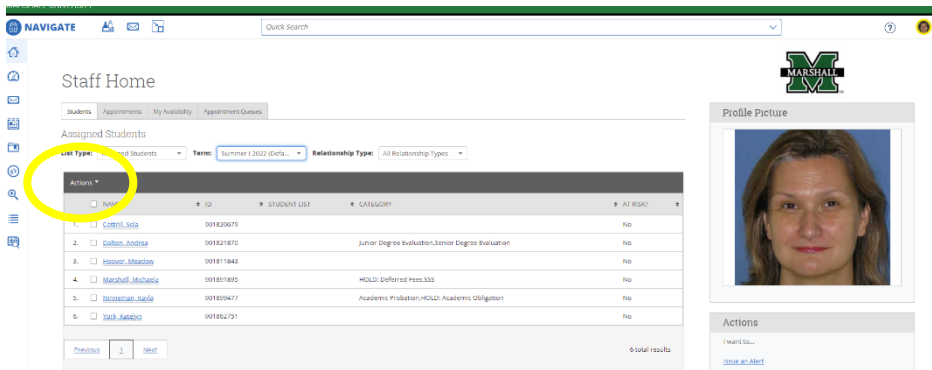
- Keep your email brief. Long emails often aren’t looked at 😞.
- Do not endorse specific candidates for SGA office, homecoming etc. in your emails.
- Do not use profanity even if you are trying to be funny or entertaining.
- Watch over emailing.

Source: <https://eab.com/insights/daily-briefing/student-success/4-reasons-students-dont-read-your-emails-and-how-to-change-that/>

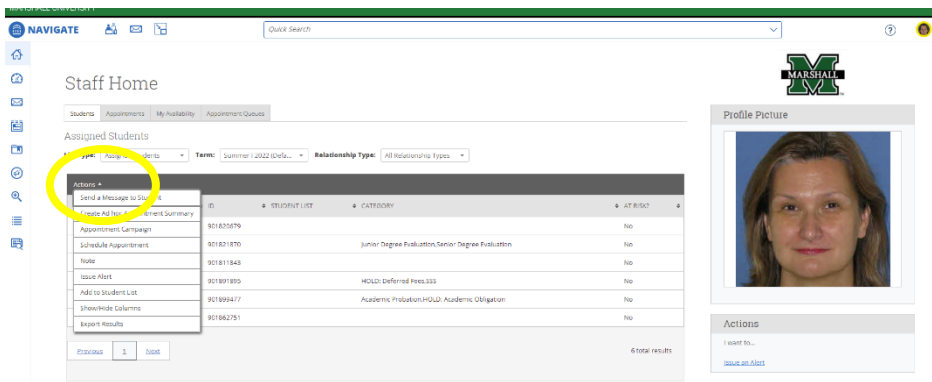
Sending Emails in Navigate

Suggestion: If you create your email in a word file first, then you can simply cut and paste into the message.

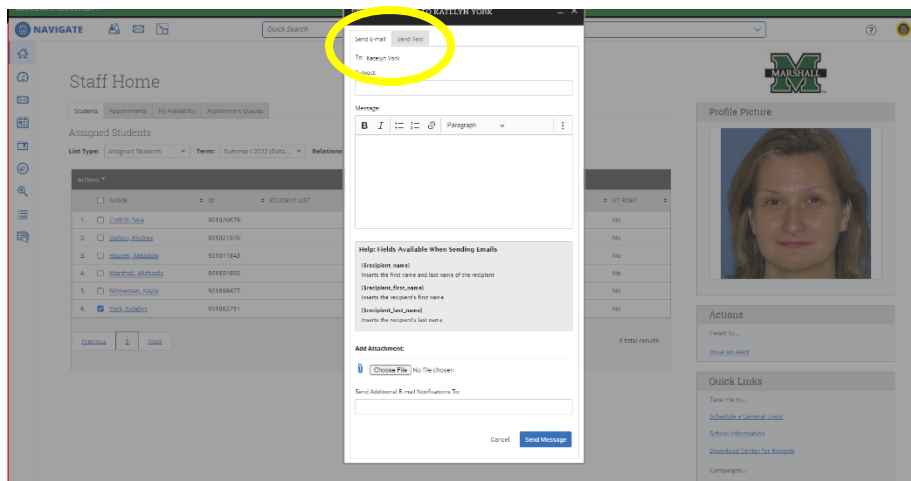
1. Log on to Navigate- marshall.campus.eab.com.
2. Click on “Staff Home” in the upper left-hand corner of the screen.
3. Click the check box of the students you wish to email. You can select all if you are emailing everyone.



4. Go to Actions on the dark gray bar over the names and click on “Send a Message to Student.”



5. Select “Send E-mail” at the top of the pop-up and paste in your email text.



Sending Text Messages in Navigate

Suggestion: If you create your text message in a word file first, then you can simply cut and paste into the text message.

1. Log on to Navigate- marshall.campus.eab.com
2. Under the “Home” tab (with the home symbol on the left-hand side) you should see a listing of students assigned to you.
3. Click on the student(s) you wish to text (please keep track so you don’t text the same group each week).
6. Click “Send a Message to Student” and select “Send Text”
4. Keep in mind:
 - a. Texts cannot be more than 160 characters.
 - b. You should include your name and your email in the text at the beginning of the text.

Paperwork

You will be asked to report on your interactions with students in a few places.

1. Weekly Report (Spreadsheet) - Due each Friday by 12 noon.
2. Bi-Weekly timesheet- Due every other Friday by 12 noon; see payroll calendar for exact dates

For 2022-2023: your bi-weekly timesheet is due by **12 noon** on these Fridays:

PAY PERIOD END DATE	CHECK DATE
8/26/22	9/9/22
9/9/22	9/23/22
9/23/22	10/7/22
10/7/22	10/21/22
10/21/22	11/4/22
11/4/22	11/18/22
11/18/22	12/2/22
12/2/22	12/16/22
12/16/22	12/30/22
12/30/22	1/13/23
1/13/23	1/27/23
1/27/23	2/10/23
2/10/23	2/24/23
2/24/23	3/10/23
3/10/23	3/24/23
3/24/23	4/7/23
4/7/23	4/21/23
4/21/23	5/4/23
5/5/23	5/19/23

Filling out Weekly Spreadsheet

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Student MUID#	Last Name	First Name	Type of Contact 1= Blast Email 2=personal email 3=text 4=phone/virtual meeting 5=in-person	Student responded to email Y=1	Student responded to text or social media Y=1	Met with FAM virtually (facetime, TEAMS, Zoom etc) Y=1	Student met with FAM in person, observing current University COVID protocol Y=1	1. Student is worried about one or more courses. Y=1	2. Student's family circumstances are affecting academic performance. Y=1	3. Student is experiencing loneliness or feels disconnected from Marshall. Y=1	4. Student's finances are creating a barrier to success. Y=1	5. Student is experiencing roommate problems. Y=1	6. Student is experiencing health problems. Y=1	Notes / Questions / Comments / Concerns
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															
13															
14															
15															
16															
17															

A	B	C
Student MUID#	Last Name	First Name

D	E	F	G	H
Type of Contact 1= Blast Email 2=personal email 3=text 4=phone/virtual meeting 5=in-person	Student responded to email Y=1	Student responded to text or social media Y=1	Met with FAM virtually (facetime, TEAMS, Zoom etc) Y=1	Student met with FAM in person, observing current University COVID protocol Y=1

I	J	K	L	M	N	O
1. Student is worried about one or more courses. Y=1	2. Student's family circumstances are affecting academic performance. Y=1	3. Student is experiencing loneliness or feels disconnected from Marshall. Y=1	4. Student's finances are creating a barrier to success. Y=1	5. Student is experiencing roommate problems. Y=1	6. Student is experiencing health problems. Y=1	Notes / Questions / Comments / Concerns

Bi-Weekly Time Sheet

FAM _____ 901# _____ Weeks of _____

Week 1 8/20 - 8/26	Date	Time of day worked (please be sure to add AM or PM)	# Hours Worked	Not Clocked Via TimeClock (list hours in this column)	Type of Activity
Saturday	8/20	---	---	---	---
Sunday	8/21	---	---	---	---
Monday	8/22				
Tuesday	8/23				
Wednesday	8/24				
Thursday	8/25				
Friday	8/26				
Saturday	8/27				
Sunday	8/28				
Week 2					
Monday	8/29				
Tuesday	8/30				
Wednesday	8/31				
Thursday	9/1				
Friday	9/2				
Saturday	9/3				
Sunday	9/4				
TOTAL HOURS					

FAM Relationship

Consider using elements of the Appreciative Advising Model in your interaction with your mentees. Specifically, we want FAM Mentors to focus on the first three elements: Disarm, Discover and Dream.

“Appreciative Advising is the intentional collaborative practice of asking positive, open-ended questions that help student optimize their educational experiences and achieve their dreams, goals, and potentials.”

The Six Phases of Appreciative Advising



Disarm: Make a positive first impression with your mentee, build rapport, and create a safe, welcoming space.

Discover: Ask positive open-ended questions that help you learn about students' strengths, skills, and abilities.

Dream: Inquire about your mentees hopes and dreams for their futures.

Design: Co-create a plan for making their dreams a reality.

Deliver: The student delivers on the plan created during the Design phase and the adviser is available to encourage and support students.

Don't Settle: Mentors and mentees need to set their own internal bars of expectations high.

Disarm:

- Welcome students personally
- Be mindful of your nonverbal communication:
 - Gestures
 - Smile
 - Eye contact
 - Focus on them
- Be mindful of your Verbal Communication
- Call students by their preferred name/Be sure they know your name
- Use inclusive pronouns “Let’s look at this together.” “We can find the answer to that.”
- Small talk
- Give positive feedback. “That’s great!” “Wow, you are making great progress.” You’ve had some great experiences.”
- Ask for feedback. “Am I going too fast?” Would you like some help?” “Any questions?”

Discover:

- Everybody has a story. Ask positive questions to help us learn our students’ stories.
- Notice
 - Strengths
 - Skills
 - Passions
 - Accomplishments
 - Make students feel “heard” by: Affirming, Rephrasing, or Summarizing what the student is saying in a positive empowering way--“I’m impressed by...” or “It sounds like you...” \
- Some discover questions:
 - What activities were you involved with in high school?
 - What do you like to do in your spare time? (Books, movies, travel, hobbies, etc.)
 - What are you most excited about as a new student here at Marshall?
 - What are you most surprised about being a new student at Marshall?

Dream:

- Listen purposefully, really listen to what your mentees say.
- Make connections between information from the Discover phase and dreams being shared during this phase.
- Encourage mentees to be open to possibilities and remind them that there is more than one right answer.

Adapted from: The Appreciative Advising Revolution

Bloom, J. L., Hutson, B. L., & He, Y. (2008). *The appreciative advising revolution*. Champaign, IL: Stipes Publishing.

We recommend you look over your answers to this planning sheet shortly before your first meeting with your mentee. You might even bring it along to offer it as a bit of a roadmap for you both to follow. Use your judgment — but remember to at least look your responses over before the meeting — this will make you more comfortable and relaxed.

Question Ideas

- What was your most important activity in high school? Will you continue it in college? Why or why not?
- What have you enjoyed doing most since graduating high school?
 - What things do you like to do in your free time?
- Do you plan to join (or start) any clubs? Which ones?
- What movies have you seen recently? What did you think about them?
- What is your favorite thing about college so far? Why?

As adapted from the National Mentoring Partnership's "Learn to Mentor Toolkit" page 5-6
http://www.mncpd.org/docs/RBPD%20Web%20Site%20Sep%202009/Mentor_training_toolkit.pdf

Respecting Boundaries

Ethical Code of Practice

- The FAM mentor's role is to respond to the mentee's needs and agenda; it is not to impose their own agenda. **[Example: you cannot urge your mentees to vote for a specific candidate for SGA office, homecoming etc. in your weekly emails.]**
- FAM Mentors and mentees should respect the confidential nature of what is discussed as part of the mentoring relationship.
- FAM Mentors and mentees should respect each other's time and other responsibilities, ensuring they do not impose beyond what is reasonable.
- The FAM mentee must accept increasing responsibility for managing the relationship; the mentor should empower them to do so and must generally promote the learner's autonomy.
- Either part may dissolve the relationship. However, both the mentor and mentee should discuss the matter together, as part of mutual learning.
- FAM Mentors need to be aware of the limits of their own competence in the practice of mentoring.
- The FAM mentor will not intrude areas the mentee wishes to keep private until invited to do so. However they should do their best to help the mentee to recognize how other issues may relate to these areas.
- FAM Mentors and mentees should aim to be open and truthful with each other and themselves about the relationship itself.
- FAM Mentors and mentees share the responsibility for the smooth winding down of the relationship when it has achieved its purpose – they must avoid creating dependency.
- The FAM mentoring relationship must not be exploitive in any way; neither may it be open to misinterpretation.

[Adapted] Created by Ann Reynard - University of North London page 24
http://www3.uwic.ac.uk/English/LTDU/Documents/JISC_projects_library/Workbased%20learning%20mentoring%20handbook.pdf

Common Student Problems & Solutions

Below are some of the most common student scenarios you may encounter as a FAM Mentor. Each scenario has several ways in which you could respond. Every FAM mentor has a different approach to how they interact with students and approach situations. Keep in mind that you can always turn to other FAM Mentors, Kateryna Schray and Jay Rader for help!

Trying to reach a student through text, call, email, but failing to get a response:

- See if any other FAM mentors know or have had contact with this student
- Contact us to strategize ☺

You have a student who wants to do well but he/she doesn't know how or where to receive help:

- Try your best to get an idea of what he or she specifically needs help with (then you can more accurately direct them to resources/help and make suggestions).
- Share a story from your own experience (Remember students need reassurance that what they are experiencing is “normal”).
- Encourage the student to attend class! Not only is this proven to impact student academic success, it’s a great way to meet people.
- Encourage the student to talk to professors (remind them office hours are listed on the syllabus).
- Tutoring (consider helping them make their first appointment or walking them to the tutoring/writing center).
- Give them tips on better ways to study.
- Encourage the student to speak with their academic advisor (they are there to help with all general academic questions!)
- Suggest the student study with a fellow classmate or study group (to solidify learning).

You have a student who set his/her mind on what he/she wants to do prior to college but they are not doing well in core classes for the major:

- More than anything, we want to be sure the student understands that they are not a failure. If they want to pursue that major it just means seeking help in the core courses. Start by referring them to tutoring.
- If they indicate that they want to consider other majors encourage them to speak with their Academic Advisor (Make sure they know how to schedule an appointment or offer to walk them over).
- Remind the student that changing a major is normal! Better to take the time to find the major that is the best fit.
- Introduce them to the Career Services. They can help students identify areas of interest which can then help them connect with a major (Help them make an appointment or walk them over).
- Explain that the freshman year courses will likely count for general education credit so it’s important to do well even though they may not be part of the major they pursue.

You have a student who is taking 15 hours, working a part-time job off campus, and is involved on campus, but the student's grades are slipping because he/she is missing classes and doesn't have "time" to study:

- Time management is often overlooked but is easily one of the most difficult things to master as a new student. Make sure to let the student know they are not alone but it's important to stop and consider all the commitments and prioritize.
- Share tips and tricks you have about how you manage your time (If you keep a planner and are comfortable sharing this is a great approach!)
- Goal check- It's good to ask the student to outline their goals. If it's to graduate then this is a great moment to remind them that they need to do well in classes to reach this goal.
- Encourage the student to complete a time management spreadsheet. This helps the student to visualize time commitments.
- Encourage the student to check with financial aid to see if working on campus is an option.
- Academic advisors are great people to connect with about time management. Depending on the time in the semester they may be able to assist the student with making adjustments to their schedule, or, to plan differently for upcoming semesters.

Student has a close friend or family member they are helping care for so they are missing classes to help.

- Be caring in your response to the student and their situation (Remember, they are sharing delicate and private information with you).
- Offer assistance through Counseling Services (remember that these situations can be stressful). These individuals can assist the student in thinking through possible options/solutions.
- Refer the student to Michelle Biggs, Student Advocate and Success Specialist (offer to walk them to her office or help arrange an appointment)- miller138@marshall.edu, (304) 696-2284. She and her team can also help the student think through possible options/solutions.

Student is worried about finances

- Encourage them to talk with Financial Aid (Old Main, Room 116, 304-696-3162, sfa@marshall.edu). These are solution-oriented folks and there might be options they haven't thought about.
- Food Pantry- 1802 6th Ave, williamsk@marshall.edu, Wednesdays 12:30-2:30, Fridays 9:30-11:30.
- Textbook loan program (Circulation Desk, Drinko Library)
- Refer the student to Michelle Biggs, Student Advocate and Success Specialist (offer to walk them to her office or help arrange an appointment)- miller138@marshall.edu, (304) 696-2284.
- Worries can be stressful. Always make sure your students know counseling is available (Prichard Hall, 1st floor, 304-696-3111).

One of your students discloses to you that she is pregnant

- Show care for the student (Remember, they are sharing delicate and private information with you).
- Ask if they would like help from our office and offer to set-up a meeting.
- Let them know about Student Health Services (304-691-1100), Hours: 8am-10:45, 1-4pm (students may show up to see a doctor without an appointment). Note: The office is at the Marshall University Medical Center, located beside Cabell Huntington Hospital. Transportation is provided (pick-up at the Memorial Student Center).
- If they indicate that they are suffering from excessive stress, let them know about the Counseling Services (Prichard hall, 1st floor, 304-696-3111).

A student has left our university but is still communicating with you regarding their problems, how do you help them?

- Ask the student if they have formally withdrawn from the university. If not, refer them to Michelle Biggs, Student Advocate (offer to walk them to her office or help arrange an appointment)- miller138@marshall.edu, (304) 696-2284.

You have a student who is looking at withdrawing, what do you do?

- This is a great time to use good listening skills. Ask the student if he/she is comfortable telling you why they want to withdraw, this might help you to direct them and come up with possible solutions.
- Marshall offers Total Withdrawal Counseling to help students who are withdrawing from all of their classes. Please refer the student to Jay Rader (rader4@marshall.edu)

Student has a family member that passes away

- Express concern. Remember the student is likely upset and struggling to figure out what to do next. Assure the student that grieving is completely normal and can look differently for every person.
- Refer them to Michelle Biggs, Student Advocate (offer to walk them to her office or help arrange an appointment)- miller138@marshall.edu, (304) 696-2284. This office will assist with communicating with faculty.
- Make sure the student knows that Counseling Services are available to help them process feelings of grief. Offer to walk them over or help them make an appointment if they are open to seeking these services (Prichard hall, 1st floor, 304-696-3111) .
- Continue to reach out to the student to see how they are doing. A simple email or text goes a long way.

Student struggling with homesickness

- Consider sharing a story about when you were homesick as a freshman.
- Make sure to mention that this is a common feeling particularly early in the semester. Remind them they might be surprised how they feel a few weeks from now.
- Ask about their interests outside of class and help them connect with an organization via Herd Link herdlink.marshall.edu (try to connect them with a person or help them find the date for a meeting of that organization).

- If they are going home every weekend suggest that they try staying on campus one weekend. Help them find activities for that weekend or consider meeting them for a coffee or meal in the dining hall.
- Mention counseling services is always available and can assist with a variety of needs (including homesickness) 304-696-3111.

A student has made an inappropriate contact toward you as a mentee

- DO NOT RESPOND- Kateryna Schray or Jay Rader.
- If you are in immediate danger call campus police at (304) 696-HELP (4357)

A student has revealed they have been using a lot of illegal drugs and alcohol

- Express concern for the student. Indicate that there could be consequences to these behaviors.
- Indicate that Counseling Services is always available and can help them if they feel they might have a problem (Prichard Hall, 1st floor, 304-696-3111)

A student needs help finding their fit on campus/friends

- Keep in mind that this can be linked to homesickness. Remind the student that this is a normal feeling and that many freshman indicate some insecurity about finding a fit/friends on campus. Remind the student that it takes time but will happen!
- Ask them to start with activities in Residence Life. Offer to talk with the student and the RA to find out what programming is being offered.
- Show them where to connect with Student Organizations. You can start by looking at HERD LINK with them (herdlink.marshall.edu). Offer to attend an event with them.
- Encourage the student to take a step out of their comfort zone. Help them set a goal and write it down together (e.g. I will participate in three activities this week). Then celebrate with them when they achieve that goal!

Student has disclosed that they have a physical or mental disability (permanent or temporary)

- It's important to be cognizant that they have just shared a private piece of information with you. Keep this in mind.
- Indicate that we have many resources on campus to help them and do your best to encourage them to connect with one of these two offices as a starting point. These offices can direct the student on next steps.
 - Disability Services (Stephanie Ballou, Director, Prichard Hall 117, 304-696-2467)
 - Counseling Services (Prichard hall, 1st floor, 304-696-3111)

Emergency Response Resources

If you are aware of a student's critical situation you may walk that student into the Counseling Center for immediate assistance, or they may call (304) 696-3111.

If an emergency occurs when the Counseling Center is closed, you may call campus police at (304) 696-HELP (4357), who will have the on-call counselor contact you right away.

Counseling Center Hours of Operation:

Monday- 8:00-5:00

Tuesday- 8:00-6:00

Wednesday- 8:00-6:00

Thursday- 8:00-5:00

Friday- 8:00-5:00

Information you can share with students about the Counseling Center:

We recommend you make an appointment with the Counseling Center to ensure a counseling professional will be available to discuss your concerns. If you ever need to cancel an appointment, please call the Counseling Center or your counselor as soon as possible. All appointments can be made in person or over the phone by calling (304) 696-3111, e-mailing counselingcenter@marshall.edu, or completing the referral form on the Counseling Center website. The Counseling Center provides a waiting area for clients on the first floor of Prichard Hall. Scheduled appointments are approximately 45 minutes to one hour. Therapy services are free for current full time and part-time students.

During walk-in hours, students are seen on a first come, first-served basis. A counselor will work with you to determine your needs and the most appropriate intervention. That may include scheduling a follow-up appointment with a counselor or a referral to other campus or community resources. Walk-in appointments are 30-minute appointments.

What to expect at your first appointment?

During your intake appointment you will be asked to complete necessary forms to help gather information about presenting concerns, as well as a consent for treatment. These forms are done electronically or pencil and paper. During your first appointment, you and the Mental Health Specialist will discuss presenting concerns and a plan for treatment. Session frequency will be determined by the Mental Health Specialist and the student.

Emergency/Crisis Counseling: In the event of an emergency, a Marshall University Counseling Center staff member is available 24 hours a day, seven days a week and can be reached by calling 304-696-3111 during regular office hours or by contacting the Marshall University Police Department at 304-696-4357 outside of office hours.

National Suicide Prevention Lifeline- 1-800-273-TALK (8255), www.suicidepreventionlifeline.org

Prevent Suicide West Virginia- <https://preventsuicidewv.org/>, 304-415-5787

Contact the Counseling Center

Find us on [Marshall's Huntington campus](#) in Prichard Hall, on the first floor. Call the Counseling Center at 304-696-3111 to learn more or schedule an appointment.

Confidentiality FERPA

FERPA Policy

Marshall is committed to ensuring that all information regarding a student is kept confidential as required by the Family Educational Rights and Privacy Act (FERPA). Any information collected is used for the benefit of the student. This information may include grades, attendance, and disability information.

Confidentiality Statement

FAM mentors agree to maintain absolute confidentiality of all Marshall University information. This expectation pertains to student, parent, staff, employee, and business arrangement information.

I understand that as a student employee, I have access to certain sensitive information about Marshall students, staff, policies and procedures.

Therefore, it is my responsibility to:

1. *Protect the privacy of students and staff about whom I have confidential information;*
2. *Refrain from discussing matters pertaining to the office/department I am working for with (or in the presence of) non-office persons;*
3. *Limit my access to confidential information to that for which I have work-related need.*

I understand that I am being held to a higher standard as a student employee. I agree not to divulge any confidential information obtained from observations, conversations, correspondence, personal records, clerical materials, or any other sources. I will not make public any confidential information such that the person(s) involved will be identifiable or harmed, except as I may be legally required to do so.

- Any breach of confidentiality by a student will be considered a violation of a policy and procedure of Marshall University and may require disciplinary action through the Student Code of Conduct. Any violation could also lead to termination of employment.

I have read and understand the Confidentiality Agreement and agree to comply.

Employee's Signature

Date

Payroll

FAM Peer Mentors are paid bi-weekly. Time is tracked via the Web Clock app. Students will also fill out an internal bi-weekly timesheet (due every other Friday by noon). Students should work approximately 10 hour per week, but we are aware some weeks are busier and slower than others and times will vary. Please let Katelyn York know if you know you will be very under or over the 10 hours.

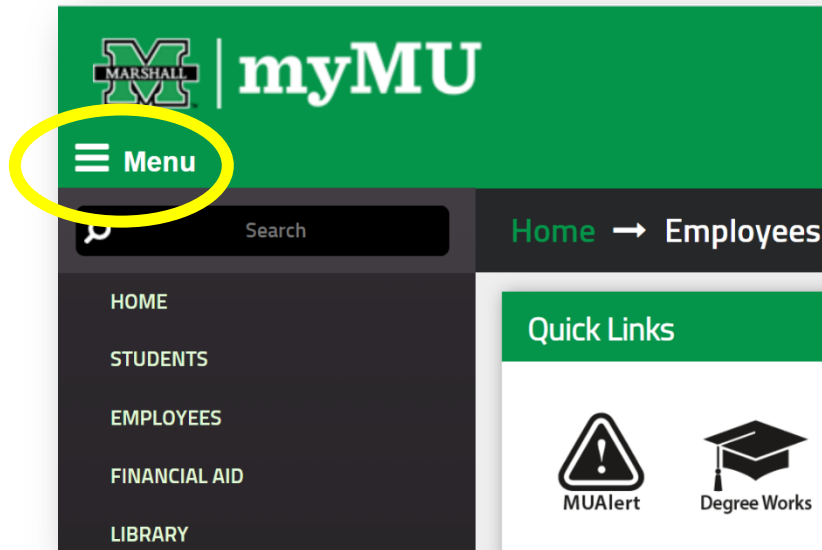
Below are the dates for the 2023-2023 academic year.

CALN YEAR	PAY PERIOD START DATE	PAY PERIOD END DATE	TIMESHEET DUE TO OSS	CHECK DATE	FISCAL YEAR
2022	8/13/22	8/26/22	8/26/22 by noon	9/9/22	2023
2022	8/27/22	9/9/22	9/9/22 by noon	9/23/22	2023
2022	9/10/22	9/23/22	9/23/22 by noon	10/7/22	2023
2022	9/24/22	10/7/22	10/7/22 by noon	10/21/22	2023
2022	10/8/22	10/21/22	10/21/22 by noon	11/4/22	2023
2022	10/22/22	11/4/22	11/4/22 by noon	11/18/22	2023
2022	11/5/22	11/18/22	11/18/22 by noon	12/2/22	2023
2022	11/19/22	12/2/22	12/2/22 by noon	12/16/22	2023
2022	12/3/22	12/16/22	12/16/22 by noon	12/30/22	2023
2023	12/31/23	1/13/23	1/13/23 by noon	1/28/23	2023
2023	1/14/23	1/27/23	1/27/23 by noon	2/10/23	2023
2023	1/28/23	2/10/23	2/10/23 by noon	2/24/23	2023
2023	2/11/23	2/24/23	2/24/23 by noon	3/10/23	2023
2023	2/25/23	3/10/23	3/10/23 by noon	3/24/23	2023
2023	3/11/23	3/24/23	3/24/23 by noon	4/7/23	2023
2023	3/25/23	4/7/23	4/7/23 by noon	4/21/23	2023
2023	4/8/23	4/21/23	4/21/23 by noon	5/5/23	2023
2023	4/22/23	5/5/23	5/5/23 by noon	5/19/23	2023

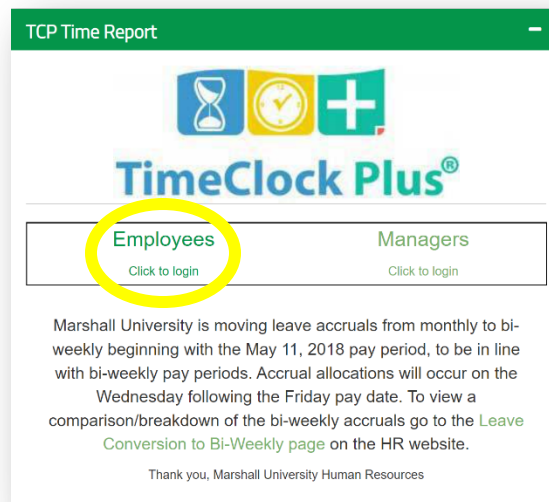
Logging in work hours through TimeClock Plus (TCP)

To log into TCP...

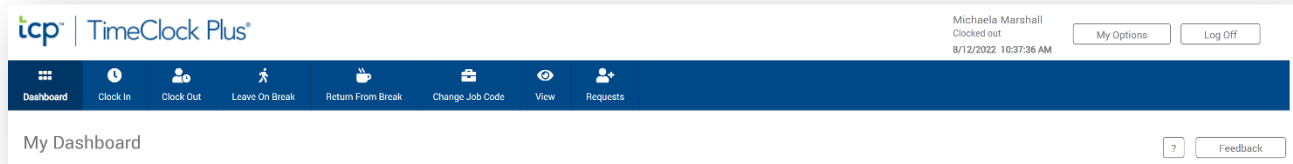
1. Go to your myMU page.
2. Click on the 3 lines to the left of myMU to select the Employees Tab.



3. On the right-hand side of the Employees page, you will see a box labeled TimeClock Plus. Click on the Employees option.

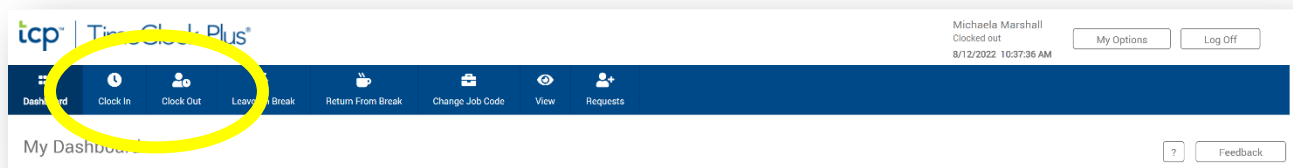


4. If you are **on campus**, you will see the following screen.



If you have more than one job on campus, be sure to select the appropriate job using the “Change job code” button. The Job Code for FAM is 262018.

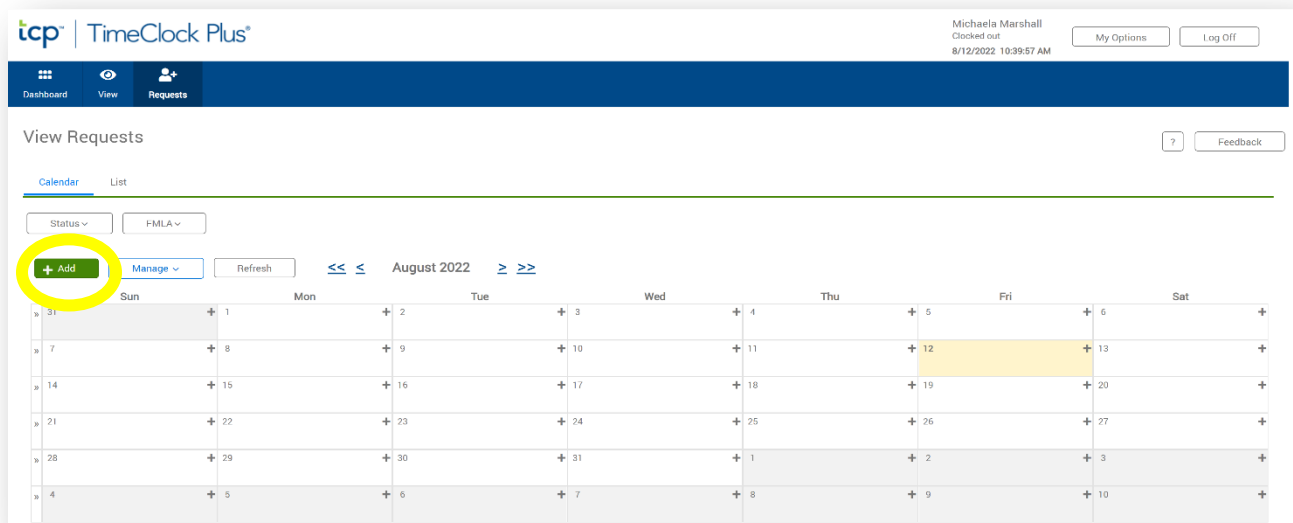
5. If you are on campus, the only two buttons you will need to use are “Clock in” and “Clock out”:



6. If you are **off campus**, you will see the following screen. Click on “Requests.”



7. You will then see a screen that looks like a calendar. Click the green “+Add” box.



8. You will see the screen below. Manually input the date and time that you worked. The time has to be in military time. Leave “Leave Code” and “Description” blank.

The screenshot shows a web form titled "Add Employee Request". At the top right, there are two buttons: a help icon (?) and a "Feedback" button. On the left side, there is a "Templates" section with a sub-section that says "No records found". The main form area contains the following fields:

- Employee: Michaela Marshall [901891895]
- Date requested: 8/12/2022 (with a calendar icon)
- Start time: (empty text input)
- Hours: 24:00 (text input)
- Days: 1 (dropdown menu)
- Leave Code: << NONE >> (dropdown menu)
- Description: (empty text input)

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

9. Be sure to hit “Save” and you are done!

Please make every effort to log in your work hours using TimeClock Plus – this frees up valuable time for our office and makes our program more efficient.

Academic Calendar

2022-2023

FALL 2022 SEMESTER (14 WEEKS)

August 12, Friday
End of summer school

August 15, Monday – August 21, Friday
Registration/schedule adjustment

August 15, Monday
Residence halls open for freshmen

August 16, Tuesday – August 21, Friday
Week of Welcome for freshmen

August 19, Friday, 9:00 a.m.
Residence halls open for upperclassmen

August 22, Monday, 8 a.m.
First day of classes

August 22, Monday – August 26, Friday, 8 a.m. – 5 p.m.
Late registration/schedule adjustment (add-drop)

August 26, Friday
Last day to add a class

August 29, Monday
Withdrawal (“W”) period begins

September 3, Saturday – September 5, Monday
University Computing Services unavailable

September 5, Monday
Labor Day Holiday – University closed

September 9, Friday
Application for December graduation due in academic Dean’s office

September 16, Friday
Last day to withdraw from 1st 8 weeks courses

October 3, Monday, Noon
Freshmen/Sophomore midterm grades due

October 7, Friday

1st 8 weeks courses end

October 10, Monday

2nd 8 weeks courses begin

October 24, Monday

Students should schedule appointments with advisors to prepare for advance registration.
(Required for students who have mandatory advising holds.)

October 28, Friday

Last day to withdraw from a full semester individual course

October 31, Monday

Recommended date to apply for May 2023 graduation

October 31, Monday – December 2, Friday

Complete withdrawals only

November 7, Monday – November 18, Friday

Advance registration for spring semester (open only to currently enrolled students)

November 11, Friday

Last day to withdraw from 2nd 8 weeks courses

November 11, Friday

Approved thesis/dissertation must be submitted to the ETD website for final review

November 19, Saturday, Noon

Residence halls close

November 21, Monday

Advance registration for spring semester (open to admitted and readmitted students)

November 21, Monday – November 25, Friday

Thanksgiving Break – classes dismissed

November 24, Thursday – November 25, Friday

Thanksgiving Holiday – University closed

November 27, Sunday, 9:00 a.m.

Residence halls open

November 28, Monday

Classes resume

November 28, Monday – December 2, Friday

Dead week

December 2, Friday

Last class day

Last day to completely withdraw from fall semester

December 3, Saturday

Exam day for Saturday classes

Some common finals

December 5, Monday

Exam day

December 6, Tuesday

Exam day

December 7, Wednesday

Study day

Exams resume at 3:00 p.m. for Wednesday evening classes

December 8, Thursday

Exam day

December 9, Friday

Exam day

December 10, Saturday, TBD

Winter Commencement, Mountain Health Arena

Official December graduation date

December 11, Sunday, Noon

Residence halls close

December 12, Monday, Noon

Final grades due

All requirements must be met for degree completion

December 22, 2022, Thursday – January 2, 2023, Monday

Winter Break – University closed

SPRING 2023 SEMESTER (14 WEEKS)

January 3, Tuesday

University reopens

January 3, Tuesday – January 6, Friday

Registration/schedule adjustments

January 6, Friday, 9 a.m.

Residence halls open

January 9, Monday, 8 a.m.

First day of classes

January 9, Monday – January 13, Friday

Late registration/schedule adjustment (add-drop)

January 13, Friday

Last day to add a class

January 16, Monday

Martin Luther King, Jr. Holiday – University closed

January 17, Tuesday

Withdrawal (“W”) period begins

January 27, Friday

Applications for May graduation due in academic Dean’s office

February 10, Friday

Last day to withdraw from 1st 8 weeks courses

February 20, Monday, Noon

Freshmen/Sophomore midterm grades due

February 24, Friday

1st 8 weeks courses end

February 27, Monday

2nd 8 weeks courses begin

March 6, Monday

Students should schedule appointments with advisors to prepare for advance registration for summer and fall. (Required for students with mandatory advising holds.)

March 11, Saturday, Noon

Residence halls close

March 13, Monday – March 17, Friday

Spring Break

Classes dismissed

March 20, Monday

Classes resume

March 20, Monday

Recommended date to apply for July/August 2023 graduation

March 20, Monday – March 24, Friday

Advance registration for summer sessions (open only to currently enrolled students)

March 24, Friday

Last day to withdraw from a full semester individual course

March 27, Monday

Advance registration for summer sessions begin (open to admitted/readmitted students)

March 27, Monday

Recommended date to apply for December 2023 graduation

March 27, Monday – April 21, Friday

Complete withdrawals only

March 31, Friday

Approved thesis/dissertation must be submitted to ETD website for final review

April 3, Monday – April 14, Friday

Advance registration for fall semester (open only to currently enrolled students)

April 7, Friday

Last day to withdraw from 2nd 8 weeks courses

April 17, Monday

Advance registration for fall semester begins (open to admitted/readmitted students except first-time fall undergraduates)

April 17, Monday – April 21, Friday

Dead week

April 21, Friday

Last class day

Last day to completely withdraw from spring semester

April 22, Saturday

Exam day for Saturday classes

Some common finals

April 24, Monday

Exam day

April 25, Tuesday

Exam day

April 26, Wednesday

Study day

Exams resume at 3 p.m. for Wednesday evening classes

April 27, Thursday

Exam day

April 28, Friday

Exam day

April 29, Saturday, TBD at Mountain Health Arena

Commencement

Official May graduation date

April 30, Sunday, Noon

Residence halls close

May 1, Monday, Noon

Final grades due

All requirements must be met for degree completion

May 8, Monday – August 11, Friday

Summer school sessions

May 27, Saturday – May 29, Monday

University computer services unavailable

May 29, Monday

Memorial Day Holiday – University closed

July 4, Tuesday

Independence Day Holiday – University closed

Quick Contacts

Kateryna Schray
Director
Center for Student Success
East Hall 229C
rudnytzk@marshall.edu
Office: (304) 696-2404

James Rader
Assistant Director
Center for Student Success
East Hall 229D
rader4@marshall.edu
Office: (304) 696-5108

Katelyn York
Graduate Assistant
FAM Program Coordinator
East Hall 229B
york56@marshall.edu

Michaela Marshall
FAM Support Specialist
FAM Program
East Hall 229
michaela.marshall@marshall.edu

Mentor Resources

FAM Resource Guide

The purpose of this guide is to act as a resource bundle to get answers and information to commonly asked questions and student needs. This guide contains contact information, ideas for events and other miscellaneous information that could be helpful when messaging students.

Updated June 2022.

Example of weekly schedule:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11 am FAM meeting	Class	Breakfast @ Harless	Class	Send blast email	Plan blast email
Class	1 pm lunch w/ FAM(s)	Class	1 pm coffee w/ FAM(s)	Turn in paperwork by noon	FREE
3 pm blast email	Class	Homework	3-4 pm office hour @ East Hall	-----	GO HERD! Football Game @ Joan
Class	Class	Class	Class	FREE	FREE
7 pm dinner w/ FAM	Homework	5-6ish Email/ Text FAMs	7 pm dinner w/ FAM(s)	FREE	FREE
Homework	7-8 office Hour @ East Hall	Homework	Homework	Movie night/ Game night/ etc (some point in semester)	FREE

FAM Blast Email Checklist

- ✓ Open with an encouraging/kind statement
- ✓ Inform them of your office hours for the week
- ✓ Inform them of any important dates (e.g., 2nd 9 weeks classes, withdrawal period)
- ✓ Inform them of any fun events happening on campus (e.g., football games, club meetings, BINGO)
- ✓ Include a survey link or question of the week (optional)
- ✓ Wish them a great week/weekend and sign off

Blast Email Examples:

Happy Dead Week FAMs!

I hope you all had a peaceful Thanksgiving break filled with good food and love! I don't know about you all, but I definitely needed the break! We only have twoish more weeks until Christmas break which I'm super excited about!! I read a thing on social media and I thought it was an accurate representation of these next two weeks and I wanted to share:

“Going to school in between Thanksgiving and Christmas break feels like the last lap in Mario Kart where the music is all fast and gets really stressful.” HAHA!! How true!

Question of the Week: What did you do over Thanksgiving Break?

Final Exams are coming up next week! Don't worry! I know you will do great!! I just wanted to let you know that the time you take your exam might not match up with the time you usually attend that class. Just make sure you follow the exam schedule I have attached to this email!!!

Events happening this week:

A Musical Celebration – Monday, November 29th @ 7:30pm in Joan C. Edwards Playhouse

Herd Holiday – Thursday, December 2nd @ 5:30pm to 8:00pm in Memorial Student Center

I hope you have a fantastic week! Please let me know if you need anything!! :)

Your FAM,
Katelyn York

Hello!

I hope you are having a great day despite the rain and the first day of Dead Week. :(I know this week can get quite stressful with studying for finals, but you've got this! You have made it this far and I am super PROUD OF YOU!!!

Here is a list of things that may help when you start to feel overwhelmed, stressed, or just some self care tips:

1. Focus on what you can control
2. Go for a walk
3. Color

4. Take PLENTY of breaks when studying
5. Breathe
6. Look for positive opportunities in life's challenges
7. Dance it out :)
8. Treat yourself
9. Relax
10. SMILE :)

I know you will be studying for the most part this week and next week, but remember to also do something that you enjoy. I will be here for you whenever you need me. Here you will find the final exam schedule: <https://www.marshall.edu/registrar/exam-schedules/>

I know you are going to do AMAZING on all of your finals!!

Your FAM,

Katelyn York

Hi! :)

I know exams are coming up, if they haven't already, and you may feel overwhelmed at times. DO NOT WORRY! I am always here to help you!! Please let me know if you need any help at all or feel stressed about your coursework! In order to help you a bit, here are some of my favorite study tips:

1. PLAN!!! - I love a planner or scheduling system. Definitely make sure to space out your studying and study in manageable blocks of time.
2. Steer clear of distractions
3. Make your own study guide
4. Find a study partner or group if you enjoy working with others
5. Take PLENTY of breaks!

I hope these tips help!

Question of the Week: Go-to snack?

My answer: Chips & Queso :))

I hope you have an amazing week!

Your FAM,

Katelyn York

Survey Examples:

[Fun FAM Survey: Marshall Edition](#)

[Fun FAM Survey: Superhero Edition](#)

[Fun FAM Survey: Disney Edition](#)

Questions of the day Examples:

- Are there more wheels or doors in the world?
- What is the weirdest thing you have eaten?
- Have you ever met a celebrity?
- What's one meme or joke you've enjoyed recently?
- Is a hotdog a sandwich?
- Is cereal soup?

Financial Aid

If the student has questions about financial aid refer them to the office or to email the office the questions. There is an FAQ section on the website that answers commonly asked questions.

<https://www.marshall.edu/sfa/contact-us/>

Office in Old Main RM 116

Hours Monday – Friday 8am- 5pm

304-696-3162

Sfa@marshall.edu

Most documentation can be faxed:

Fax # 304-696-3242

Mailing Documentation to:

Marshall University

ATTN: Office of Student Financial Assistance

One John Marshall Drive

Huntington, WV 25755-3300

Please include Name & Student ID# in all correspondence and documentation.

Emails from the student must be sent from the Marshall email account if established.

Counseling Center

If a student express having struggles with their mental health refer them to counseling immediately. This could look like just asking the student if they have ever considered going to counseling or providing information about the counseling center and the benefits that it could provide the student. It is important to note that these services are free and are confidential. Professors and family members cannot see if the student is receiving these services. In the past FAMs have found it helpful to walk the student through the process of scheduling an appointment or even going with the student to the first appointment as a supporting individual.

Most importantly in all FAM situations if you become unconformable, please refer them to a supervisor. Our priority is that you are safe and confident in the aid you are providing.

If a mental health emergency occurs, contact the crisis hotline and Kateryna Schray

General Website

<https://www.marshall.edu/counseling/>

Scheduling an appointment

3 Appointment options

New Client

Walk In

Returning Client

<https://www.marshall.edu/counseling/schedule-an-appointment/>

Emergency number

Marshall University Crisis Hotline – 304-696-3111 (select option for crisis counselor)

If the situation is already a medical emergency (Injuries, substance overdose, etc), please call for an ambulance first and then contact our crisis line for follow-up care.

Should a crisis occur during regular business hours (8:00 a.m. to 5:00 p.m., M-F), you may come to the South Lobby of Prichard Hall (by the ramp) for assistance or call 304-696-3111 and select the appropriate option after listening to the pre-recorded list of options.

For after-hours crises, do not come to Prichard Hall – instead call 304-696-3111 and select the appropriate option after listening to the pre-recorded list of options.

Faculty and staff who become aware of a student’s crisis situation may walk that student to the Counseling Center for immediate assistance during business hours, or they may assist the student in calling 304-696-3111 and selecting the Crisis Counselor option from the available options. If the student is not with you, instead select the option to speak with our Front Desk or MUPD.

<https://www.marshall.edu/counseling/emergency-response-staff/>

Candace Danielle Layne, EdD, LPC, NCC

Director of the Counseling Center

Prichard Hall RM 115

One John Marshall Drive

Huntington, WV 25755

304-696-2269

Fax # 304-696-2288

Layne32@marshall.edu

Academic Support

Marshall Offers a variety of academic support centers and programs. These are free to students unless indicated. Encouraging students to enroll in support programs early rather than later increases success in courses. Most students feel the stigma presented with tutoring from high school, but it is important to encourage students and help them to understand that notion is not common in college. Students are expected to need assistance in many classes in college and this is just an opportunity to gain more understanding of challenging concepts.

Tutoring Center

<https://www.marshall.edu/uc/tutoring-services/>

Writing Center

<https://www.marshall.edu/writingcenter/>

Math Tutoring Lab

<https://www.marshall.edu/math/tutoring/>

College of Education and Professional Development Praxis Tutoring

<https://www.marshall.edu/coepd/post/>

Individual academic departments often provide specific tutoring for their courses when qualified tutors are available. For additional information and tutor availability, you can contact these departments directly. Contact information is provided at the linked site.

Department of Biology

Schedule released at the beginning of each semester.

Department of Chemistry

Schedule released at the beginning on each semester.

Computer and Information Technology

<https://www.marshall.edu/cit/tutoring/>

Department of Physics

ACC 215 and MGT 218

The Buck Harless Student Athlete Program provides tutoring for our students participating in our NCAA athletic teams.

Students with documented learning disabilities can seek accommodations by applying for services through our **Office of Disability Services**.

Paid tutoring is available for students who participate in the **Higher Education for Learning Problems (H.E.L.P.) Program** and **The College Program for Students with Autism Spectrum Disorder**.

Housing and Residence Life

<https://www.marshall.edu/housing/>

Under the HRL website there is a tab call forms and FAQ. Most information can be found under this section.

Student Affairs

<https://www.marshall.edu/student-affairs/>

<https://www.marshall.edu/student-conduct/>

Director of Student Conduct

Lisa Martin

304-696-2495

martil@marshall.edu

Mailing Address

Office of Student Conduct

Memorial Student Center, Room 2W29

Huntington, WV 25755

Michelle Biggs, Student Advocate

Memorial Student Center, 2W32

304-696-2284

miller138@marshall.edu

Title IX

<https://www.marshall.edu/eoaa/title-ix/>

The program is administered by the [U.S. Department of Education, Office for Civil Rights](#) (OCR). Many people think of Title IX as a program that was created to ensure equity in sports programs for men and women. Today, all educational institutions are required to address gender-based discrimination, harassment (including sexual harassment), and violence, including sexual violence, relationship violence (dating and domestic violence), and stalking. OCR identifies these behaviors or actions as “harassment” generally.

Debbie Walker Hart

Director & Title IX Coordinator debbie.hart@marshall.edu Office Hours 8:00 AM - 4:30 PM (Additional Hours by Appointment) Old Main 324 Phone: 304-696-2597 Fax: 304-696-6844 Email: titleix@marshall.edu

Mandatory Reporting Information

<https://www.marshall.edu/eoaa/reporting-relevant-offenses/>

<https://www.marshall.edu/eoaa/taking-action/>

<https://www.marshall.edu/eoaa/definitions/>

<https://www.marshall.edu/eoaa/helpful-tips/>

As part of the #MarshallUfamily, we must all make ending sex discrimination a priority. However, some individuals at the university have been identified as having specific responsibility for reporting any behavior that has the potential to be discriminatory or harassing. We call these individuals responsible employees, or *mandatory reporters*.

Who is a Mandatory Reporter?

A Mandatory Reporter is any one:

- Any employee of the University who becomes aware of sex discrimination as defined in this policy (including sexual harassment, sexual misconduct, stalking on the basis of sex, dating/intimate partner violence or sexual exploitation), regardless of whether the recipient of the behavior is a student, employee, volunteer or visitor of the University.** Exception: Employees with a legal obligation or privilege of confidentiality (including health care providers, counselors, lawyers, and their associated staff) are not considered Mandated Reporters and are not required to report when the information is learned in the course of a confidential communication.

Examples of Mandatory Reporters include:

- Vice presidents, Provost, Deans, Department Heads, Directors
- Coaches, Athletic Administrators, Athletic Trainers, Strength and Conditioning Staff Members
- Employees in Supervisory or Management roles
- Faculty Members/Professors
- Administrative Staff/Program Assistants/Secretaries
- Academic Advisors
- Resident Advisors (RAs)/ Residential Life Staff
- Teaching Assistants (TAs) and Graduate Assistants (GAs)
- Student Affairs Professionals
- Anybody a student views as having authority must report

What is the Purpose of a Mandatory Reporter?

Through your knowledge and application of University policy and state laws, you play an important role in:

- Protecting students, faculty and staff from incidents of sexual violence.
- Supporting sexual assault survivors.
- Helping the University maintain a safe environment by striving to eliminate, prevent, and address discrimination on the basis of sex, including sexual violence.

What are your Primary Responsibilities as a Mandatory Reporter?

The main responsibility of mandatory reporters is to report any Title IX violations to the University as soon as possible. You are required to report incidents you personally

observe as well as incidents reported to you. You must [report these offenses](#) to the Title IX coordinator.

Please see the [Reporting Relevant Offenses](#) section for details on what qualifies as a violation and the [Taking Action](#) section for details on how to report.

What Additional Responsibilities might you have as a Mandatory Reporter?

Many mandatory reporters under Title IX are also considered Campus Security Authorities (CSAs) under the Clery Act. As such, you may be required to file reports of certain crimes, including sexual assault and child abuse/neglect, according to procedures outlined by the Clery Act.

The University encourages anyone who experiences or becomes aware of an incident of Prohibited Conduct involving a student to **immediately** report the incident to the University through the following reporting options:

- By contacting the University's Title IX Coordinator or any Deputy Title IX Coordinator by telephone, email, or in person: Debra Hart, Director/ Title IX Coordinator, Old Main Room 206
- Pursuant to Title IX, certain University employees, called "Responsible Employees," are required to report to the Title IX Coordinator all information disclosed to them about an incident of Prohibited Conduct.
- The U.S. Department of Education's [Office for Civil Rights](#) (OCR) enforces, among other statutes, Title IX of the Education Amendments of 1972. Title IX protects people from discrimination based on sex in education programs or activities that receive Federal financial assistance. A Complainant may choose to make a report to the OCR at any time by contacting:

Philadelphia Office
Office for Civil Rights
U.S. Department of Education
The Wanamaker Building
100 Penn Square East, Suite 515
Philadelphia, PA 19107-3323
Telephone: 215-656-8541
FAX: 215-656-8605; TDD: 800-877-8339
Email: OCR.Philadelphia@ed.gov

Women and Gender Studies

Leah Tolliver

Director, Wellness and Gender Programs
115 Old Main, One John Marshall Drive
Huntington, WV 25755
304.696.3112 (w)
tolliver@marshall.edu

Wellness Center

Kaye Godbey, MS HSA-CYD

Coordinator of Wellness Programs
Phone: 304-696-4103
Email: godbeyk@marshall.edu

Mail: Memorial Student Center 2W16A
Wellness Center Suite, 2nd Floor
One John Marshall Drive
Huntington WV 25755
Alyssa Hager (She/her)
Violence Prevention and Response Coordinator
PHONE: 304.696.5701.

EMAIL: Hager135@marshall.edu

MAIL: Memorial Student Center, 2W16A
One John Marshall Drive
Huntington, WV 25755

Rebecca Tomblin

Peer Recovery Support Specialist
Email: tomblin91@marshall.edu

Scholarship request form

<https://www.marshall.edu/cob/students/scholarship-application/>

Excused Absences Request Form

<https://www.marshall.edu/student-affairs/excused-absence-form/>

The University Excused Absence Form has closed for the spring 2022 semester, the semester has ended. You can email miller138@marshall.edu with any questions.

[Undergraduate University Excused Absence Form](#) – Fill out this form and attach all documentation for your absence.

Please note University Excused Absence requests may take up to 3 instructional days to process. **University excused absences are not approved until you receive an email from the Division of Student Affairs.** The Division of Student affairs may request further documentation or reach out for clarification and it is the responsibility of the student to provide that information before an absence is approved. Virtual classes will be handled on a case-by-case basis. Online classes are typically not excused, only on a case-by-case situation. Student Affairs only processes undergraduate excused absences, graduate students address these directly with their professor.

Medical Services for Students

Student Health Services

Location: 1600

Hours: 8 a.m. to 10:45 a.m. and 1p.m. to 4 p.m.

Call **304 691-1100** to schedule an appointment.

<https://www.marshall.edu/studenthealth/>

Cabell Huntington Health Department

Location: 703 7th Ave, Huntington, WV 25701

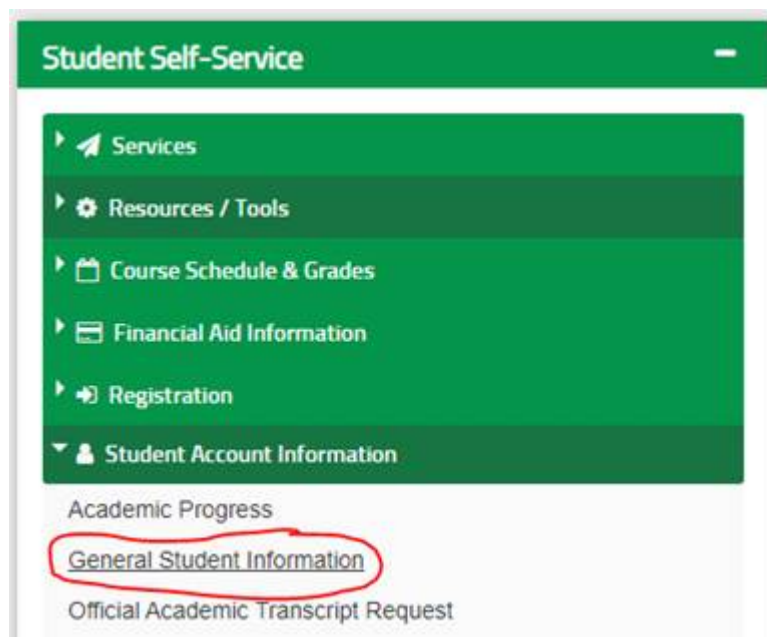
Hours: Monday – Friday (8 a.m. – 4 p.m.)

Call **304 523-6483** to schedule an appointment.

<https://cabellhealth.org/clinical-services/>

How to update navigate numbers

Students are able to login to myMU under Student Self-Service, Student Account Information, and select General Student Information. Under the Personal Information tab students can update addresses and phone numbers.



Food Insecurities

Almost half of college students across the country are food insecure. Food insecurity is the lack of access, or financial resources to access, a sufficient amount of quality, affordable, and nutritious food. Access to quality food is

important for college students in order to maintain a healthy lifestyle and be successful in and out of the classroom. Marshall University is committed to providing options and resources to help fight this battle. Additional information regarding food insecurity is available on our [Food Pantry website](#).

Marcos Meal Share Program

<https://www.marshall.edu/student-affairs/mealshare/>

The Marco's Meal Share initiative gives students the opportunity to share meal swipes online with other students at Marshall University. Students experiencing food insecurity will be able to request and receive meals by requesting and meeting with the Office of Student Affairs. This initiative is made possible by collaboration with the Student Government Association, Student Affairs, and Information Technology.

Food Pantry

<https://www.marshall.edu/foodpantry/>

We are located at

1802 6th Ave Huntington WV, 25701

in the Tri-State MRI building. There is a free parking lot in front of the pantry door. Our hours of operation differ per semester. See services for hours of operation.

Interested in volunteering, donating or are need of services. Please contact us!

Kelli Williams

Chair of the Dietetic Program

williamsk@marshall.edu

Clarissa McPhillen

Manager of the Marshall Food Pantry

mcphillen1@marshall.edu

Transportation

Marshall University offers free transportation for students on all TTA buses.

RIDE THE TTA SYSTEM

All Marshall students are connected to the **Tri-State Transit Authority's entire regional line** through Marshall's partnership with TTA. The Green Machine is the student TTA bus with stops specifically relevant to the Marshall community. So whether you need to get downtown for an art class, go grocery shopping at Kroger or Walmart, or take a day trip to the mall, all it takes is a your MUID to ride. Download the RouteShout v2 app for live bus tracking, or visit www.tta-wv.com for a full list of buses, schedules and stop times.

Green Machine schedule: Hours have been changed to Pullman Square and the VAC-For other ways to get to the VAC and Pullman Square, visit the TTA website

See Routeshoute V2 or the TTA website for the updated hours and schedule.

Track the Green Machine or any TTA System in real-time with ROUTESHOUT V2!



**DOWNLOAD ROUTESHOUT
FOR LIVE BUS TRACKING
VISIT WWW.TTA-WV.COM**

TTA
Tri-State Transit Authority
529-RIDE

Event Ideas

- Movie Night
- Scheduling Workshop
- Bookstore Workshop
- MU Paws – Therapy Dogs on Campus
 - Can be requested through this link
 - <https://www.marshall.edu/mupaws/>
- Rock painting
- Board Game Night
- Murder Mystery Night



What you are doing for our fellow students is life-giving.
Thank you!