

STUDENT SERVICES AND RESOURCES

Touro University Worldwide provides a number of services and resources to assist and support students' educational and professional goals.

ACADEMIC RESOURCES

To assist students in being successful at the University, the University is committed to providing students with resources that will aid in achievement of students' educational goals. Students have access to educational videos and online databases.

TOURO LIBRARY

Touro University Worldwide (TUW) students have access to digital library materials including electronic books (eBooks), electronic journals (eJournals) and educational videos made available to them through Touro College Libraries. Students may checkout eBooks from the library for educational and research purposes. The TUW Librarian is available to assist students in locating required readings, to provide guidance in locating sources for research project(s), and/or to identify where additional research materials can be found.

Students have access to educational videos in the library through Counseling and Therapy in Video, Volumes I-II and Psychotherapy.net. Students also have access to electronic resources in full text journals, books and thesis from Academic Search™ Complete, Business Source Complete, Dissertations & Theses @ Touro, eBook Central (formerly ebrary or ProQuest eBooks), EBSCO eBooks, EBSCO multi-search, ERIC®, JSTOR, LexisNexis Academic, ProQuest Central, PsycARTICLES®, SAGE Psychology Subject Collection and more.

OFFICE OF ADMISSIONS AND RECORDS

The Office of Admissions & Records is responsible for determining student eligibility for admission to and graduation from the University. The office process and evaluates applications and transcripts for admission purposes and is also responsible for determining student status, establishing student records and updating transfer credits. Additionally, the office is responsible for registering new and continuing students for courses, maintaining academic records, preparing transcripts, researching and reviewing petitions for exception to University policy, grade reporting, FERPA compliance, student name and address changes, enrollment verification, and issuing student ID cards. The Registrar is also responsible for assisting and overseeing international students as well as serving students receiving military tuition assistance.

FINANCIAL AID

The University awards and disburses federal student aid in the form of Federal Pell Grants and Federal Stafford Loans to eligible students. Financial assistance is also available to eligible active duty military members, VA beneficiaries and their dependents.

Contact our financial aid office by calling 212-463-0400 ext. 5736 or by emailing financialaid@tuw.edu to request a financial aid package. See more at: <http://www.tuw.edu/admissions/tuition/financial-aid-information/>

STUDENT ID

The University offers all students a student ID card. The first student ID card is complimentary upon request. Additional student ID card request/replacement will incur a \$10 fee per card. Students will be able to receive student discounts at various establishments (i.e. libraries, parks, museums, etc.) that offer student discounts.

A student bearing a TUW student ID card represents the University, hence we require students to submit a good quality, clean and clear headshot that will fit into the student ID template. The submitted student picture should meet the following minimum criteria:

- Good quality, clean and clear headshot – not blurry
- Picture that clearly shows the full face for easy recognition – not wearing hats/baseball caps or sunglasses.

Note: *The University reserves the right to reject submitted picture that is not in accordance to the University standard.*

STUDENT SUCCESS AT TUW

Touro University Worldwide is a student-centered university that uses a holistic and “high engagement” student service model to develop processes and policies to ensure student success that includes student orientation, retention, career services information, and disability services information. The purpose of the Student Success at TUW is to guide and support the individual needs of students as they progress towards the completion of their degree program. The mission is to increase student retention and help students graduate in a timely manner to reach their educational and career objective. The goal is to provide services and support that will help and empower students to cultivate the skills and abilities to make effective decision-making and develop into lifelong learners.

COLLEGE NAVIGATOR

For more information about TUW and TCLA, please see College Navigator at:

<http://nces.ed.gov/collegenavigator/?q=touro+University+Worldwide&s=all&id=459727>

EDUCATIONAL ADVISORS

Touro University Worldwide works collaboratively with every students to help them develop and accomplish academic and life goals. All students are assigned an educational advisor upon enrolling at TUW to assist the student during their tenure at TUW to ensure a successful and productive educational experience.

Students are encouraged to meet with their educational advisor at least once a term to review and monitor their academic plan to ensure satisfactory progress toward graduation. Any change in scheduled courses should be discussed with your advisor to ensure that you are still on schedule to graduate in a timely manner.

The services advisors provide to each student include, but not limited to:

- Educational advising for new, transfer, and continuing students
- Review transcripts and credit transfers
- Create individualized degree plan so students are aware of what and how many courses they

- would need to complete their degree program
- Advise students on course recommendations to fulfill completion of degree
- Assist with registration
- Ensure students are staying on track towards their degree
- Advise students considering a change in major and in need of assistance in determining new options
- Inform students about: Policies and procedures; University enrichment opportunities; and University support services
- Maintain a positive support system for our students

NEW STUDENT ORIENTATION

Prior to the beginning of the program, students are required to complete an online student orientation. The orientation will provide information about policies, procedures, and services provided by the university along with meeting some of our faculty and staff. The purpose of orientation is to provide important information and resources to help students be successful at TUW.

Orientation will give students the chance to get familiar with the university before starting courses, such as:

- Navigate TUW and its many resources
- Be familiar with expectations and policies
 - University Refund Policy
 - Leave of Absence (LOA)
 - Grades
- Know who is their advisor and other staff members
- Online Access Resources
 - Web Portal
 - Integrated Campus
 - Touro Library
- Technology requirement
- Student ID Card
- Access other helpful resources

ADA SERVICES

Students with a disability who require assistance must provide appropriate documentation and request accommodations (based on disability) upon registration. Students must provide documentation from an appropriate professional verifying the presence and impact of the disability and request for accommodation.

TUW complies with Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, which protects persons from discrimination on the basis of physical or mental impairments for all educational and employment purposes. Assistance is available for students who have physical or learning-related disabilities. Disabled students should contact the Provost at the start of every semester to discuss their needs and problems.

TUW is committed to providing reasonable accommodations to students with documented disabilities. Policies and procedures must ensure that students with a disability will not, on the basis of that disability,

be denied full and equal access to academic and co-curricular programs or activities or otherwise be subjected to discrimination under programs offered by TUW.

A student requesting accommodation for a documented disability under the ADA must send the documentation to the Educational Advisor and submit a Request for Accommodation of Disability Application (RADA). Verbal disclosure prior to or following admission is not sufficient inasmuch as supporting documentation is required and verbal disclosure cannot substitute for required documentation. Students may apply for reasonable accommodations any time during their academic session; however, if granted, the accommodation is given prospectively (accommodations cannot be supplied retroactively) and only for one session in which it is requested. Students must reapply for accommodations each session. If the nature of the accommodations being requested is unchanged, the student will not be asked to provide updated supporting documentation; such documentation is required only if there is a change in the nature of accommodations being requested.

Students seeking accommodation must have the following paperwork and documentation on file:

1. A Request for Accommodation of Disability application, filled out in its entirety. See application form using this link: <http://www.tuw.edu/students/student-success-center/disability-services/>.
2. Documentation from a physician, clinical psychologist, or other certified individual of the specific disability, to include:
 - A cover letter from the physician, clinical psychologist, or other certified individual; and
 - Appropriate and thorough diagnostic test results, conducted no more than five years prior to the request.

Summarization of results, while helpful, by itself is not considered satisfactory. The detailed report should also clearly diagnose the disability, report the severity of the disability, offer implications of the disability for the student's program of study, and include a summary of what accommodations are needed to assist in overcoming the disability. A cursory report suggesting that a disability exists and detailing a list of accommodations requested, without more, is unacceptable.

Decisions on RADAs are made by the Office of the Provost. If the RADA is granted, the Provost or her designee will notify the student and his or her instructors.

Note: TUW is a fast pace online university; ADA status does not allow lack of course participation or academic performance.