



# **Support Resources for Student Success**



Office of First Year Programs  
MOREHEAD STATE UNIVERSITY

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# ***Academic Support***

**Set an appointment with your professor or visit him/her during office hours. Visit your professor during office hours** to have him/her look over your notes and assess whether you are getting all the information you need. Discussing a problem with a professor one on one can quickly resolve the issue.

**Academic Advising and Retention** - Meeting with your academic advisor can help you with all the academic guidance you need, and can answer your questions (or get you in touch with someone else who can.) There are also **academic advising centers** on campus for the College of Education, Caudill College of Arts, Humanities, and Social Science, College of Science, and the College of Business & Technology. For more information about how to seek advising, visit:

<http://www.moreheadstate.edu/advising/>

## **Caudill College Student Services Center**

211 Rader Hall

Phone: 606-783-2693

[ccahss@moreheadstate.edu](mailto:ccahss@moreheadstate.edu)

<http://www.moreheadstate.edu/Caudill-College-of-Arts,-Humanities-and-Social-Sci/Caudill-College-Student-Services-Center>

## **College of Business and Technology Student Services Center**

213 Combs Building

Phone: 606-783-5303

[j.grady@moreheadstate.edu](mailto:j.grady@moreheadstate.edu)

<http://www.moreheadstate.edu/College-of-Business-and-Technology/Advising>

## **College of Education Advising Center**

203 Ginger Hall

Phone: 606-783-2162

<http://www.moreheadstate.edu/College-of-Education/Advising>

## **College of Science Student Services Center**

108 Lloyd Cassity

Phone: 606-783-9041

[dsct@moreheadstate.edu](mailto:dsct@moreheadstate.edu)

<http://www.moreheadstate.edu/College-of-Science/Student-Services-Center>

### **Eagle Success Program**

Students with last name A - J

Craig Dennis

222 Allie Young Hall

Morehead, KY 40351

606-783-2310

c.dennis@moreheadstate.edu

Students with last name K - Z

Steve Crail

214 Allie Young Hall

Morehead, KY 40351

606-783-2709

s.crail@moreheadstate.edu

### **Tutoring and Learning Center**

#### **First floor, Camden-Carroll Library or 214 Allie Young Hall**

The Tutoring & Learning Center (TLC) offers you the help you need to become a successful graduate of MSU. Tutoring is offered completely free of charge. We are open whenever the [library is open](#). The TLC offers tutoring in just about every subject on campus. To schedule an appointment or find their hours, visit: <http://www.moreheadstate.edu/tutoring/>

### **Disability Services**

#### **109J Enrollment Services Center**

If you have a learning disability or other type of disability that is affecting your classwork, you can get into contact with DS to discuss your needs in detail. For contact information, visit:

<http://www.moreheadstate.edu/disability/>

### **Career Services**

#### **428 University Blvd. (Brick house across from Baird Music Hall)**

Career services offer career programs and partner with students to find a possible career path based on their degree or interests. Their programs can help you make informed decisions about your future, become a stronger job seeker, and connect with employers.

<http://www.moreheadstate.edu/career/>

### **Eagle Diversity Education Center (EDEC)**

#### **318 Allie Young - 783-9569**

EDEC is dedicated to developing and sustaining an academic, social and cultural environment that embraces and supports diverse student populations. We strive to consistently generate and facilitate activities and programming that challenge, support, and contribute to the continued development and success of students of color. Focused on the experience of students of color at MSU, EDEC coordinates an array of educational, cultural and social programs, collaborating with faculty, staff, academic departments, and campus organizations to encourage and stimulate positive social interaction, cultural and community awareness.

<http://www.moreheadstate.edu/success/Diversity-Inclusion-Initiative>

## **Registrar**

**201 Ginger Hall – 606-783-2008**

The Office of the Registrar provides guidance and personalized attention on a variety of processes, including registration, transferring credit hours, degree certification, graduation, transcripts and veterans' benefits and we can assist you with the completion of documents throughout your academic career.

Office hours are 8 a.m. to 4:30 p.m., Monday through Friday. The Registrar's Office works to ensure the confidentiality and integrity of all [student records](#). In addition to those, you may also request a [transcript](#) of all your grades or a verification of your enrollment (often used for insurance purposes).

If you have moved, you will need to [change your address](#). If you have changed your name, please see [name changes](#).

For more information on transfer equivalencies, go to <http://www.moreheadstate.edu/Academic-Services/Registrar/Course-Transfer-Equivalencies>.

## **Testing Center**

**501 Ginger Hall – 783-2526**

MSU's Testing Center provides secure test administration and quality customer service to all students, including adult learners. We facilitate both University-specific and national testing services. We believe that students come first and should be encouraged to achieve their full potential while pursuing higher education. For more information, go to [www.moreheadstate.edu/testing](http://www.moreheadstate.edu/testing).

# ***Health and Wellness Support***

## **Counseling & Health Services**

### **First floor, 112 Allie Young Hall**

Counseling and Health Services is open from 8 a.m. – 4:30 p.m., Monday through Friday. Services are comparable to those of your family health care provider, but tailored to the problems, concerns, and preventive health associated with college-aged students, both traditional and non-traditional.

The clinic takes appointments throughout the day until 3:30 p.m. An appointment is not necessary but encouraged to decrease wait time. Walk-in are accepted through the day but those with appointments or emergency needs will be seen first.

**Emergencies** – Students with emergencies that are life-threatening should go directly to St. Claire Regional Medical Center’s Emergency Room for treatment.

**Counseling Services** - You can meet with a professional counselor to discuss your needs confidentially. Our university counseling center provides mental health and substance abuse counseling, as well as emergency and crisis services to our students struggling with issues that may prevent them from reaching their academic goals. For more information or to schedule an appointment, visit: <http://www.moreheadstate.edu/counseling/>

**Dental Services** – Dental services such as cleanings, oral disease assessments, nutrition counseling, periodontal maintenance, prophylaxis, scaling and root planning, simple extractions, simple tooth colored fillings, whitening services and x-rays are available at Counseling & Health Services.

## **Recreation & Wellness Center**

### **100 Evans Branch**

RWC offers three basketball courts, two racquetball courts, multiple fitness areas with free weights and exercise equipment and a swimming pool with a vortex. Outside activities, Outdoor Adventures, offers the Challenge Course, outdoor trips and campus and hiking equipment available to rent. [www.moreheadstate.edu/recreation](http://www.moreheadstate.edu/recreation)

# ***Financial Support***

## **Office of Financial Aid**

### **205 Enrollment Services Center**

The purpose of financial aid is to help students and families meet educational expenses that cannot be met through their own resources. Financial aid can be either need-based or non-need-based. If you are having issues with your finances, go talk to the financial aid office to see if they can help. <http://www.moreheadstate.edu/finaid/>

## **Student Employment**

For Eagles who want to work to earn their financial aid, there are two types of student employment: federal and institutional. Federal student employment is need-based while institutional student employment is not. If you are awarded a federal workstudy, it will be listed on your financial aid award letter.

If you have been awarded a federal position or are interested in institutional student employment, create an Eagle CareerNet account at [www.moreheadstate.edu/career](http://www.moreheadstate.edu/career) to view job openings and to apply for available positions. You must have a federal workstudy award to apply for federal positions.

## **SHARE Fund**

The Student Hardship Assistance Resource Emergency (SHARE) fund is a new fund that directly supports MSU students during times of financial hardship due to an emergency or life-altering situation. Students can apply to receive limited financial assistance from the SHARE fund for a variety of essential needs that cannot currently be met by the student due to temporary hardship. The amount of funds awarded will vary and will depend on the individual situation of each student. The fund is supported entirely by donations and funds awarded do not have to be repaid.

- Typical expenses that may be covered by the SHARE fund include but are not limited to:
- Medications/prescriptions or costs related to medical care
- Assistance with rent or utilities due to an emergency situation
- Safety related needs (i.e. changing a lock on a vehicle or home)
- Replacement of personal belongings due to a fire or natural disaster

To apply, go to <http://www.moreheadstate.edu/success/SHARE-Fund>.

## **Eagle Emergency Loan Fund**

At MSU, our number one priority is helping students. Now there's a new and unique way to change the life of a student and make sure they receive all that MSU has to offer!

The Eagle Emergency Loan Fund is a **faculty and staff supported** fund that provides short-term, interest free loans to students who are facing financial barriers that interfere with their ability to continue their education at MSU. From transportation costs to family responsibilities to

unexpected educational expenses, the Eagle Emergency Loan Fund will show students that we are committed to their educational success. For more information or to apply, call David Gillum or go to <http://www.moreheadstate.edu/success/SHARE-Fund>.

### **Eagle Essentials**

Eagle Essentials is located in 109 Enrollment Services Center. Eagle Essentials provides students with everyday items at no cost. We provide students with non-perishable food items, hygiene products and school supplies.

- Food: macaroni & cheese, ramen noodles, fruit cups, canned food
- Hygiene Products: toothbrush, toothpaste, deodorant, feminine products, shampoo, soap
- School Supplies: pens, pencils, highlighters, notebooks, folders, notecards

### **EagleCards**

#### **Ground Floor, 31 Allie Young Hall**

The EagleCard ID will serve as your official MSU photo identification. With your EagleCard, you can gain access to your residence hall, library, Recreation & Wellness Center, meal plans, BeakerBUCKS, student checking through USBank and athletic events held throughout the year.

### **BeakerBUCKS vs. Flex Dollars**

BeakerBUCKS is MSU's all-in-one account and is an option for all enrolled students and current employees. This includes non-traditional students and commuters. There is not a minimum start-up for this account. This account will automatically roll over from semester to semester as long as you are an enrolled student.

It is accepted at multiple locations across campus. These locations include Dining Services, University Bookstore, Library, MSU Document Center, concessions, vending, copiers, printers, and at participating local merchants.

SIX add-value stations are located across campus. These units are for your convenience and are put in locations so that there is never one far away:

ADUC - 1st Floor (Bookstore)

Alumni Tower Food Court

Camden-Carroll Library - 1st Floor

CHER - 3rd Floor

Breckinridge Hall - 3rd Floor

Lappin Hall - 1st Floor

To add value ONLINE to your BeakerBUCKS account with a credit/debit card go to the [EagleCard ONLINE web site](#). Just follow the directions and funds added will be available immediately.

**Flex Dollars** are a type of currency attached to every meal plan and can be used at all on--campus dining locations. They are loaded on your MSU EagleCard, so there is no need to carry around cash or another card! If you run low, you can add BeakerBUCKS at any time.



## ***Transportation Support***

### **MSU Transport Services**

Transport includes the MSU PD shuttle van, the MSU shuttle bus, and the MSU park-n-ride shuttle. If you need to park in overflow from your commute, any of these transport services can pick you up and take you to your class. To find contact information for the shuttles and schedules for each service, visit:

<http://www.moreheadstate.edu/shuttle/>

### **MorTrans Public Transportation**

MorTrans is an intercity bus that not only travels the city of Morehead, but it can take students to Lexington and Ashland as well. Your commute might be made easier by using this service. For a bus schedule and contact information, visit <http://ftsb.org/mor-trans.html>.

## ***Residential Support***

Talk your RA about problems with a roommate. Every RA on the MSU campus is trained in how to handle conflict between roommates. They will do their best to help you resolve your housing conflict. However, if you find that your conflict is not getting better, you can visit The Office of Student Housing to discuss options for changing your living situation. Basement, Fields Hall. <http://www.moreheadstate.edu/housing/>

## ***Safety Support***

### **MSU Police Department**

#### **100 Laughlin Health Bldg.**

Our highly trained law enforcement officers are on call 24/7. Over 30 emergency phones are strategically located throughout campus, providing direct access to MSUPD.

**EagleAlerts** – By signing up for Eagle Alerts, you will receive safety and weather alerts via text message. In the events of inclement weather, closings or safety emergencies, you will receive a text message to your mobile phone. To sign up, go to [www.moreheadstate.edu/eaglealerts](http://www.moreheadstate.edu/eaglealerts).

**LifeSafe App** – This app enables two-way communication between students and campus officials, allowing you to share information about everything from suspicious activity and mental health concerns to sexual assault and violence. These messages can be shared safely and anonymously on your smart phone through text, photo or video, allowing official to respond and monitor the activity in real time. LifeSafe also features SafeWalk, a feature that provides you a “virtual escort” to chat with while having your location monitored on a real-time map. For more information, visit [www.lifesafemobile.com](http://www.lifesafemobile.com).

# ***Getting Connected Support***

## **Student Organizations**

MSU is home to more than 150 student organizations including academic/honor, departmental, religious, social/political, sports, and Greek organizations. The most current list of student groups is at [www.moreheadstate.edu/orgs](http://www.moreheadstate.edu/orgs).

# ***Technology Support***

## **Technology Service Center**

### **111 Ginger Hall**

The IT Help Desk at 111 Ginger Hall is MSU's one-stop, walk-in location for those who need help with technology issues. You can also call 783-HELP (4357) if you need technology assistance. The center and the helpline are staffed during normal University operating hours. For more information, call 783-HELP or email [ithelpdesk@moreheadstate.edu](mailto:ithelpdesk@moreheadstate.edu).

## **Wireless Access**

### **MSU\_SECURE**

This network provides a safe, secure connection to the internet and to MSU resources. This is the preferred on-campus, secure wireless network available to users with a current MSU account. MSU\_SECURE requires an Eagle ID and password to connect, and should be utilized with PCs, laptops, tablets, and smart phones.

### **MSU\_GAME**

This is the preferred network to securely connect game consoles, e-readers, streaming devices and smart TVs. Users will be required to complete a one-time setup, enabling their device to access MSU's ResNet. Users will need to know the MAC Address of the device they want to connect.

### **MSU\_PUBLIC**

This network provides limited internet access to MSU guests. Unless you have an Eagle ID and password, you will access the internet on campus through MSU\_Public.

*Information in this document was obtained from the MSU website and 2017 Eagle Planner. Consult the MSU website for additional information and changes.*