



How to Best Support Your Pacer



Welcome to the Marywood University Family!

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- Mrs. Michelle Ketten, M.S.
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Overview and Purpose

Following today's session, you will be able to:

- Support your student to navigate the transition...
 - Phase 1: today through August 20
 - Phase 2: August 20 through the Fall 2025 semester
- Help your student identify resources to address what may be causing stress;
- Empower your student to be more independent as they navigate their college experience;

Additionally, we will provide you with some specific information related to their overall experience, and the natural ebbs and flows of the months ahead.



Communication and FERPA

The Office of the University Registrar

- Office Location/Student Service Window:
Liberal Arts Center, 90
- Hours: M – F, 8:30 a.m. – 4:30 p.m.
- University Registrar:
Mr. William Manley, M.S.
- To connect with a staff member...
 - > 570-348-6280
 - > registrar@marywood.edu





Family Education Rights and Privacy Act of 1974 (FERPA)

- Enacted to protect the privacy of students and the information we maintain on their record. The Act affords students the right to inspect their educational record, the right to seek to have the record amended if they feel the information contained in the record is inaccurate, and the right to restrict access to their record except where required by law.
- The student has control over their record.
- Students control this access by filling out the FERPA authorization form.
- We are fiercely protective of the student record.
- Student will receive an annual notice every September outlining these rights and our institutional policy.



Snapshots of Departments / Navigating Transition

Part I: Resources Focused on Physical and Behavioral Health, and Campus Safety

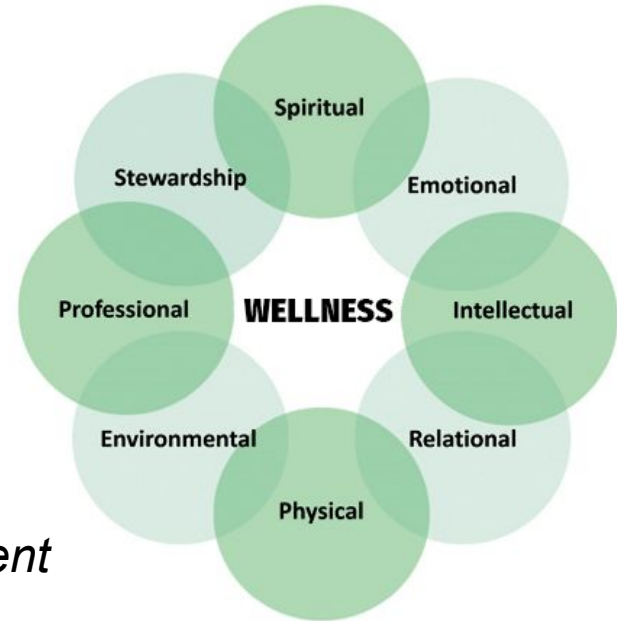
Part II: Belonging and Connectedness

Part III: General Care and Support

Part IV: Academic Support Services

Part V: Advice for the Transition

We are committed to delivering a formative student experience guided by our Catholic, IHM values, and in support of the Marywood University mission.





Student Health Services

Location: Loughran Hall (off of main lobby)

Variety of Services Available:

- Sick and Problem Visits
- Physical Examinations Including Screenings and Tuberculosis Testing
- Liaison Between Community Health Agencies and Marywood Students
- Prescription and non-prescription medication
- Health consultations/general health information
- Medical Supplies (On loan basis) i.e. Crutches, ice packs, etc.
- Emotional Health Concerns
- Women's Health Concerns

Note: Health Services does NOT issue medical excuses. Class attendance is an academic matter between a faculty member and student. If you need to prove that you were in our office, we always send an appointment confirmation email.



Eligibility

- Student Health Services are offered to all Marywood students
- There is no charge for services provided in our office, fees are presently covered by tuition.
- Students may incur a fee if outside/community services are accessed such as laboratories, x-ray, diagnostic tests, hospital visits, etc.
- Students should carry **a copy of their insurance card** and understand how to access community-based healthcare services, taking into account any limitations of their specific insurance plan.
- Students are encouraged to **upload a copy of their insurance card (front and back!) to their student health portal.**



Medical Requirements: **DUE AUGUST 1ST!** All Students Living in Campus Housing

ALL students living in the residence halls must upload by **AUGUST 1st:**

- **Immunization record** showing documentation of **2 MMR** (measles, mumps, and rubella) vaccinations.
- **Meningitis (A,C,W,Y) vaccine** (or waiver) as required by PA law.
- A **physical exam** completed within one year of enrollment date.

In accordance with Pennsylvania state law, students living in campus housing must provide proof of meningitis vaccination. *Students that do not meet these requirements will be required to live off campus (Approved by the Board of Trustees, 2000). If necessary, students with religious or other valid objections may submit a signed waiver to decline the required vaccines.

The Vaccination Waiver form can be found on the Student Health Services Webpage!



Medical Requirements: ***DUE AUGUST 1ST!*** **All Incoming Students**

ALL undergraduate and graduate students are required to upload to their Student Health Portal:

- **Immunization record**, which must include documentation of **2 MMR** (measles, mumps, and rubella) vaccinations.
- **Meningitis (A,C,W,Y) vaccination** (or signed waiver)

*All documents must be submitted by **August 1st** for the Fall semester.*

IMPORTANT NOTE:

All information must be submitted to the Student Health Portal prior to your enrollment at Marywood. Students who fail to provide this information may not utilize Student Health Services, registration for classes may be delayed, and campus housing may be denied.

Health Insurance

All full-time undergraduate, graduate, and international students are required to have health insurance.

- Online students are not required to provide proof of health insurance.
- Health insurance is offered through the school and United Healthcare.

Any student enrolled in the University Sponsored Health Plan through United Healthcare has 24/7 access to behavioral/mental and medical telehealth service through HealthiestYou By Teladoc. Insurance cards can be printed directly on the website. Please visit our webpage for more information, including a link to United Healthcare.

All plans include:

- 24/7 Student assistance program
- 24/7 HealthiestYou by Teladoc
- Behavioral medicine telehealth services
- Global emergency medical assistance
- Intramural and club sports coverage



Health Insurance Waiver

- The waiver period for the 2025-2026 academic year begins **AUGUST 15th** and will remain open until **SEPTEMBER 15th.**
- If you have private coverage, **you MUST COMPLETE the insurance waiver** and provide the name of the insurance carrier and the policy number to opt out of the pre-billed plan offered through UnitedHealthcare.
- Waiver link can be found on our Student Health Webpage.





How to Make an Appointment w Student Health

OFFICE HOURS: Mon-Fri. 8:30 AM-4:30 PM.

Please note, same day appointments cannot be guaranteed.

- Call **(570) 348-6249** to speak with Bridget, the office administrator
- Email healthservice@marywood.edu

BEFORE YOU MAKE YOUR APPOINTMENT

Before scheduling an appointment with Student Health Services, students **MUST** upload and complete the following:

- Immunization record uploaded by the student to the [Student Health Portal](#)
- Student Health History form (to be filled out in the Portal)
- Authorization for Treatment form (to be filled out in the Portal) *If the student is under 18 years of age, the Authorization for Treatment form must be signed by a parent or guardian.

Suggested Medical Supply List for Students

Encourage your student to participate in this activity! Students should be familiar with commonly used OTC medications they use at home.

Here are a few suggestions on what to pack and bring to have on hand in your dorm room:

First Aid:

- Band-aids
- Ace wrap
- First aid tape, gauze, ointments
- Humidifier (cool mist)
- Hot/cold pack
- Sunscreen
- Digital thermometer

Over the Counter:

- Acetaminophen (Tylenol) and/or Ibuprofen (Motrin, Advil) for fever/pain
- Antacid for upset stomach
- Antihistamines/antiallergy (Zyrtec, Allegra)
- Decongestion/saline spray
- Cough Syrup
- Hydrocortisone cream for skin irritation
- Throat Lozenges





Counseling and Student Development Center

Location: McGowan Building, 1017

Services Available:

- Staff assist students with challenges, changes, and choices
- The C/SDC offers confidential individual personal counseling, group therapy, consultation, and crisis intervention services
- The C/SDC also offers referral services for students who have needs beyond what can be provided at the C/SDC (e.g., students requiring more specialized or longer-term care).
- The C/SDC does not offer psychiatric services and students requiring medication management will be assisted in accessing the appropriate off campus psychiatric resources.



How to Make an Appointment w C/SDC

OFFICE HOURS: Mon-Fri. 8:30 AM-4:30 PM.

- Call **(570) 348-6245** to speak with the office administrator.

24/7 Crisis Services:

- In the event of an emergency, students may walk-in and meet with a therapist during regular business hours. **Call 570-348-6245.**
- After regular business hours, the C/SDC offers after-hours, weekend, and holiday on-call services. These services can be for any mental health needs that can and should wait until the next business day. **Call 570-348-6245 and Press 1.**



Campus Safety

Location: Maintenance Building

See their website for more information on key resources available:

- Emergency notifications and alerts (e2Campus sign-up)
- The panic button w omnalert app (what use to be the call boxes on campuses)
- The need to register a vehicle for parking (locations for commuters, resident students)
- Security escorts (24/7) = 570-348-6242 (when in doubt 911)
- Warning sirens/Public Address units (in case of emergency w instructions)
- Silent witness incident tip form to anonymously report a concern.



Part II: Belonging and Connectedness a.k.a. *Things to Do On Campus*

Areas Offering Fun and Transformative Experiences Include:

- Housing and Residence Life
- Student Engagement
- Athletics and Recreation
- Division of Mission Services
- Career Services
- Gourmet Dining





The Office of Housing and Residence Life

Location: Loughran Hall (main lobby)

- Housing Assignments
- Staff structure and support
 - Creating a Safe Environment
 - Role of the RA
 - Programming and Community Building
 - Providing Information
- Prohibited items / Items to bring
- Signs throughout the building reminding resident students of important numbers to call if/when necessary.
- Residence Life Staff on Duty and Rounds





Housing and Residence Life

MOVE IN = Wednesday, August 20

- Loughran Hall
3rd floor: 8 – 10 a.m.
2nd floor: 10 a.m. – 12 p.m.
1st fl. and Terrace level: 12 - 2 p.m.
- Madonna Hall (FY and ALL Transfer Check-In)
8 a.m. – 12 p.m.

Note: Please ensure your student has obtained financial clearance prior to move-in.





Part III: General Care and Support

Option #1 – Potentially areas/offices already identified (based on interactions)

Option #2 - **The Office of the Student Experience**

Location: Learning Commons 310

- Kevin Farrell, Associate VP for the Student Experience
- Dr. Jeff Kegolis, VP for the Student Experience, Title IX Coordinator, Title VI Coordinator
- Our focus = identifying resources, how to navigate a situation

Option #3: Another possibility...Staff in the next set of offices...



Part IV: Academic Support Services

Tutoring Services

Student Disability Services

Library Services

The Office of Academic Success



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Tutoring Services

- Located 2nd floor of Learning Commons
- QR codes to all information in virtual orientation packet
- All services have virtual or in person options
- Monday to Friday approximately 8AM-8PM by appointment

- **Who are the tutors?**
 - Undergraduate and graduate students who have completed a minimum of 24 credits and have proven themselves to be strong students and helpful communicators
 - Biographies available on website





- **Writing, Math, and Science centers**
 - By appointment only (Easy process, confirmation and reminder emails sent, information on website, in syllabi, and in orientation folders)
 - Encourage students to schedule and attend weeks before a paper or exam date, which will be outlined in all syllabi
 - Students can book a 15, default 30, 45, or 60 minute session once a day up to 3 times a week
- **Writing Center**
 - For all students
 - Any stage of the writing process
 - Any writing assignment for any class in any subject area
 - We do not edit papers. Sessions are a collaborative experience in which students learn to develop their writing, formatting, and research skills



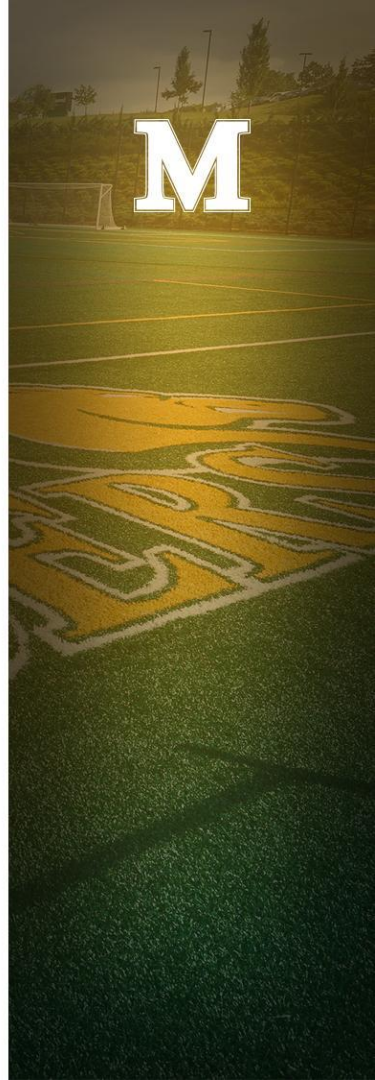
- **Course tutoring**

- One-to-one or small group weekly tutor paired by request
- Available for most, but unfortunately not all, courses except math, writing, or science, which are scheduled through the other centers
- Request early in the semester to allow time for pairing

Student Disability Services

We offer housing, dietary and academic accommodations to Marywood students with:

- Learning Disabilities-dyslexia, reading, math, written expression, auditory processing etc.
- Mental Health-bipolar disorder, anxiety, depression, PTSD
- ADHD
- Visual Impairments
- Hearing Impairments
- Autism
- Mobility Related Issues
- TBI
- Chronic Illness





Student Responsibilities:

Provide medical and/or psychological documentation to Student Disability Services.

Participate in the process of determining and implementing reasonable accommodations.

Inform Student Disability Services when accommodations need to be modified or symptoms change.

Inform Student Disability Services of any difficulties obtaining approved accommodations from faculty

Student Disability Services Responsibilities:

Determine if condition (s) are a disability in accordance with state and federal laws

Request updated documentation when necessary

Maintain documentation in a confidential manner

Assist with the implementation of reasonable accommodations

Serve as campus resource to help resolve disability related issues

Provide information and referral to campus and community resources



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Common Academic Accommodations

Extra time on exams- 1.5x or 2x. For example, if a test is one hour, the student will receive 1.5 hours with 1.5x and 2 hours with 2x

Testing in an alternate location- a student who has this accommodation has the choice of taking their exam in our reduced distraction testing center. In order to receive their extended test taking time, students must take their exam at our testing center, with the exception of online courses

Note taking support- SDS hires peer note takers

Additional Academic Accommodations



- Use of computer to take essay exams
- Use of a recording device to record lectures
- Math Substitution/Foreign Language Substitution
- Parking/Preferential seating
- Advanced notice of long reading assignments not published in the syllabus
- Opportunity to stand, move, or take a short break during class
- Accessible workstation/other accessible classroom equipment
- Enlargement of handouts, tests, quizzes, and PowerPoint presentations
- Advanced access to class materials (if they are provided to the class as a whole)
- Assistance with planning and implementation of long-term assignments
- Early Registration
- Textbooks in Alternate Format



Process for Students to Request Accommodations:

Step 1-Student visits the SDS webpage:

www.marywood.edu/academics/success/disability-services/ and

completes an Intake Request

Step 2-Student provides documentation to support the request

Step 3-SDS schedules an intake appointment with the student to determine reasonable accommodations

The Student Has Attended Their Appointment



What's next?

Step 1 - SDS sends official communication to the student outlining the approved accommodations and any relevant policies/procedures

Step 2 - For academic accommodations, student requests that their professors are notified about their accommodations

Step 3 - SDS sends official communication to each professor regarding approved academic accommodations, which they each sign off on

Step 5 - The student can utilize the accommodations in their courses.

Library Services



The Library is located on the first floor of the Learning Commons

- To see a librarian, come to Knowledge Bar to get scheduled
- To see open time slots go to <https://marywood.libcal.com/> and click on schedule an appointment with the library
- Two options: virtual or in person appointments available!
- Reserves and the Core Textbook Collection are located behind the Knowledge Bar
- Chargers for any kind of laptop and phones are available to borrow as well behind the Knowledge Bar



Want to Book a *StudyRoom?*

Book up to a week in advance!

Click on your room when booking to see the room features!

- Only 2 reservations per person per day
- Each reservation can be from 30 minutes to 3 hours
- Must register online - first come, first served basis



Scan here to book now!



Questions? Contact sesporco@maryu.marywood.edu or stop by the Knowledge Bar

Check out the...

Core Textbook Collection

@ The Marywood Library

- 150+ required textbooks on reserve
- 2-hour checkout (must stay in the Library)
- Request at the LC front desk
- List of textbooks available at:
<https://marywood.libguides.com/textbookcollection/find>

Borrow textbooks for select courses at no cost, when you need them!



Find textbooks for Core courses in:

Art - Science - English - French - Spanish - Italian- Psych - Music
Philosophy - Religious Studies - Social Science - History - Math

Contact:

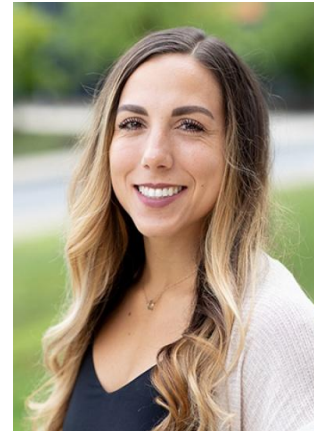
libraryhelp@maryu.marywood.edu

570-961-4707

The Office of Academic Success

1st floor of the Learning Commons
in “The Hub”

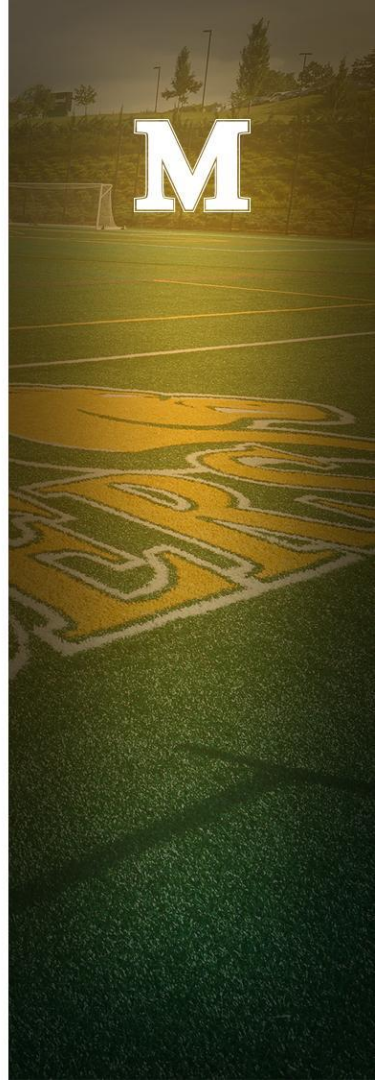
The Office of Academic Success is dedicated to helping students successfully navigate various barriers that they may encounter on their academic journey. We support students from their freshman year to graduation



The Office of Academic Success

Addressing Personal Difficulties:

Recognizing that personal challenges can significantly impact academic performance, The Office of Academic Success offers support and referrals to appropriate resources. Whether students are grappling with mental health concerns, familial issues, or financial stressors, the office provides a safe space for students to seek assistance and guidance. By addressing personal difficulties proactively, the office promotes student well-being and resilience, laying the groundwork for sustained academic success.



The Office of Academic Success

Supporting Academic Concerns:

Many students encounter a significant shift in academic expectations upon entering college, including increased workload, higher-level coursework, and greater self-directed learning.

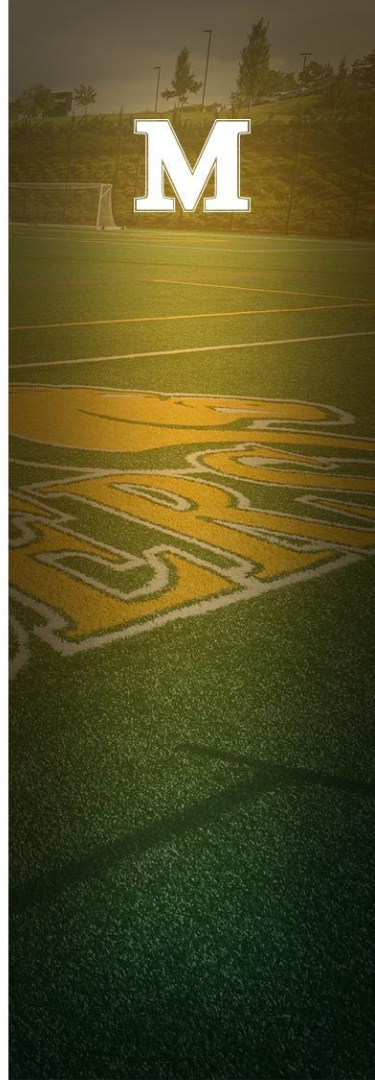
Individualized sessions with the Office of Academic Success can help students understand these expectations, develop effective study habits, and learn time management skills to balance their academic responsibilities.

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The Office of Academic Success

Self-Advocacy:

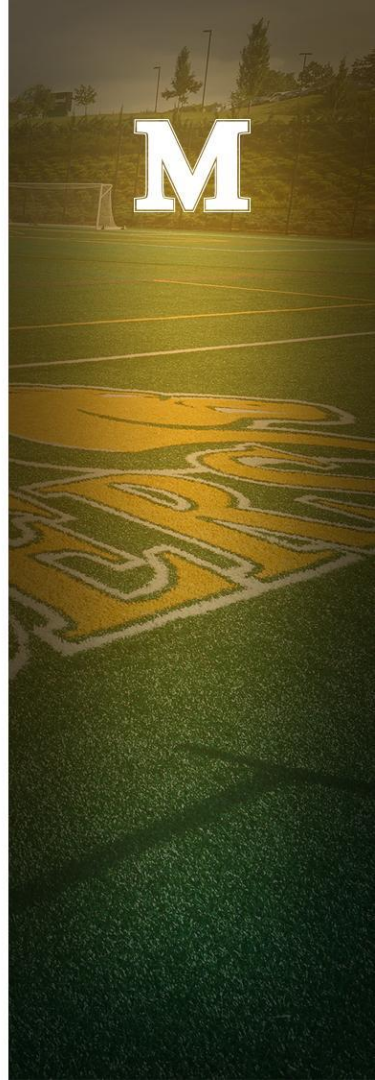
Learning to advocate for oneself is a crucial skill for college success, yet many students may feel uncertain about how to navigate academic policies, seek help when needed, or communicate effectively with professors. Individualized sessions with the Office of Academic Success can empower students to develop self-advocacy skills, navigate campus resources, and access support services that align with their academic and personal needs.



The Office of Academic Success

Goal Setting and Planning:

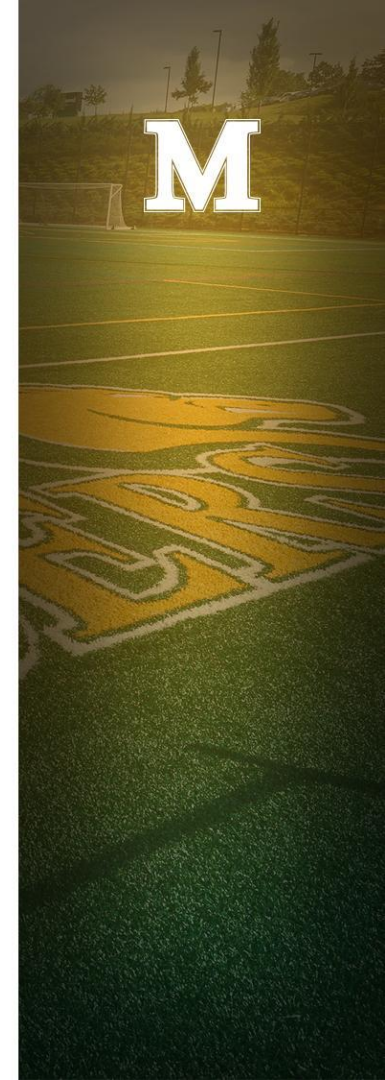
Setting academic and personal goals is essential for students to stay motivated and focused throughout their college journey. Through individualized sessions, the office can assist students in identifying their short-term and long-term goals, creating actionable plans to achieve them, and tracking their progress over time. This proactive approach can help students stay on track academically and maintain a sense of purpose and direction.



The Office of Academic Success

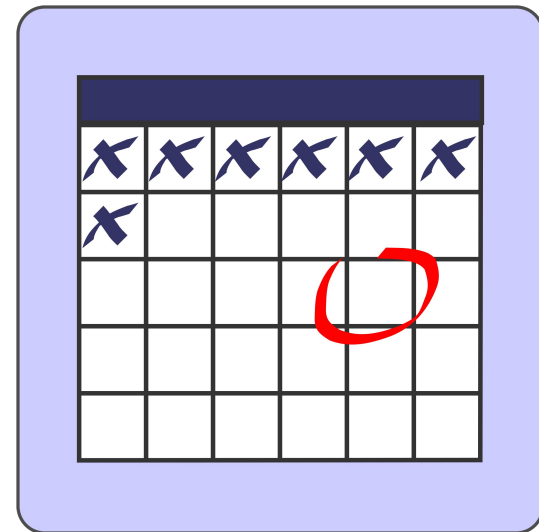
Managing Test Anxiety and Improving Test-Taking Strategies:

Test anxiety can significantly impede academic performance and undermine student confidence. The Office of Academic Success offers workshops to help students manage test anxiety effectively. These workshops include test-taking strategies that equip students with techniques to approach exams strategically, enhancing their ability to demonstrate their knowledge and skills under pressure.



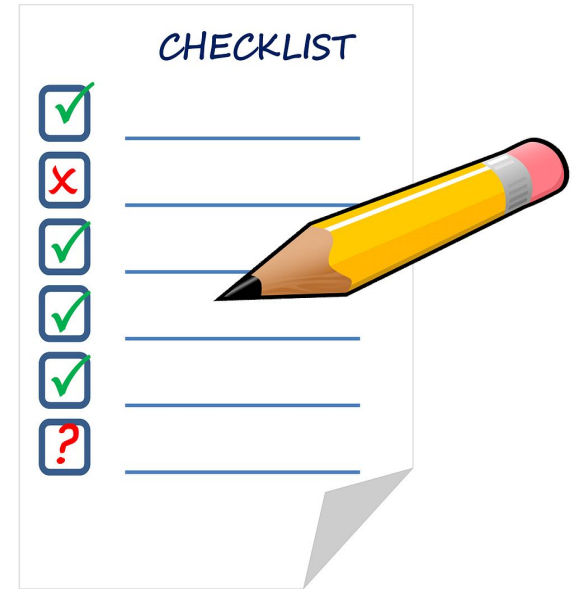
What's the Plan?

- Now through move-in day / first day of extended orientation
- First Day of Class through Fall Break
- Fall Break through Finals



Post Pacer Priority Day through Move-In Weekend

- To Do List
- Completion of Information, Processes, etc.
- Needs for Your Student's Room / Course supplies & computer needs



First Day of Class Through Fall Break

- Empowering your student to find a routine during the first two weeks, carving out times to study/read, etc.
- Weeks of Welcome...events and programs...meeting people, having fun (**Wed. August 20th through September**)
- Using Resources (visiting w faculty during office hours, mtg. with staff, asking for help, etc.)
- Family Day... Saturday, September 20th
- Fall Break = No classes on October 13th and 14th

Fall Break through Finals Week

- Mid Semester Grades (Mid-Terms are scheduled for before Fall Break)
- Pace of second half of the Fall semester
- Thanksgiving Holiday Break begins at conclusion of classes on Tuesday, 11/25 (housing closes at 8 p.m.)
- Class on 12/8, Exams 12/9 through 12/13 (housing closes at 10 a.m. on 12/13)

Reminders for this afternoon...

- Lunch...
 - > outside of the Learning Commons = Art Field
 - > 12:15 – 1:10 p.m.
- Meeting with Faculty is from 1:15 – 2:30 p.m.
- Closing Session is from 2:40 – 3:00 p.m. in Munley Theatre
- Drop In Hours at Offices/Locations on Campus from 3 – 4:30 p.m.



Questions

