Western Oregon University
Advising Resource Guide

Created by Student Success and Advising

Resource Guide Navigation

Advising at WOU

Effective academic advising plays a critical role in helping students stay at WOU and earn their degree. In alignment with our university mission to "provide transformative education through personalized support," this guide is available as a resource for advisors and all employees who serve in an advising capacity to have the tools, information, and skills to effectively serve our students. You can refer to this guide as often as needed for helpful links, processes, professional development resources, and policies.

At WOU, we believe that advising is teaching. Advisors help students learn the necessary information, tools, and resources to successfully complete their degree. While students are ultimately responsible for earning their degree, their advisor plays a critical role in helping them on that journey.

Personalized Support Through Advisor Assignments and Mandatory Advising

To provide personalized support to students, every degree-seeking student at WOU is assigned an advisor. They can view their advisor assignment via the WOU Portal or DegreeTracks. Advisor assignments are managed by each division/department.

- Pre-Nursing and Exploratory Studies students are advised by the Student Success and Advising (SSA) office.
- Students with a declared major and minor are assigned an advisor (typically a faculty advisor) in that department.
- Students that are part of the Multicultural Student Services and Programs, the Honors Program, or one of our two college-level TRIO programs (Student Enrichment Program and Teacher Prep Student Support Services) also have an advisor assigned to them as part of that program.

Students and advisors are encouraged to meet each term. **Once a year in Fall term (or a student's first term at WOU), an advisor hold will be placed on a student's account prior to registration (during week 5 of the term).** Students meet with their assigned major advisor to discuss a plan for the upcoming term(s) and have their hold removed. For more details on how to remove advisor holds, refer to the Removing Advisor Holds Through WolfWeb section of this guide.

Finding Your Assigned Advisees

Once you have been assigned students to advise, WOU has many tools to help you identify them and connect with them. The most common tools are WolfWeb and the Wolf Connection System. For more information on using these tools, refer to the Technology in Advising section of this guide.

New Advisor Training

The Quick Start Guide is a great resource for new advisors or advisors who are new to WOU. One-on-one training with Student Success and Advising can also be arranged by emailing us at advising@wou.edu.

Advisor Resources

In addition to this guide, there are many resources available to help you be an effective advisor. Some examples include:

- Advisor Training & Resources Website: https://wou.edu/advising/advisor-trainingdevelopment/
- General Education Advising: https://wou.edu/gened/faq/
- University Catalog: http://catalog.wou.edu

- Advising Mentors
  - Find an experienced advisor in your department to ask questions.
  - If possible, request to sit in to shadow appts (with the students' permission).
  - Connect with your division chair or Student Success and Advising leadership for additional advising questions, training, and professional development opportunities.

Degree Requirements

To understand the details for the degree offerings and requirements at WOU, the university catalog will provide the most up to date information. To access the degree requirement information in the catalog, go to http://catalog.wou.edu and select Baccalaureate Requirements on the left-hand side of the page.

Degree Types

Below is a list of the types of bachelor's degrees offered at WOU.

- Bachelor of Applied Science (B.A.S)
  - Degree that serves the needs of individuals with a terminal or non-transfer associate's degree who wish to pursue a bachelor's degree to advance in their careers, change careers or who may seek to pursue graduate education.
  - *Formerly called Applied Baccalaureate (A.B.)*
- Bachelor of Art (B.A.)
- Bachelor of Fine Arts (B.F.A)
- Bachelor or Music (B.M.)
- Bachelor of Science (B.S)

Degree Requirements

The basic structure of a WOU degree follows a 30-60-90 framework. This framework typically includes up to 90 credits of major coursework, up to 60 credits of general education coursework, and 30 credits (or more as needed to reach 180 total credits) of electives. Below is a list of the basic degree requirements a student must complete to get a bachelor's degree at WOU. For additional resources on understanding degree requirements, you may also refer to this website: http://www.wou.edu/advising/your-degree/

- **Minimum of 180 credit hours**
- **60 upper-division credit hours** (300 or higher), included in the 180 total credits needed
- **Minimum of 2.00 (C) grade point average (GPA)** in all work completed at WOU
- **Residence: minimum of 45 of the last 60 credit hours completed through WOU**
- **Completion of general education requirements** appropriate for the degree pursued (see more details in the General Education section below)
  - Prior to Fall 2019, the general education requirements were referred to as the Liberal Arts Core Curriculum (LACC)*
  - For more information on the current General Education program see below or go to: www.wou.edu/gened
- **Academic major**: minimum of 36 upper-division credit hours unless otherwise stated
- Academic minor (optional): minimum of 12 upper-division credit hours unless otherwise stated

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- Credit limitation of a total of 16 hours for each open-ended course set: (199,399) (403) (406, 408) (407) (409)
- Electives (variable) – to reach 180 total credits/60 upper division credit requirements. It is common for students to complete minors in addition to their major to reach these credit requirements.
- Additional Graduation Requirements (for students admitted prior to Summer 2019). Bachelor of Arts and Bachelor of Science degrees included additional graduation requirements.*

> *For information on LACCs and additional graduation requirements, go to: https://wou.edu/advising/laccs/*

General Education Program

As a major advisor, you will also advise students on completing their general education requirements. There is an array of resources available for this on the "For Advisors" General Education page: https://wou.edu/gened/faculty-resources/for-advisors/

As referenced above as part of the critical degree requirements, "General Education is a crucial component of the learning experience at Western Oregon University, providing students with fundamental skills for lifelong learning. Students apply, communicate, and integrate ideas from a variety of disciplines. They gain abilities to think and act critically as citizens of a complex and ever-changing world. The curriculum empowers students to pursue diverse interests and perform varying roles in their personal, social, and professional lives." (https://wou.edu/gened/)

General Education Program
Pursue diverse interests and and gain fundamental skills for lifelong learning. Apply, communicate, and integrate ideas from a variety of disciplines. Gain abilities to think and act critically as citizens of a complex and ever-changing world

44-70

Foundations
Practice lifelong learning skills applicable throughout your college career

10-28

Integrating Knowledge
Use high impact practices and make connections between different areas of interest for deeper comprehension. Prepare for a dynamic, complex and interconnected world

6-8

First Year Seminars
Explore interesting topics in small classes while building foundational skills for college success

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Exploring Knowledge
Discover new content and ides through exploration of a wide variety of scholarly topics. Begin your major, while also gaining knowledge beyond it

20-26

For more details and courses that fulfill general these requirements, refer to the General Education requirements website: https://wou.edu/gened/requirements/

General Education Petitions

Students may have transfer courses that do not automatically fulfill a general education category, but may still meet the requirements for each area. Advisors and students can work with the General Education Office to petition courses to apply to the general education requirements. For more information on general education petitions, go to: https://wou.edu/gened/petitions/

Academic Deadlines/Regulations

Important Deadlines

WOU's academic calendar operates on the quarter system, consisting of fall, winter, spring, and summer terms. With the exception of summer term, which has multiple course length options within the term, the typical term is a ten week term with an eleventh week for finals. It is the responsibility of the student to be aware of registration and other deadlines. The Registrar's Office maintains an academic calendar with important dates and deadlines. This calendar includes refund deadline dates. The calendar is available online at: http://www.wou.edu/registrar/calendars/academic-calendar/.

Below are some common deadlines for fall, winter and spring terms (Note: summer term has many different options for course lengths. Refer to the academic calendar for add, drop, and withdraw deadlines for the summer term).

Event	Deadline
Last day to add a class without instructor approval	Sunday, Week 1
Last day to drop a class without grade responsibility	Friday, Week 4
Withdraw from a class(es) with "W"s	Friday, Week 7
Change grading option for a class(es)	Friday, week 7
Registration	Week 8

Academic Regulations

Academic Regulations are university policies regarding rules and information applicable to students at WOU. For detailed and up to date information about academic regulations, refer to the online university catalog at: http://catalog.wou.edu/ and click on Academic Regulations on the left-hand side of the page. Listed below are some common regulations to be aware of when advising students.

Academic Standing

A student's academic standing is considered part of the academic record and is noted on the student transcript for each term. Brief descriptions for possible academic standing delineations are listed below and more information can be found in the WOU Catalog.

Standing	Description
President's Honor Roll	When an undergraduate student takes at least 12 hours, graded (A through D-) and earns a grade-point average (GPA) of 4.00
Dean's Honor Roll	When an undergraduate student takes at least 12 hours, graded (A through D-) and earns a grade-point average (GPA) of at least 3.50
Good Standing	A student is in good standing and doing satisfactory work when a GPA of 2.00 or better is maintained for the term and the student is progressing toward completing graduation requirements
Academic Warning	When a student's GPA in any term falls below 2.00, the student is put on academic warning
Academic Probation	If a student is on academic warning in one term and earns a GPA below 2.00 in the next term, the student is placed on academic probation
Continued Probation	If a student's WOU cumulative GPA remains below 2.0 but their term GPA is a 2.0 or higher, the student is placed on continued probation. Students remain on continued probation until their cumulative WOU GPA is a 2.0 or higher. However, if the student's term GPA falls below 2.0, they are placed on academic suspension
Academic Suspension	If a student is on academic probation or continued probation and earns a GPA below 2.00 in the next term, the student will be suspended and required to take the term following suspension off from WOU

Subsequent Suspension	Students suspended at any point after the first suspension are required to take one year (four terms) or complete a minimum of 24 transferable credits at a community college and earn a GPA of 2.5 or higher

Re-enrollment

If a student has not registered for courses for four terms, WOU will inactivate the student's status. When the student wishes to register for courses again, he or she will need to submit an undergraduate re-enrollment application along with the required fee to the Office of the Registrar. See the Registrar's Office forms website for this application: http://www.wou.edu/registrar/forms/.

Class Standing

Students are classified based on the number of earned credit hours. See the chart below for the credit break down for each class.

Freshman:	0-44 credit hours
Sophomore:	45-89 credit hours
Junior:	90-134 credit hours
Senior:	135+ credit hours

Repeated Courses

If a student repeats a course, **only the most recent grade and credits will be used to calculate the student's GPA**, even if the past grade was higher. Some courses are repeatable for credit, meaning the student can earn credit for the course each time they take it. Course descriptions will provide specific information if they may be repeated and counted multiples times for credit. Courses taken on an audit or satisfactory-no credit basis may not be repeated for an A-F or Pass-No Credit grade.

Grade Point Average

The grade-point average is a calculation of the sum of points per grade (A- F), per credit hour, received across courses, divided by the total credit hours in which those grades are received. Marks of I, P, NC, W, X, S, RP and AU are not included in the calculation of points.

Grading

The table below describes the grading options and codes for courses at WOU. Only grades of A-D-, S or P are counted as credit hours applied to a degree program. These are grades you may see on a student's transcript or DegreeTracks.

A-F	Courses are graded according to performance in the class and awarded a letter grade.

P	Pass: Used in courses in which no letter grade is assigned.
S	Satisfactory: Students have the option to take elective courses on a Satisfactory-No Credit basis; the satisfactory level to pass is defined as equivalent to a grade of D- or better. (Elective courses are those that are not used to fulfill the Liberal Arts Core Curriculum (LACC), the bachelor's degree requirements, or the declared major and minor requirements.) The student must choose this option at registration and cannot reverse that decision.
RP	Regular Progress: Used only in courses that extend past the regularly scheduled end of term; these courses are identified as such in the course descriptions. When the coursework is completed, the instructor will submit a grade change to the appropriate letter grade.
I	Incomplete: An essential requirement of the course has not been completed for reasons acceptable to the instructor.
NC	No credit earned
X	No basis for grade: Used only if student failed to appear for the course or there is no basis for grading the student. The instructor must designate the last date of attendance, if any.
W	Withdrawal from a course after the fourth week of the term.
AU	Audit

Incomplete Grades

If a student needs additional time to complete the course content, they may work with their instructor to discuss the option of an incomplete grade. An instructor and student must complete and sign an Incomplete Grade Contract, which designates the default grade and the date when the incomplete grade expires if sooner than 12 months. A copy of this contract should be kept by the instructor, the academic division office and the student. When the incomplete grade is submitted, the instructor will also submit a default grade. If the student doesn't complete the work within 12 months, the default grade will automatically be entered for the course. If a student needs additional time, before the end of the first 12 months, he or she may petition the instructor for up to an additional 12 months. The maximum length of time to complete the work is 24 months or before the student graduates. At the time of graduation, a student's academic record is closed and any outstanding incomplete grades will permanently revert to the instructor's default grade.

Catalog Year

The academic year has four terms. Fall, winter and spring terms have 10 weeks of class plus final examinations; summer term offers varying course schedules. Undergraduate students may enter the university at the beginning of any term. The catalog year takes effect at the beginning of summer term for the academic year (e.g. Catalog Year 18-19 begins Summer 2018 and includes summer, fall, winter, and spring terms). A student's degree requirements are based upon the catalog year in which they entered the degree and major. If a major makes changes to their program and a student wishes to fulfill the new requirements, they can request to change

their catalog year by completing a Major/Minor/Advisor Change Form found on the Registrar's Office website: http://www.wou.edu/registrar/forms/.

No-Show-Drop

Students who do not attend the first two sessions of a class may be administratively dropped from the class by the Office of the Registrar upon request from the academic department. The student's permission is not required when dropped for this reason. The academic department will notify the student via email before dropping him or her. Students are strongly advised to notify faculty of any situation that may prevent class attendance during the first week.

Dropping/Withdrawing from Courses

Dropping or withdrawing from courses may impact a student's financial aid, scholarship, or housing eligibility. Before dropping or withdrawing, students are encouraged to speak with their academic advisor and the respective department about the impacts of doing so.

- Week 1 through Week 4: A student may drop a course, without any record on the permanent academic transcript, online through the portal or by completing an add/drop form and submitting it to the Office of the Registrar before the end of the fourth week of class.* For information about refund dates, the student should refer to the Business Office website.
- Week 5 through Week 7: A student may withdraw from a course and receive a W for the course on the permanent academic transcript if, the student withdraws online or, a completed add/drop form is submitted to the Office of the Registrar in weeks five through seven of the term.*
- After Week 7: After the seventh week of the term, students may not drop or withdraw from a class on their own. If they need to petition to withdraw from all their courses due to medical circumstances, students need to submit a medical withdrawal request through the Dean of Students. If they need to petition to withdraw from specific classes or for other reasons, they will need to submit an academic petition through the Registrar's Office.

*If a student has a registration hold, they will not be able to drop or withdraw from classes online. Students with a registration hold may still drop or withdraw from a class by going in person to the Registrar's Office or by emailing registrar@wou.edu with their name, V-Number, the CRN of the course, and a statement requesting the course to be dropped. The Registrar's Office will then drop/withdraw the course for the student.

Withdrawing from classes may impact a student's financial aid. For more information about financial aid deadlines and forms refer to the Financial Aid section of this resource guide.

For more information about the withdrawal process, visit: http://www.wou.edu/registrar/university-withdrawal/

Maximum Credits

Undergraduate students are allowed to enroll in 20 credits during the academic year (fall, winter, or spring terms) or 16 credits for summer session. To enroll for more credits, students must submit a petition for overload to the Registrar's Office. The overload petition form can be found on the Registrar's Office website: http://www.wou.edu/registrar/forms/.

Academic Petitions

There may be times when a student needs to submit a petition from an academic policy or deadline due to extraordinary circumstances. Policies/deadlines that students may petition through the Registrar's Office include: registration deadlines, drop/withdrawal deadlines, graduation application deadlines, University (non-major/minor) graduation requirements, and registration overloads. For more information, refer to the Academic Petition guidelines page of the Registrar's Office website: http://www.wou.edu/registrar/academic-petition-guidelines/.

The academic petition form is located on the Registrar's Office website: http://www.wou.edu/registrar/forms/. Students wishing to petition general education requirements may use the academic petition form but will submit it to be reviewed by the General Education Office (paperwork may be emailed to gened@wou.edu) Students wishing to petition major or minor requirements must do so through the appropriate department.

Registration Holds

Throughout the term there may be holds placed on a student's account that will impact their ability to add, drop or withdraw from classes. Some common holds are Advisor holds, Academic Standing holds, Accounts Receivable holds, Medical Holds, and Transcript holds. For more details on registration holds you can refer to the Registrar's Office website: http://www.wou.edu/registrar/registration-holds/ and the Common Holds and Department Contacts section of this guide.

University Regulations

Responsible Employee

As an employee of WOU, you are considered a responsible employee. The term "Responsible Employee" means you are obligated to report harassment or other types of misconduct to appropriate University officials. If a student, during an advising interaction, reports that they have been sexually victimized, then you are required by Title IX to report all information you are given to the Office of the Vice President for Student Affairs. Even if the assault occurs off campus, if it involves WOU students, it must be reported.

If a student reports that they have been sexually victimized, you are required by Title IX to report all information you are given to the office of Diversity, Equity, and Inclusion, which includes WOU's Title IX Coordinator. Even if the assault occurs on-campus or off-campus, if it involves WOU students, it must be reported. For your convenience, there is an [Anonymous Report Form](#) that you can fill out on-line. If the incident involves a WOU faculty or staff, you can report it to Human Resources (hr@wou.edu, 503-838-8490).

For additional information concerning reporting, please refer to [this website](#).

Mandatory Reporting

Effective January 1, 2013, employees of Oregon higher education institutions are considered by law to be subject mandatory reporters of child abuse. This means any child with whom you come into contact that has suffered abuse or that any person with whom you come into contact has abused a child, regardless of where you hear about the incident or how long ago it was, you are required to report it immediately to the State of Oregon Department of Human Services or local law enforcement agency. For more details regarding your role as a mandatory reporter, you can refer to this resource: https://wou.edu/hr/mandatoryreportingofchildabuse/.

Technology in Advising

Student Records Policy/FERPA

There are many technical tools used at WOU to aid you in your work as an advisor. **Before using or requesting access to any of these tools to access student records, you need review the university Student Records Policy and FERPA (Federal Education Rights and Privacy Act) guidelines on the Registrar's Office website and complete the online FERPA Training: https://wou.edu/registrar/ferpa-facultystaff/**

To request access to student record screens in Banner and WolfWeb, work with your supervisor to complete the Banner Authorization Form found on the Business Office Forms page: http://www.wou.edu/business/services/forms/. Once completed, submit the form to Dona Vasas in the Business Office. After you have submitted the form, you should receive a link to FERPA training from Amy Clark, WOU Registrar, which must be completed before you are granted Banner/Wolfweb Access.

University Portal

WOU has a centralized portal that connects you through a single login to many of the systems you will use as an employee. Once your hiring paperwork has been completed and processed, you will receive a V-Number and a WOU username (sometimes referred to as your PawPrint username). For tutorials regarding setting up your username and password to access, you can go to: http://www.wou.edu/tech/portal/. To log into the Portal, you can go to www.wou.edu and click on the lock icon at the bottom of the page or you can go: to:www.wou.edu/portal.

Google Apps

(Email, Docs, Drive, Sheets, Calendar, etc): Your WOU email will be based out of Gmail. As such, you also have access to Google Apps in connection with your WOU email. You will be able to access Gmail and other Google Apps by logging into the Portal and clicking on the Google email icon. For instructions and more information on using Google Apps, refer to this tutorial: http://www.wou.edu/tech/google-apps/.

Wolf Connection System

The Wolf Connection System (WCS) is an early alert and advising tool to connect students with resources and support as they face challenges in achieving academic success. WCS can be used by faculty and staff to submit alerts regarding students' academic performance. As alerts are created, they are processed by the Academic Success Advisors in Student Success and Advising (SSA). Advisors will reach out to the students to discuss challenges they may be facing and discuss resources to help them succeed. WCS can also be used by faculty/staff for scheduling advising and tutoring appointments, tracking student notes, and reviewing student information. Many departments and advisors use WCS for advising and tutoring appointments and students can schedule the appointments online through WCS. To access WCS for creating a student alert or to review student information, log into the Portal and select the blue WCS icon in the upper right hand menu. For tutorials and guides on using WCS, go to the Student Success and Advising website: https://wou.edu/advising/wolf-connection-system-2/. For further questions or to request further training on how to use WCS, contact SSA at advising@wou.edu.

Banner

Banner is the Student Information System tool utilized by WOU for maintaining student's academic and financial records. If you have access to Banner Admin Pages, you can use these to review student information, status, view and/or remove holds, student registration history and more. Faculty advisors utilize WolfWeb to access student information and remove holds (see below).

WolfWeb

WolfWeb is the self-service view of Banner that contains information about student records. It can be used for finding advisee lists, removing advisee holds, accessing DegreeTracks, reviewing transcripts, and transfer credits. For an introduction on how to use WolfWeb for advising appointments, you can review the online workshop: Resources for Successful Advising located

on the Student Success and Advising Training and Development webpage: http://www.wou.edu/advising/advisor-trainingdevelopment/. Instructions for how to access the Advisor menu in WolfWeb are also provided below. Students also use WolfWeb for registration, viewing holds, reviewing their DegreeTracks, and accessing Schedule Planner.

DegreeTracks

DegreeTracks is a degree audit tool connected to Banner that can be viewed by students and advisors to track a student's completion of degree requirements. It is used as the official graduation record for verifying if students have fulfilled all of the requirements to earn their degree. View this tutorial video for an introduction on important functions of DegreeTracks.

For an introduction on using DegreeTracks in an advising appointment, you can refer to the Resources for Successful Advising workshop located on the Student Success and Advising Training and Development webpage: http://www.wou.edu/advising/advisor-trainingdevelopment/. For questions or additional training on DegreeTracks, contact the Registrar's Office.
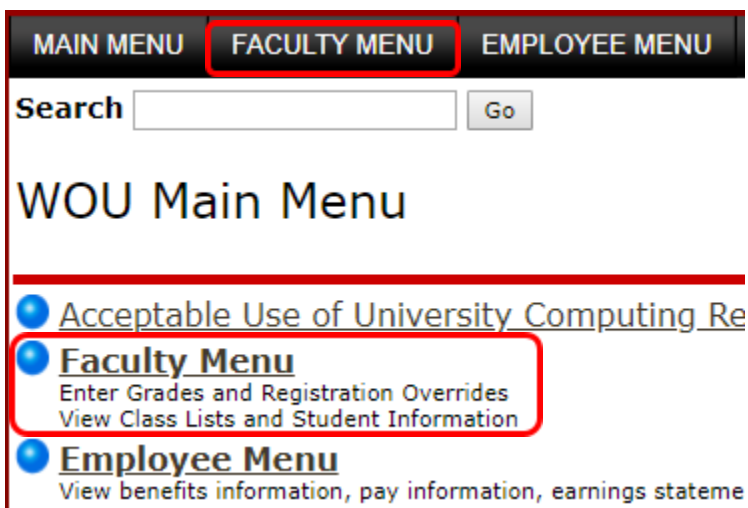
Instructions for Accessing Student Records in WolfWeb

To log into WolfWeb, log in to the WOU Portal (www.wou.edu/portal) and click on the WolfWeb icon in the navigation bar in the upper right hand side of the page.

Once in WolfWeb, select the Faculty Menu tab or link.

From the Faculty Menu, select the Advisors Menu option.

Faculty Menu

Advisors Menu
View a Student's Transcript and Transfer Articulation; Remove Advisor Hold
Term Selection
CRN Selection

On the Advisors menu page, you can select links to view a student's transcript, a list of your assigned advisees, remove advisor holds, or access DegreeTracks. You will need the student's V-Number or first and last name to search for their records. The View Advisees options will show any student that has you as their assigned advisor in Banner.

Removing Advisor Holds Through WolfWeb

When you click on the Removing Advisor Hold option under the Advisor menu, it will show a list of any students who are registered for the current term at WOU, have you as the assigned advisor in Banner, and have an AH (advisor hold) on their account.

To remove an advisor hold for an assigned advisee, check the box next to the student's name and select the Clear Hold button.

To remove holds for students for students in your major/department that are not your assigned advisees (e.g. for students whose assigned advisor is on leave), you may remove their hold by following this steps:

1. Click the Faculty Menu.
2. Click the Advisors Menu.
3. Click Removing Advisor Hold.
4. Enter the students V-Number into the box.

   Enter a student id to clear the hold [   ] Next

5. Click Next.
6. A message will be displayed asking if you are sure you want to remove the advising hold for the desired student. Click the Clear Hold button if the student name is correct or the Cancel button to reenter the student's V-Number.
7. Once you select Clear Hold, a message will display that the hold was removed successfully.

*Note: If you do not have permissions to remove a student's hold through either of the methods listed above, it may be due to the fact that they have not yet declared their major. You can submit a request for a student if they desire to change their major through the WOU Portal (for more information, see the Helpful Forms section of this guide). If you have met with a student and submitted the paperwork to change their major/advisor, it is recommended that

you contact the student's prior advisor to request the hold to be removed. If the student is declared in a major in your department and you are still unable to remove their hold, please contact SSA at advising@wou.edu to ensure your information is correct in Banner to have access to remove holds for students in your department.

Schedule Planner

Schedule Planner is a planning tool to help students in finding the optimum schedule for their classes in upcoming terms. It allows students or advisors to input the classes they want to take in an upcoming term, filter for specific types of courses, and add breaks where they do not want to take classes. The tool will then generate possible schedules of classes to choose. Once a student has found a plan of classes that meets their needs, they can use Schedule Planner to send the classes to a registration cart and register through WolfWeb at their designated registration date and time.

Advisors have access to a Schedule Planner Guest Mode and Advisor Mode. You can access the tools from the Faculty menu in WolfWeb (see the Instructions for Accessing Student Records in WolfWeb section above for how to navigate to the Faculty menu). The Guest Mode option allows you to see the planning tool the same way a student would see it. The Advisor Mode allows you to input a student's V-Number and pull up the Schedule Planner for that specific student. In this mode, you will be able to see any classes or breaks the student has added, as well as any plans they have saved in their Favorites. The advisor can also add classes, breaks, and save potential schedules. The student will then be able to log into the tool through WolfWeb and see any of the information that the advisor saved and send their favorite plan to their registration cart.

For instructions on how to use Schedule Planner, refer to this student tutorial video, to the Schedule Planner guidelines and instructions on the Advisor Training/Development section of the Student Success and Advising website, or the Registrar's Office webpage for Schedule Planner: http://www.wou.edu/registrar/schedule-planner.

Real Time Course Availability

In addition to Schedule Planner, WOU provides a class schedule for students and staff to view course availability. Course schedules are published for the full academic year. To access the resource go to: http://www.wou.edu/classavailability or search for WOU Class Schedule in an internet search engine (e.g. Google). It is recommended that students can use the Schedule Planner resource listed above to develop their course schedule prior to registration week.

Many advisors prefer to use the Real Time Availability Tool: https://www2.wou.edu/nora/registration.student3.get_selection.

University Drives

As an employee of WOU, you will have access to a personal drive on the university network to store work related documents (the H drive). By storing files in this drive, you will be able to access them on any university computer you log into. Your H drive will be set up when you have a V-Number and username created after your hiring paperwork has been submitted and processed. There may be additional drives for your department or various committees where you will have access to shared drives.

VDI

If you need to access university drives or systems while away from campus, you can do so using the virtual log on, VDI. To access VDI, log into the Portal and select the VDI icon in the upper right hand menu. You can also go to https://vdi.wou.edu/. For more detail and instructions for logging into VDI, you can go to: https://wou.edu/ucs/resources/faq/ftp-and-remote-desktop/

Advising Diverse Student Populations

As an advisor, you will work with students from a variety of abilities, cultures, backgrounds, and identities. A key to working with diverse student populations is to develop your own cultural self-awareness (Gilbert, 2005). Through cultural exploration, you can learn how your culture has influenced your values, preferences and advising style. Being culturally self-aware is beneficial to the students you will work with because it helps you to acknowledge and be mindful of possible biases or stereotypes that can affect your advising delivery. In addition, as you develop self-awareness you can assist students as they move through the process of developing their own cultural awareness.

To explore materials for advising diverse student populations, the Global Community for Academic Advising (NACADA) has a Multicultural Readings webpage: https://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Multicultural-Additional-Reading.aspx

There are many resources available at WOU to assist diverse student populations. A brief introduction of some of the student populations you may work with and the resources available for them are provided below. As you learn about these populations, take time to visit the departments to learn more about the resources and make connections with the staff. If you are a new advisor at WOU, ask a colleague to take you to these offices to help introduce you to the department. The NACADA Clearinghouse is also a good place to search for resources for working with various student populations: https://www.nacada.ksu.edu/Resources/Clearinghouse.aspx. For more information about NACADA, refer to the NACADA section of this guide.

First Generation College Students

First generation college students are those whose parents have not earned a college level degree or certificate. The Student Enrichment Program (SEP) is a federally funded TRIO program that provides services and a supportive environment to equip first generation, low income and students with disabilities with skills to be successful in college. SEP is located in the Advising Center. For more information, visit the SEP website at: http://www.wou.edu/sep/. Similar to SEP but specifically for Education majors, the Teacher Prep Student Support Services program is another TRIO program at WOU.

The Multicultural Student Services Program (MSSP), located in WUC 212, offers an On-Track program designed to provide underrepresented and underserved college students with a support program that will assist in ensuring academic and personal success, as well as provide opportunities for social development. For more information about the On-Track program, visit the MSSP website: http://www.wou.edu/multicultural/services/on-track/.

International/Exchange Students

Students that travel from their home country to study at WOU to gain cultural, social, and academic experience. This includes students attending WOU as an international exchange student or who may be attending WOU through specific scholarship programs such as the Saudi Arabia Cultural Mission (SACM). The Office of International Education and Development located in APSC assists international students with admissions and orientation to WOU as well as immigration requirements and policies.

LGBT*Q

Students who identify as Lesbian, Gay, Bisexual, Trans*, Queer, Questioning, Intersex, or Asexual identities and who are allies of these students. The Stonewall Center, located on the 1st floor of the WUC next to Abby's House in WUC 106, provides resource, support and advocacy for this community. For more information, visit the Stonewall Center website at: http://www.wou.edu/student-engagement/programs/stonewall-center/.

Multicultural Students

Multicultural students are ethnically and culturally diverse students from underrepresented and under-served populations. The Multicultural Student Services and Programs (MSSP) office, located in WUC 212, provides many programs and resources to work with these students, including a Diversity Scholars scholarship. For more details, visit the MSSP website at: http://www.wou.edu/multicultural/

Non-Traditional Students

Non-traditional students can refer to a variety of characteristics, such as adult students, married students, students with children, or students returning to school after a gap in their education. For more information about the resources available for these students go to: https://www.wou.edu/student-engagement/programs/non-traditional-student-services/

Student Athletes

Students who participate in a NCAA Division II college sports team while attending WOU. They must have a minimum of 12 credits each term and have to pass a certain amount of credits each year towards their degree requirements to remain eligible. They will work with an academic advisor to determine needed classes and the athletics departments to ensure eligibility. For tips for advising student athletes refer to this guide created by the Student Success and Advising office: https://docs.google.com/document/d/1pjwigOnOW5gWfEXQTQxNdjAQHogXBOAdYJOOpD7cm-0/edit?usp=sharing. For more information about the WOU athletics program, go to: https://wouwolves.com/index.aspx.

Students with Disabilities

Students with disabilities can include physical impairments such as sight, hearing or mobility, learning disabilities such as dyslexia or dyscalculia, Autism Spectrum Disorder, or mental health issues such as anxiety or depression. By law, students are not required to disclose their disability to faculty or staff and therefore you cannot ask a student if they have a disability. However, if they disclose that they have a disability or medical diagnosis and it presents a barrier for success in an academic environment, they can speak with the Office of Disability Services (ODS) regarding what accommodations may be applicable and available for them. ODS is located in APSC 405. For more information about resources available through ODS, refer to the ODS website at: http://www.wou.edu/disabilityservices/.

Students with a documented disability can also apply to receive resources from the one of two TRIO SSS programs on campus, Student Enrichment Program and Teacher Prep Student Support Services.

Transfer Students

Students who attend another institution prior to starting at WOU. To view the requirements to be admitted as a transfer student, refer to the Admission's Office website: https://wou.edu/admission/transfer/. There are certain degrees that are accepted as transfer degrees at WOU and will fulfill the general education requirements. For more information on these degrees, go to: https://wou.edu/admission/transfer/how-credits-transfer/. Additional information is provided on the Student Success and Advising transfer webpage: http://www.wou.edu/advising/transfer-basics/.

Veteran and Activity Duty Military Students and Dependents

Qualified students may be active members of Armed Forces of the United States, qualified veterans, or those who receive veterans' educational benefits as federally qualified dependents of active members or qualified veterans. These students receive priority registration at all public Oregon universities. The Veterans Resource Center, located in WUC 108, provides resources and support for these students. For more information about these resources, visit the Veteran Support Services website at: https://www.wou.edu/veterans/

Additional Student Resources

In addition to the resources listed above for working with diverse student populations, some additional offices that provide student support include Abby's House and the Student Health and Counseling Center which includes Counseling Services and Medical Services. Abby's House, located in WUC 106, provides educational programming, information, and referral services to promote equity and non-violence. They also provide Basic Needs support to students. For information about these resources go to: http://www.wou.edu/abbyshouse/. Student Health and Counseling, located in the Student Health and Counseling Center next to the Winters Math and Nursing Building, provides support to students for medical and counseling needs. They also provide health education, coaching, wellness events, and prevention services to empower our students in making healthy choices for themselves. For more information go to: http://www.wou.edu/health/.

Relational Skills - Communication and Advising Styles

Developing a positive rapport and relationship with a student is the foundation of the advising experience and is key in helping the student achieve academic success. Western Oregon University utilizes both technology and one-on-one advising to deliver advising services to students. We utilize technology through mass and individualized emails and an early alert "Wolf Connection System" to provide students with pertinent advising information, updates, and workshops. For more information on the technology used for advising, refer to the Technology in Advising section.

The majority of advising is done in individual face-to-face, phone, or virtual appointments, or through email. As you work with students one-on-one, below are some things to consider to develop rapport with students. These concepts are identified by Fox in "Delivering One-to-One Advising: Skills and Competencies'' from *Academic Advising: A Comprehensive Handbook* (2008).

- Take a genuine interest in students.
- Focus on what the student needs.
- Involve the student in the academic advising process.
- Guide students through processes rather than simply telling what to do.
- Be competent, cordial, credible, and creative to build student confidence.
- Ask questions to ensure you give students up to date and accurate information.

In addition to the suggestions listed above, there are many advising approaches to consider when developing advising practices. A great resource to explore these approaches in depth is the book *Academic Advising Approaches: Strategies That Teach Students to Make the Most of College* by Drake, Jordan, and Miller (2013). A copy of this book is located in Student Success and Advising.

Another resource to learn about advising approaches is the Advising Approach Index located on the NACADA website:
https://www.nacada.ksu.edu/Resources/Clearinghouse/advisingapproaches.aspx#

As you learn about various advising approaches, keep in mind that everyone uses a different advising style and approach for working with students. It is helpful to be aware of multiple approaches so you can adapt your advising approach or use mixed approaches based on individual student needs. You will need to find which method works best for you and the students you advise. Shadowing other advisors as they work with students is a great resource in learning and identifying advising approaches that you feel will work best for you and your students.

Professional develop and training opportunities and resources are also available at:
https://wou.edu/advising/advisor-trainingdevelopment/

Foundational Components of Advising

Theory in Advising

Theories from many academic disciplines have influenced academic advising practice and approaches. The student development theories references below provide an introduction to some key theories that have contributed to the advising profession and may help develop your theoretical base for your advising strategies.

In Theory, Advising Matters (Roufs, 2007)
https://drive.google.com/file/d/1FA5gg-MBaIuf0lF3bpGVon13LhZLiJ72/view?usp=sharing
Theoretical Foundations of Academic Advising in *Academic Advising: A Comprehensive Handbook* (Hagen and Jordan, 2008).
https://drive.google.com/file/d/1PSlwZKvxgybRsJsZHBBn0gEbW3AW5PpR/view?usp=sharing

The advising scenarios below provide an opportunity to apply the theories listed above. As you read through the scenarios, determine which theory you think may be applicable to the situation. Answers are provided at the bottom of the page.

1. Ricky, an exploratory sophomore comes into your office and wants to discuss what classes he should take the following semester. Utilizing this theory/theories, you begin the discussion by asking Ricky about his life and career goals and slowly working towards a class schedule that will fit those goals. Which theory/theories of advising is applicable here?
    a) Chickering's 7 Vectors
    b) Erikson's 8 Stages
    c) Developmental Advising – O'Banion & Crookston

2. Hannah is a student in her second semester of her freshman year. Her first semester she struggled to adjust to college and is now on Academic Warning. She is coming to meet with you during a required appointment to discuss strategies for improvement before registering for her next semester classes. In talking with Hannah, she explains that she doesn't feel very confident in her study skills and as such she struggled to complete her homework and attend class. To help her develop the skills and prepare for her other classes, you suggest that she enroll in an Academic Success course or utilize study skills tutoring resources. Which theory/theories is applicable in this situation?
    a) Chickering's 7 Vectors
    b) Erikson's 8 Stages
    c) Developmental Advising – O'Banion & Crookston

Scenario Answers:
1. Developmental Advising by O'Banion is applicable here because you are utilizing the five dimensions of academic advising. Chickering's Vector of developing purpose could also be applicable to this scenario.
2. The vector Developing Competence is applicable to this advising situation as you strive to help Hannah gain intellectual competence in study skills. As she develops these skills,

her abilities in her classes will improve which will increase her confidence. As she develops in this area, she will be prepared to move ahead in other areas of more rigorous coursework and major selection.

For more resources on Advising Theory, you can refer to the Advising Theory Index on the NACADA website:
https://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Advising-Theory-Index.aspx

Global Community for Academic Advising (NACADA)

NACADA, the Global Community for Academic Advisors, is a professional community that promotes and supports quality academic advising in institutions of higher education to enhance the educational development of students. The NACADA Concept of Advising, Core Values, and Core Competencies, as well as the Guidelines for Academic Advising Programs from the Council for the Advancement of Standards (CAS) in Higher Education can act as a guide for developing your advising practices and philosophies.

Concept of Academic Advising: https://www.nacada.ksu.edu/Resources/Pillars/Concept.aspx
Core Values of Academic Advising:
https://www.nacada.ksu.edu/Resources/Pillars/CoreValues.aspx
Core Competencies of Academic Advising:
https://www.nacada.ksu.edu/Resources/Pillars/CoreCompetencies.aspx
Council for the Advancement of Standards in Higher Education: Standards and Guidelines for Academic Advising: https://www.nacada.ksu.edu/Resources/Pillars/CASstandards.aspx

If you desire to become a member of NACADA, work with your supervisor to determine your options for doing so. In addition to the Concept of Advising and Core Values, the NACADA website has a Clearinghouse with material for advisors on a variety of topics. The Clearinghouse and NACADA website are great resources to learn more about various topics and strategies for working with students.

NACADA: https://www.nacada.ksu.edu/

NACADA Clearinghouse: https://www.nacada.ksu.edu/Resources/Clearinghouse.aspx

Advising Models
Western Oregon University employs a split model of academic advising. The Student Success and Advising (SSA) office houses professional advising staff to advise exploratory (students who have not yet declared a major) and pre-nursing students. The Academic Success Advisors in SSA also advise students on academic warning, probation, and suspension, students flagged as "at-risk" through an early alert system, or with any student to discuss strategies for being successful in college or with questions about university policies and requirements. Students in a declared major are assigned an advisor respective to their department. The College of Liberal

Arts and Sciences uses faculty advisors for student advising and the College of Education utilizes both professional and faculty advisors.

To learn more about various advising models and ways advising can be delivered, refer to the resource below.

Organization of Academic Advising Services, from the *Academic Advising: A Comprehensive Handbook* (King, 2008):
https://drive.google.com/file/d/1-XJeQ7XqbHfyCN4tYAr1nyreYWJD5PUu/view?usp=sharing

Major and Career Exploration

In your role as an advisor, you may assist students in developing and achieving career goals as they work through their major. Student Success and Advising (located in the Advising Center, www.wou.edu/advising) and Center for Professional Pathways (located in WUC 119, https://wou.edu/professional-pathways/) are departments on campus that have many resources and staff available to assist students with career and major exploration. The resources listed below discuss career development theories and major exploration resources that can assist you in guiding students through the exploration process.

Career Development Theory and Assessments

- For an introduction to Jung Psychological Types read the following resource: http://www.humanmetrics.com/personality/type. This theory is used as the basis for the Myers-Briggs Type Indicator (MBTI) career assessment, which is available for students to complete through Service Learning and Career Development (SLCD).
  - For a brief introduction on the MBTI assessment go to: https://www.myersbriggs.org/my-mbti-personality-type/mbti-basics/

- To gain a basic understanding of Holland's Theory of Personality Types review this article: https://www.careerkey.org/choose-a-career/hollands-theory-of-career-choice.html#.XBgdJGhKiUk. This theory is used as a basis for the Strong Interest Inventory career assessment, which is also available to students through SLCD.
  - For a brief introduction to the Strong Interest Inventory go to: https://www.themyersbriggs.com/en-US/Products-and-Services/Strong.

As you learn about the careers assessments above, it may be helpful to complete the Career Assessments yourself and meet a member of the SLCD staff to discuss your results. This helps you to become familiar with the resources and process so can effectively prepare and refer students to take the assessments.

Below are additional career exploration resources available through SLCD:
- Exploring Possibilities: http://www.wou.edu/slcd/students/exploring-your-possibilities/
- Career Exploration Guide: http://www.wou.edu/slcd/files/2018/02/Career-Exploration-Guide.pdf

The websites below are also helpful career exploration resources.
- O*Net Online: https://www.onetonline.org/ - Matches interests, values, skills, work preferences, etc. with potential career paths.
- Occupational Outlook Handbook : https://www.bls.gov/ooh/ - Allows students to search career information such as educational requirements, salary and industry demand.

Exploratory/Undecided Students

The articles and books listed below are helpful resources for learning about types of exploratory, also known as undecided or undeclared, students.

- Career Advising with Undecided Students in *The Handbook of Career Advising* (Buyarski, 2009). (click on the link below to access the article) https://drive.google.com/file/d/1pFPRlp-Qj3hLzkpS9cx1DfWCgWDJjFhK/view?usp=sharing
- *The Undecided College Student: An Academic and Career Advising Challenge* (Gordon & Steele, 2015) (office copy available in SSA)

Major Exploration Resources

The resources listed below can be used to help you become familiar with degree options and major exploration resources available at WOU. These can be used in connection with the career exploration resources listed previously to identify potential majors and career opportunities for the students you advise. If you have students that need more in depth major and career exploration assistance, you can refer them to an exploratory Academic Success Advisor in Student Success and Advising, located in the Advising Center or to the Center for Professional Pathways, located in WUC 119.

Four Year Degree Plans:
http://www.wou.edu/resources/student-resources/academic-resources/sample-four-year-plans
College of Liberal Arts and Sciences: http://www.wou.edu/las
College of Education: http://www.wou.edu/education
University Catalog: Go to http://catalog.wou.edu and select Academic Programs on the left hand side of the page
Major Exploration Resources on SSA website:
http://www.wou.edu/advising/exploring-majors

Additional Resources:

NACADA Career and Major Exploration Resources:
https://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Career-and-major-exploration-resource-links.aspx

NACADA Undecided and Exploratory Students Community resource page:
https://www.nacada.ksu.edu/Community/Advising-Communities/Undecided-Exploratory-Students/Resources.aspx

The Handbook of Career Advising (Hughey, Burton Nelson, Damminger, McCalla-Wriggins et al, 2009) (office copy available in SSA)

You Majored in What? Designing Your Path From College to Career (Brooks, 2009) (office copy available in SSA)

Helpful Forms

For a complete list of forms used in regards to student records, refer to the Registrar's Office Forms page: http://www.wou.edu/registrar/forms/. This website provides the most up to date forms. Listed below are descriptions of forms you may use commonly in your advising interactions.

Undergraduate Change of Program/Adviser Request: This online form is used when students need to change their major, minor, catalog year or their assigned advisor. The form is submitted online by a faculty/staff member on behalf of the student requesting the change. The form is routed to the designated approver for the intended change. For more information on the designated approver for each department, please refer to: http://www.wou.edu/registrar/undergraduate-change-of-program-adviser/. For instructions on how to submit a change of program/adviser request, they are available on the Registrar's Office Forms page: http://www.wou.edu/registrar/forms/.

Once a change of major/minor has been approved, the appropriate department will update the student's advisor assignment (if applicable). If a student is unsure which advisor to visit to initiate the process, they can visit the department first for further assistance. For a list of advisor and department contact information, you can refer to: http://www.wou.edu/advising/faculty-advisor-contact/.

Online Registration Instructions: Students who need to add a class but are not able to do so through WolfWeb due to a registration error (e.g, prerequisite, time conflict, etc) will need to be given an override by the course instructor. Detailed instructions are available on the Registrar's Office page: https://wou.edu/registrar/paperless-registration-students/

Academic Petition: You may discuss this form/resource for students that encounter extraordinary circumstances that have prevented them from adhering to policies and deadlines. Policies/deadlines that students may petition through this form include: registration deadlines, drop/withdrawal deadlines, graduation application deadlines, University (non-major/minor) graduation requirements, and registration overloads. For more information, refer to the Academic Petition guidelines page of the Registrar's Office website: http://www.wou.edu/registrar/academic-petition-guidelines/. Students wishing to petition general education requirements can use this same form, but it will be reviewed by the General Education Committee or forwarded to the appropriate division.

Overload Petition: If a student would like to take more than 20 credits during the academic year or more than 16 credits in a summer term, they must submit this overload petition to the Registrar's Office for review.

Course Substitution/Waiver Form: Students may use this form if they wish to petition to have a transfer credit count for a WOU requirement, substitute a course for a program requirement, or

waive a required course. They will take this form to the department from which they are requesting the substitution or waiver.

FERPA Release of Information (see below for a sample form): Students who wish their academic records to be released to third parties (e.g. parents) must provide written permission. The permission is only granted for the day indicated and the student has the right to revoke access. Permission granted for one office does not transfer to other offices.

Student Information Release

Release of Information Form
The Family Educational Rights and Privacy Act of 1974 (FERPA) is a federal act that protects the privacy of student education records. Education records include all student records. These are considered confidential and will not be released without written consent from the student. If you wish to authorize appropriate personnel to release information to specific individuals or agencies, complete the following:

Student's Name: _____   **Student ID#** V00_____

I give permission for _____ to discuss my academic records with the third-party

designee(s) listed below on _____/_____/_____ for the purposes of :

☐ General (any information from my education records that pertains to academic advising)

☐ Specific (e.g. advising plan)_____

Third-Party Designee(s)

Designee 1: _____   Designee 2**:** _____

I understand this release is valid only for the listed designee(s) on the date designated above.

_____
Signature of Student   Date

To Revoke Permission to Release Education Records:

A student may revoke a previously signed release at any time by completing the following:

I hereby revoke the above release of my education records:

_____
Signature of Student   Date

Reporting Forms

There may be situations where you need to submit reports regarding student conduct and safety. Such situations may include:

1. An incident of bias if it is an act of conduct, speech, or expression that targets an individual or group based on their actual or perceived race, religion, ethnicity, national origin, gender, gender identity/expression, age, disability, or sexual orientation.
2. A student of concern where you are concerned about a student relative to their mental state or well-being; disruptive or inappropriate behaviors in the classroom or on campus; or any time you believe a student poses a threat to themselves or others. Student of concern reports are monitored by the Vice President for Student Affairs and may be reported to the CARE Team for follow up. For more information about the CARE Team, you can refer to the CARE website: http://www.wou.edu/student/care-team/care-team-information/. You can find a link to the student of concern form in the Portal under the Programs for Everyone section.
3. Reporting an incident of sexual assault, sexual harassment, domestic violence, interpersonal violence, stalking or any other form of sexual misconduct that happened to you or was reported to you by another person.

All of the forms to report the situations listed above can be found on the Student Conduct website: http://www.wou.edu/student/reporting/. For more information on reporting incidents of sexual misconduct as a responsible employee of the institution, refer to the Responsible Employee section of this guide.

Business Forms

A list of common Business Office forms can be found on their website at: http://www.wou.edu/business/services/forms/

Financial Aid

Federal Financial Aid

To receive federal financial aid (e.g. grants and loans), students must first submit the Federal Application for Federal Student Aid (FAFSA) at: https://studentaid.ed.gov/sa/fafsa. To learn more about the types of financial aid students may be eligible to receive, you can refer to the Financial Aid office website: http://www.wou.edu/finaid/paying-for-college/type-of-aid/.

To remain eligible to receive financial aid, students must meet Satisfactory Academic Progress (SAP). This includes: maintaining a 2.0 cumulative WOU GPA, earning credit in 66.67% of all college courses students attend (also known as PACE), and earning a degree within 270 attempted credits (appeals required after 225 credits). If you are working with a student who is on academic warning, probation or suspension, their GPA and percent completion rates may impact their ability to receive financial aid. For more information on SAP, go to the Financial Aid office website: http://www.wou.edu/finaid/ and select Satisfactory Academic Progress definitions under the Continuing Students Section. For additional eligibility requirements, refer to the Eligibility section of the Financial Aid website: http://www.wou.edu/finaid/managing-my-aid/eligibility/.

Withdrawing from a course or receiving an X, F or NC grade may require students to repay federal aid. For information on the requirements for these courses, please refer to the Eligibility section of the Financial Aid website listed above. For in depth questions regarding Financial Aid, students should be referred to the Financial Aid website or office, located on the 3rd floor of the Admin Building.

Scholarships

Students have access to many scholarships at WOU. The WOU General Scholarship application considers students for over 70 scholarship opportunities. Students can apply for the general scholarship through the university portal. The deadline for the general scholarship is March 1st. For more information on the WOU General Scholarship go to: http://www.wou.edu/finaid/scholarships/wou-general-scholarship/. For details on additional scholarship options at WOU, go to: http://www.wou.edu/finaid/scholarships/incoming-students/.

Common Resources & Referrals

Health & Wellness Support:
- *Student Health & Counseling Center (SHCC)* https://wou.edu/health/
  - Counseling Services: https://wou.edu/health/departments/counseling-services/
  - Medical Services: https://wou.edu/health/departments/medical-services/
  - 24 hour Emergency Services: https://wou.edu/health/emergency-services/
- *Campus Recreation: https://wou.edu/campusrec/?_q=Campus%20Recreation*
  - Health & Wellness Center: https://wou.edu/campusrec/hwc/

Academic & Student Support:
- *Student Success & Advising*:https://wou.edu/advising/
  - Tutoring: https://wou.edu/advising/tutoring/
- *Writing Center*: https://wou.edu/writingctr/
- *Math Center*: https://wou.edu/mathcenter/?_q=Math%20Center%20%28Tutoring%29
- *Veterans Resource Cente*r: https://wou.edu/veterans/
- *TRIO*
  - Teacher Prep Student Support Services (TPSSS): https://wou.edu/tpsss/?_q=Teacher%20Prep%20SSS
  - Student Enrichment Program (SEP): https://wou.edu/sep/?_q=Student%20Enrichment%20Program
  - Multicultural Student Services & Programs (MSSP):https://wou.edu/multicultural/
- *Office of Disability Services*: https://wou.edu/disabilityservices/
  - Accommodations: https://wou.edu/disabilityservices/home/accommodations/

Billing & Financial Support:
- *Business Office*:https://wou.edu/business/?_q=Business%20Office
  - Payment Due Dates: https://wou.edu/business/tuition-fees/payment-information/
  - Tuition Calculator: https://wou.edu/business/tuition-calculators/
  - FAQs:https://wou.edu/business/files/2020/04/Business-Office-FAQ-1.pdf
- *Financial Aid*: https://wou.edu/finaid/
  - Applying for Financial Aid: https://wou.edu/finaid/paying-for-college/getting-started/
  - Scholarships:https://wou.edu/finaid/scholarships/

Housing & Dining:
- *Housing*: https://wou.edu/housing/
  - Apply for housing: https://wou.edu/housing/applications/
- *Dining*: https://wou.edu/dining/
  - Meal plan information: https://wou.edu/dining/meal-plan/

Basic Needs Support:
- *Abby's House*: https://wou.edu/abbyshouse/?_q=Abby%27s%20House

- *Food Pantry*: https://wou.edu/foodpantry/
- *Stitch Closet*: https://wou.edu/stitch-closet/
- *Wolf Ride*:https://wou.edu/student/wolf-ride/

Classes & Registration:
- *Registration Information*: https://wou.edu/registrar/paperless-registration-students/
  - Academic Calendar: https://wou.edu/registrar/calendars/academic-calendar/
  - Course Catalog: https://catalog.wou.edu/
  - Withdrawing: https://wou.edu/registrar/university-withdrawal/

Other:
- *WOU Majors & Minors*: https://wou.edu/academics/
  - Department Contacts: Faculty Advisor Contacts
- *Ordering Transcripts*: https://wou.edu/registrar/transcripts/

Common Holds and Department Contacts

AA – Student Enrichment Program
- Contact Student Enrichment Program at 503-838-8550, via email at sep@wou.edu, or in the Advising Center

AB – Transcript Held Until Balance Paid (does not prevent registration)
- Contact Business Services at 503-838-8201, via email at businessoffice@wou.edu, or in AD first floor

AD – Admissions (Transcript Hold)
- Often means an updated high school or transfer transcript needs to be sent to WOU. Contact Admissions at 503-838-8211, via email at admissions@wou.edu, or in APSC 408

AH – Advisor Hold
- Advisor holds are placed during week 5 of Fall term and expire during finals week. They are to be removed by the student's assigned advisor.
- Exploratory/Pre-Nursing can be referred to Student Success and Advising at 503-838-8428, via email at advising@wou.edu, or in the Advising Center
- All other majors MUST meet with their assigned faculty/major advisor

AR – Accounts Receivable
- Contact Business Services at 503-838-8201, via email at businessoffice@wou.edu, or in the Admin Building (first floor) to discuss payment options.

AS – Academic Standing
- Academic Standing holds are placed during week 1 of the term. Students must complete specific steps to have their hold removed.
- Contact Student Success and Advising at 503-838-8428, via email at studentsuccess@wou.edu, or in the Advising Center

BO – Business Office Hold
- Contact Business Services at 503-838-8201, via email at businessoffice@wou.edu, or in AD first floor to discuss steps you need to take for your account.

FA – Financial Aid Hold
- Contact Financial Aid at 503-838-8475, via email at finaid@wou.edu, or in AD third floor

JH – Judicial Hold
- Contact Judicial Affairs at 503-838-8930, via email at penab@wou.edu, or in ACK 165

MH – Medical Hold (Immunizations)
- Contact Student Health and Counseling at 503-838-8313 or in SHCC

MS – Multicultural Student Services Hold
- Contact Multicultural Student Services at 503-838-8737, via email at msu@wou.edu, or in WUC 212

SA – U Got This – Student Affairs

- Complete required training for all new students. Contact Student Affairs at 503-838-8221, via email at studentaffairs@wou.edu, or in WUC 203

Helpful Websites

Advisor and Department Contact Information: http://www.wou.edu/advising/faculty-advisor-contact/

ALEKS Math Placement Exam: http://www.wou.edu/math/aleks/

      Math Prerequisite Guide:
      http://www.wou.edu/math/files/2015/05/WOU-Math-Prerequisite-and-Placement-Guide.pdf

GPA Calculator: http://www.wou.edu/advising/calculate-gpa/

Real Time Class Availability: http://www.wou.edu/classavailability

WOU Schedule Planner Tutorials: https://www.youtube.com/watch?v=EsRrIBJYEBA

University Event Calendar: http://calendar.wou.edu/

University Portal: https://www.wou.edu/portal/

WOU Directory: http://www.wou.edu/resources/find-people/

WOU Map: http://www.wou.edu/resources/campus-map/

Wolfstore (University Bookstore): http://books.wou.edu/Home

Wolf Connection System Tutorials and Guides: https://wou.edu/advising/wolf-connection-system-2/

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