



# CAMPUS RESOURCE GUIDE

## Enrollment Coaching

When you are considering one of UMass Global's degree programs, an enrollment coach is your contact to help you smoothly navigate through the admission process. They will notify you of your status and any supplemental information that may be requested from you. Once you have been admitted, your enrollment coach will connect you with an academic advisor and a One Stop specialist at your campus.

▶ <https://www.umassglobal.edu/community/culture-support>

## Academic Advising

An academic advisor will be assigned to you after you have been admitted to UMass Global and will assist you throughout the duration of your academic journey. Your academic advisor will work with you to create a personalized Education Plan, which is a comprehensive list of the courses you need to take and their sequence. Academic advisors are available at your local campus to meet with you in person and fully online students can call or attend virtual meetings.

▶ <https://www.umassglobal.edu/community/culture-support>

## One Stop Student Services

One Stop specialists assist students with creating a plan to pay for their education and are available to answer questions regarding student accounts, tuition and fees, ordering textbooks, filling out financial aid forms and provide updates on financial aid status. You can contact your One Stop specialist by visiting your local campus. They're also available by phone and virtual meetings are available for fully online students.

▶ <https://www.umassglobal.edu/community/culture-support>

## Financial Aid

Determining how to pay for your education is an important decision. Degree-seeking students enrolled at UMass Global may apply for financial aid as a means of financing their education. Our Financial Aid advisors are available to help you determine which sources of aid are available and might be most beneficial to you.

▶ <https://www.umassglobal.edu/admissions/financial-aid>

## Military Services

UMass Global salutes your dedication to serving our country. Military Services staff provides student veterans and active-duty military students assistance in understanding and securing their educational benefits. We salute your dedication to serving our country by participating in programs that support your current or past military service and your status as a UMass Global student.

▶ <https://www.umassglobal.edu/military/education-benefits-chapter>

## IT Service Desk

UMass Global's IT Service Desk provides support to students who may experience technical difficulties. Please be prepared to provide your full name, ID number or username, the last four digits of your Social Security number, and your date of birth to receive assistance.

▶ <https://www.umassglobal.edu/current-students/banner/help>

## Office of Accessible Education

The Office of Accessible Education and Counseling Services understands that veterans may be experiencing unique disability-related concerns that impact their educational endeavors and overall goals. We strive to ensure that the most effective and comprehensive accommodation plans and services are provided to eligible veteran students. Registration with The Office of Accessible Education and Counseling Services is on a voluntary, self-identifying basis. All information and documentation are strictly confidential.

▶ <https://www.umassglobal.edu/accessible-education>

## Career Services

Veterans and military members transitioning to civilian life have specific educational needs and unique skill sets. UMass Global provides resources to assist military members and veterans selecting of an academic and career path, skill translation, career development, resume building and securing employment.

▶ <https://www.umassglobal.edu/career-services/military-and-veterans>

## Tutoring

The Online Writing and Math Center provides free tutoring resources for all UMass Global Students. Online Writing Center- All undergraduate students are welcome to visit the OWC for live online office hours, writing workshops, and writing resources and links. Our professional writing tutors can help with any stage of the writing process ranging from brainstorming and idea-generating to researching, drafting, revising and polishing. Online Math Center- Undergraduate students who are enrolled in MATU 203 or MATU 103 are free to visit the OMC to sign up for live, online math tutoring, submit homework questions via email, and explore math resources and links.

▶ <https://www.umassglobal.edu/current-students/resources/online-writing-community>

## Office of the Registrar

The Office of the Registrar is responsible for managing student academic records. They assist students by providing Program Evaluations that keep track of current academic program requirements and completed coursework toward your chosen degree, certificate or credential program. The Office of the Registrar also assists students with registration, academic program changes, and transcript ordering. UMass Global has partnered with some of the top organizations for military and public service to ensure you are getting the most out of your previous training, education and experience.

▶ <https://www.umassglobal.edu/current-students/registrar>

UMass Global, a nonprofit affiliate of the UMass system, is fully accredited by the WASC Senior College and University Commission (WSCUC). UMass Global (formerly Brandman University) offers nationally recognized academic programs for the nontraditional learner fully online, on ground at more than 25 campuses throughout California and Washington and through UMass Global MyPath™, its self-paced online competency-based education. For additional information, visit <http://www.umassglobal.edu>.