



# WHERE TO FIND IT

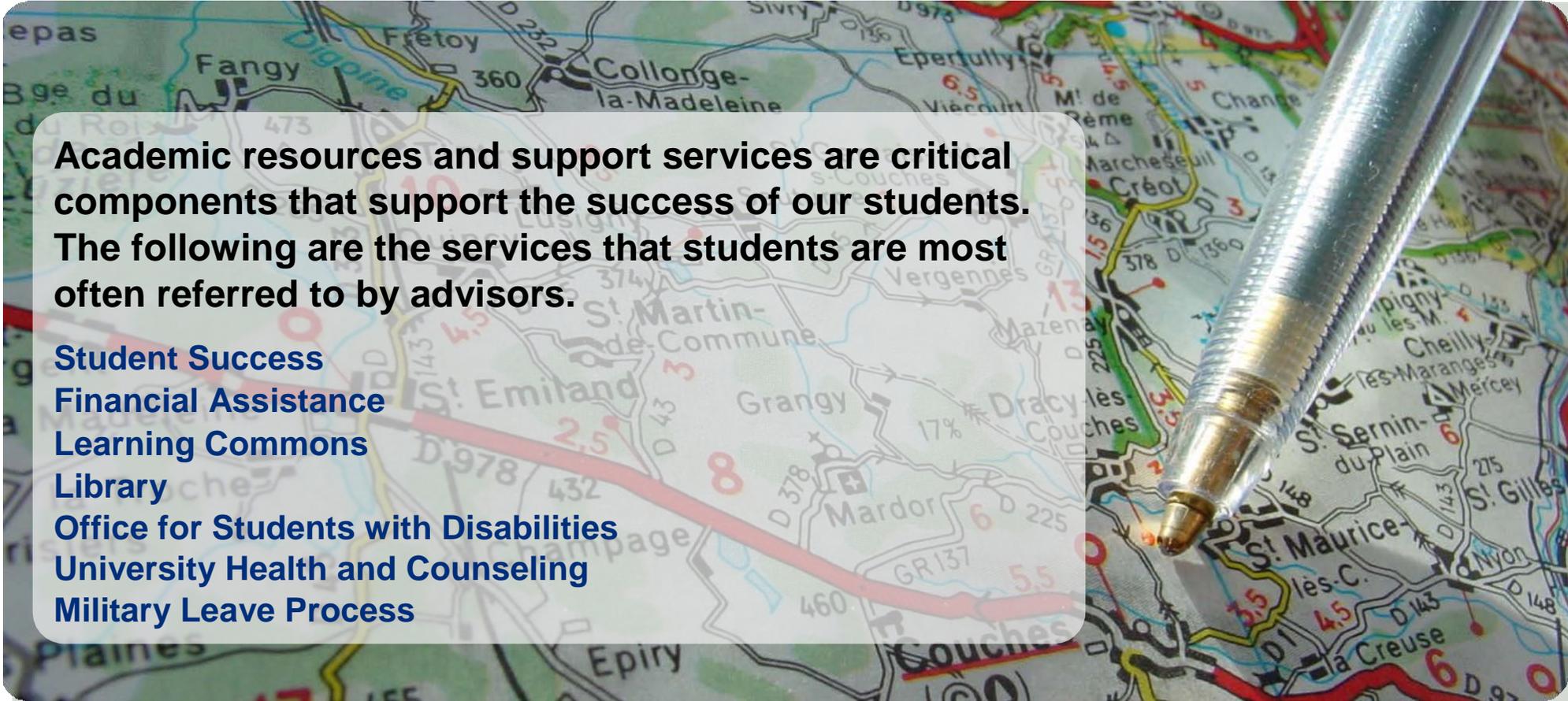
## MODULE 7

Promoting  
Advising for  
Student  
Success  
PORTal

## 7A.WHERE TO FIND IT: ACADEMIC RESOURCES

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|--|--|
| <a href="#">Academic Calendar</a>                                  | <a href="#">Military Leave Process</a>                                   |
| <a href="#">Add/Drop/Withdraw</a>                                  | <a href="#">National Academic Advising Association (NACADA)</a>          |
| <a href="#">Catalogs, USM Undergraduate</a>                        | <a href="#">Orientation</a>  |
| <a href="#">Community Standards (Conduct Code Issues)</a>          | <a href="#">Prior Learning Assessment</a>                                |
| <a href="#">CORE Curriculum</a>                                    | <a href="#">Registrar's Office (Academic Record, Transcripts, Forms)</a> |
| <a href="#">Counseling Services</a>                                | <a href="#">Student Accounts (Financial Resources)</a>                   |
| <a href="#">Early Study/Aspirations</a>                            | <a href="#">Student and University Life (Web Resources)</a>              |
| <a href="#">Faculty Handbook</a>                                   | <a href="#">Student Success</a>  |
| <a href="#">Federal Educational Rights and Privacy Act (FERPA)</a> | <a href="#">Summer Session</a>   |
| <a href="#">Financial Aid</a>                                      | <a href="#">Support for Students with Disabilities</a>                   |
| <a href="#">Graduate Admissions</a>                                | <a href="#">Self-Designed Major Program</a>                              |
| <a href="#">Health Services, University</a>                        | <a href="#">Transfer Affairs</a>   |
| <a href="#">International Programs</a>                             | <a href="#">Transfer Equivalency</a>                                     |
| <a href="#">Internships and Career Placement</a>                   | <a href="#">USM Main Web Page</a>  |
| <a href="#">Learning Commons (Tutoring)</a>                        | <a href="#">Veteran's Services</a>                                       |
| <a href="#">Maine Street (Student Records)</a>                     |  |





Academic resources and support services are critical components that support the success of our students. The following are the services that students are most often referred to by advisors.

**Student Success**  
**Financial Assistance**  
**Learning Commons**  
**Library**  
**Office for Students with Disabilities**  
**University Health and Counseling**  
**Military Leave Process**

## 7B. WHERE TO REFER

### Student Success

Student Success is a priority at the University of Southern Maine. There are many resources that can assist you as you begin and continue your college experience through graduation and beyond. USM has three Student Success Centers focused on ensuring your success as a student. At each of the centers, you will be able to get answers to questions you may have and assistance in academic and career planning. The Student Success Centers are *your connection* to the USM community!

The **Student Success Web site** features resources that focus on academic advising, career investigation, orientation, developing your community, financing your education, creating academic success, discovering your major, and other general resources.



### Financial Assistance

Faculty and professional advisors who are concerned about a student who has encountered financial difficulty should contact a member of the Accounts Manager's staff who work in the Student Accounts in Portland and Gorham. The financial counseling services provided for students by these experts can include: explaining the details of a billing statement, writing a payment plan that could put the student in good financial standing before semester's end and collaborating with colleagues in the Financial Aid Office to determine if the student is eligible for aid and what steps he or she might need take to ensure that the funds are posted to their student account in a timely manner.

Call 780-4724 or 780-5210 for help or more information.





**The Learning Commons locations are on the Second Floor of the Glickman Library in Portland, and on the First Floor of Bailey Hall in Gorham.**



## **The Learning Commons**

The Learning Commons at USM Libraries is here to help students achieve their academic goals through providing:

- Library and research help
- Computers for individual and group use
- Assistance with technology
- Collaborative group study and small instruction spaces
- Tutoring in person or online, particularly in writing and math
- Consultation for developing effective and efficient learning strategies
- Online resources, including tutorial videos and helpful links

**The following is the Top 10 Sets of Questions you might ask during study skills conversations with your students.**

1. Absent from class or extreme lateness to class:
  - Do you understand the course policy consequences of not attending class?
  - If no policy, do you understand how lack of attendance will impact your grade?
2. Not handing in required assignments (Procrastination):
  - Do you understand the impact of a "0" for this grade weight?
  - How do you keep track of your assignments?
  - Do you have a "formal" time management program?
  - Do you know how to break this task down into smaller tasks?
  - Do you understand what is required (how to do task)?
3. No class participation:
  - What is holding you back from class participation?
  - Do you understand the value of class participation?
  - Do you understand how participation relates to your course grade?
  - Do you feel comfortable when in my class?
  - Do you feel comfortable talking to me?
  - Do you feel prepared when coming to class?
  - Do you feel your placement (or background) in this class was adequate for you?
4. Sleeping in class or student seems very inattentive:
  - How many hours do you sleep on average each night?
  - Do you experience "broken" sleep?
  - Do you understand that lack of sleep impacts memory, sense of well-being, ability to problem solve, communication skills (writing), concentration/focus and emotional state?
5. Low grades (objective tests):
  - Were you successful in high school or perhaps through the early years of college?
  - Have you analyzed your wrong answers?
  - What do you think is the source of the issue (test-taking skills or knowledge deficit)?
  - If knowledge deficit, how do you prepare for an exam?
  - Are you studying in large blocks of time just before the exam or in small blocks on an almost weekly basis?
  - Do you get enough sleep (REM time fuels memory)?
  - If test-taking skills, what is your pattern for moving through an exam?
  - Do you think you are over anxious when taking an exam?



6. Student reports lack of concentration/focus in class:

- Do you feel distracted? If so, by what?
- Does this happen in all of your classes?
- How is your general health?
  - Are you taking medication?
  - Big caffeine drinker?
  - Living on carbs?
- Is physical activity part of your time management plan?
- Could you be dehydrated?
- How do you organize your time management plan? Do you have a time management plan? Or do you try to keep track of your life in your head?
- Has this been a school-issue in your past?

7. Test Anxiety:

- Does this happen just with my tests or on all tests?
- Does this happen just in my subject or across the board in all classes?
- Soon after you leave the test, do you then remember the answers to the test questions? If not, the anxiety stems from knowledge deficit frustration.
- Do you feel good about your test preparation strategies? If not, what do you think is a weakness?

8. Students reports difficulty with reading/comprehension of textbook:

- How long does it take you to read a typical (or specific) assignment?
- What are you doing to prepare your "background" information before reading the assignment?

- (If any) Are you familiar with the text's help-aids (rear of chapter)?
- If a chapter summary or key ideas exist, are you studying these before reading?
- What exactly are you doing when you read the assignment?
- If using a highlighter, do you know that highlighters assist with reading (focus) but do nothing to assist the learning process?
- Are you giving your brain a "job" to do while you are reading the assigned material? (Brain needs to be in "search mode," looking for answers to Q's in order to fully "process" information to memory.)

9. Student reports poor note-taking skills:

- What do you use for note-taking materials?
- What is your preferred note-taking pattern(s)?
- Do you pre-read your assignments before class?
- Do you create a glossary of new terminology?
- Are your notes organized (dated) and easy to access by topic?
- Do you review (study) your notes within 48 hours of the class?
- Do you sometimes compare your notes to those of a successful student?
- May I check out your notes?
- Are you sure you missed test answers because the information was missing from your notes?
- Do you also take textual notes from reading assignments?

10. Work is not handed in on time:

- Do you understand the penalty/policy regarding late work?
- Do you understand the grade weight of this assignment?
- Exactly how much work has been completed at this time?

## The Library

The Glickman Family Library on the Portland campus, The Gorham Library in Bailey Hall, the Library at Lewiston- Auburn College, and Instructional Technology & Media Services on the Portland and Gorham campuses, together comprise [University Libraries](#). Library staff in all locations are committed to providing faculty, staff, students, and the USM community with exceptional access to resources, services, and information technology. In partnership with faculty, librarians seek to ensure that students have the information-literacy skills necessary for successful educational careers and for lifelong learning.

Services include:

- The library homepage <http://library.usm.maine.edu>, is the primary access point for research, links to thousands of electronic resources, databases, and full text journals
- Ask-A Librarian email and chat function provides virtual access to reference librarians during normal library hours
- Research assistance
- Circulation, borrowing books, videos, DVDs



- Interlibrary loan
- Course reserves (electronic and print)
- Spacious and comfortable individual and group study space
- Student computers
- Wireless access
- Remote access to [Indexes & Databases](#) and [Journals & Serials Electronic Reserves](#) from off-campus
- Laptop Loan Program for up to two (2) hours for use in Glickman or Gorham Campus Libraries
- Information literacy program to assist students with finding and using information, using library resources and database searching
- Course and research guides that library subject liaisons have created for students to use.

Special Collections on the 6<sup>th</sup> floor of the Glickman Family Library consists of rare books and manuscripts, the University Archives, and the Jean Byers Sampson Center for Diversity in Maine, which houses unique materials documenting the African-

**The Gorham Library** 780-5345  
**Glickman Family Library** 780-4270  
**Lewiston-Auburn College Library** 753-6540

American; Jewish; and Lesbian, Gay, Bisexual, and Transgender (LGBT) communities of Maine.

Osher Map Library and Smith Center for Cartographic Education, on the 1<sup>st</sup> floor of the Glickman Family Library, contains a collection of rare maps, atlases, and globes from 1475 to the present. Its reference collection, exhibitions, and educational programs offer unique opportunities to research historical maps.

The Library staff is dedicated to supporting student success. Whether you need books, articles, statistics, images, citation assistance, technical computer help, or someone to just guide you to the right resource, the staff of USM Libraries is eager to help.



**ITMS Gorham:**  
 - 3 Bailey Hall - 780-5356

**ITMS Portland:**  
 - 232 Luther Bonney Hall - 780-4280

## [Instructional Technology and Media Services \(ITMS\)](#)

ITMS provides equipment and services to support and encourage the use of audiovisual equipment, instructional technologies, and multimedia in teaching and learning. ITMS provides these services in classrooms, academic spaces, meeting rooms, and for conferences.

Support includes:

- The use of classroom technology through built-in audio-visual equipment
- Delivery and maintenance of equipment for classroom use
- Workshops during the academic year offered on instructional applications
- On-line catalog of video, DVD, and other audiovisual materials for classroom use

ITMS also administers a Technology Assistance Program that links students with skills in web design, database development and related areas with faculty interested in using technology to enhance classroom instruction.

Please visit, about the [Technology Assistance Program](#), for more information.



**OSSD:**  
 - 242 Luther Bonney Hall - 780-4706

## [The Office of Support for Students with Disabilities](#)

The Office of Support for Students with Disabilities (OSSD) provides services to qualified students with sensory, physical, psychological, learning and attention disabilities enrolled in USM credit and non-credit bearing courses and programs. Students may be asked to provide documentation.

Services include but not limited to: note taking service, digital materials, test proctoring, extra time on tests, interpreters. Students are advised to contact the office before each semester to plan their programs so that appropriate accommodations can be made. Support for Students with Disabilities Office is located in **242 Luther Bonney Hall on the Portland campus.**

Call (207) 780-4706 (voice) or (207) 780-4395 (TTY) or e-mail to schedule an appointment. [ossd@usm.maine.edu](mailto:ossd@usm.maine.edu)



## Wonder What We Do?

OSSD provides a wide variety of services for qualified students with disabilities who are enrolled in USM credit/non-credit courses and programs.

Some of our services...

- Classroom Accommodations
  - Extended time on exams
  - Access to adaptive technology
  - Sign Language Interpreting
  - Text into Etext
  - Assistive Technology
  - Notetakers
- Disability consultation/referral
- Housing Accommodations

## Wonder Why We Do It?

To insure that students with disabilities have equal access to university programs and activities in compliance with state and federal disability laws.

Student responsibilities

- Meet academic standards and requirements of USM with or without accommodations
- Register with OSSD and complete accommodation process
- Present letters, in a timely manner, to faculty from OSSD regarding accommodations, i.e. extended testing time [Students are not required to disclose the nature of their disability to faculty.]

Faculty responsibilities

- Ensure accessibility of the course content and materials
- Collaborate with OSSD to design and implement accommodations
- Consult with OSSD if accommodations conflict with course objectives/requirements

## Wonder What Faculty Should Do?

Faculty members are encouraged to include a disability statement on their course syllabi. Information on the syllabus for students with disabilities helps to normalize the accommodation process and create a positive and welcoming environment for the students. The statement also establishes a collaborative process for requesting accommodations and reminds students that they must initiate the accommodation process with OSSD.

Suggested Syllabus statement:

If you have a disabling condition that may substantially limit your ability to participate in this class, please contact the Office of Support for Students with Disabilities for confidential assistance and accommodation authorization. Written authorization from OSSD must be presented to the instructor prior to accommodations being made.

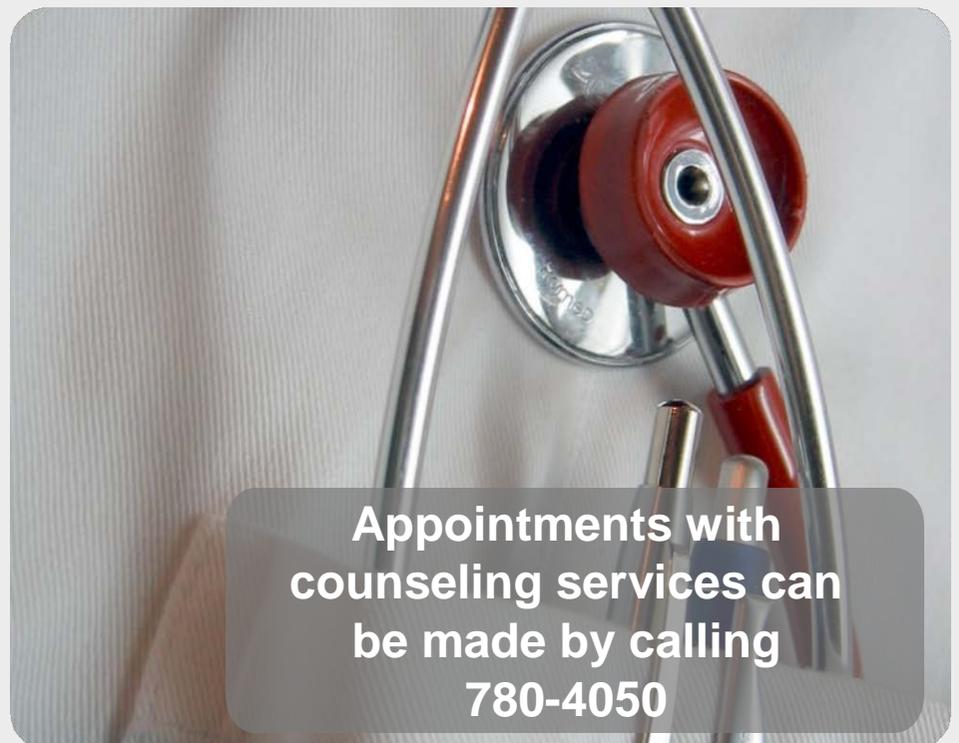


242 Luther Bonney Hall  
207-780-4706  
TTY: 207-780-4395  
[ossd@usm.maine.edu](mailto:ossd@usm.maine.edu)

## University Health and Counseling

The Department of University Health and Counseling offers services to students who are taking six credits or more or have paid the health fee. Once eligible, students have unlimited health center visits and up to 12 counseling visits per year. Students are seen by our licensed professionals or supervised interns. They can be seen for health issues such as acute and preventative care, women's and men's health issues, LGBTQI health issues, STI and anonymous HIV testing, immunizations, self-care cold supplies, and more. For an appointment with health services, please call 780-4211. Students are also eligible for mental health services such as individual clinical counseling, group counseling, mental health crisis intervention, and a variety of other services. Appointments with counseling services can be made by calling 780-4050. If you need to contact a clinician after hours please call USM Police, 780-5211 and they will help you get connected.

**University Health and Counseling Services (UHCS) is open during the fall semester and spring semester and is closed during the summer and academic breaks.**



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counseling services can  
be made by calling  
780-4050**

