Welcome to Our Lady of the Lake University

The Division of Retention and Academic Success would like to congratulate you on your admission to Our Lady of the Lake University (OLLU)!

We are confident that you will find OLLU the ideal place to learn and grow, both personally and professionally.

Your success is very important to us! The dedicated staff working in our offices strives to provide every student access to a great deal of helpful resources on our campus. Our services engage Freshman students in the campus community while also providing the support necessary for academic success.

We are here to assist you in making a smooth transition to the university setting through the centers and programs that we offer which include:

- Advising and degree evaluations from the Academic Counseling Center.
- Peer Advising through the PALs program.
- Tutoring services from the Center for Academic Achievement.
- Accommodations for students with disabilities.
- Laptops for loan.
- Federal Student Support Services through TRiO and CAMP programs.
- Course exams, standardized testing and ID services from the Assessment Center.

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Academic Counseling Center

The Academic Counseling Center offers one-on-one assistance to all new university students, regardless of the concern. Our caring staff will guide you through the registration process and help you understand your degree plan. However, there’s more to academic counseling than that! You are here to explore and reach your personal goals - to make your dreams become reality. We are here to advise you as you take important steps toward these goals and personal growth. We are committed to making your first semester here at The Lake a smooth transition.

We can help you:

- explore areas of study and career paths.
- get connected to campus resources.
- balance school, work, friends and family.
- Make the transition to faculty advising.

There is no issue that is too great or too small for us to work out. We advocate for all students and are here to support your needs. You can stop by our offices for a one-on-one meeting or contact us by telephone for an appointment.

We know it’s going to be a great semester!

Contact Us
Phone: (210) 434-6711 Ext. 2407
Location: Worden, Room 10
The Assessment Center administers a variety of tests including the Miller Analogies Test (MAT), ACCUPLACER, the College-Level Examination Program Tests (CLEP), the Nelson-Denny Reading Test, the Competence Assessment Package (formerly COMPACT), departmental tests for advanced placement, and assessment of life/work experience. Many of our faculty also offer course examinations at the Assessment Center.

**Office Hours**
- Monday, Tuesday, Thursday, Friday: 8:30 a.m. - 5:00 p.m.
- Wednesday: 8:30 a.m. - 7:00 p.m.
- Saturday: 10:00 a.m. - 2:00 p.m.
- Sunday: Closed

**Contact Us**
- Phone: 210-434-6711 ext. 2337 or ext. 2331
- Fax: 210-431-4017
- E-mail: peredan@lake.ollusa.edu

### Center for Academic Achievement

**Tutorials**
Students at Our Lady of the Lake University who are seeking help with English and writing, biology, chemistry, mathematics, accounting or Spanish can visit the Center for Academic Achievement to meet with a peer tutor. Hours of availability for peer tutors vary by semester. Check with the Center to see when tutors are available. The Center also offers free, on-line tutorials in a variety of subject areas: writing, mathematics, accounting, biology, chemistry and library use. The Center offers limited weekend hours between 6 p.m. and 10 p.m. on Sunday nights.

**Americans with Disabilities Act (ADA)**
Our Lady of the Lake University provides reasonable accommodations to enable students with documented physical and learning disabilities to participate in and benefit from all university educational programs and activities. For more information on eligibility and accommodations, please contact The Center for Academic Achievement. Students can download ADA verification, accommodation and compliance information from the Center for Academic Achievement website. Students with disabilities who are seeking accommodations are encouraged to contact the Disability Coordinator after registering for classes each semester. Students seeking accommodations should bring current paperwork from their primary medical providers and a copy of a class schedule to their accommodations meetings with the Disability Coordinator.

**TRiO Student Support Services**

**Project Student Excellence** provides an Integrated Student Support Service Program, which enhances academic achievement through utilization of Comprehensive Educational Services. This program is Federally funded and designed to serve students who demonstrate academic need and are first-generation college students, students with disabilities, or have financial need.
- **Phone:** (210) 434-6711 ext. 2890
- **Toll Free:** 1-888-699-6172
- **Fax:** (210) 431-3946
- **Email:** PSE@lake.ollusa.edu
- **Location:** Worden TRiO Office Room 25

**The McNair Scholars Program** is dedicated to the high standard of achievement that astronaut-physicist and Challenger crew member Dr. Ronald E. McNair represented. The overall goal of this TRIO program is to increase the numbers of underrepresented groups in graduate education by providing enriching experiences, support, and guidance to program participants.
- **Phone:** (210) 434-6711 Ext. 2890
- **Fax:** (210) 431-3946
- **Email:** mcnair@lake.ollusa.edu
- **Location:** Worden TRiO Office Room 25

TRiO students enjoy a team building activity.