Student Services, Campus Facilities and General Information

Academic Counseling
The Academic Counselors assist students with a multitude of support services such as completing the enrollment process which include placement testing, academic advising and registration. The counselors also facilitate the Applications of Learning, First Year Experience Course which focuses on building the skills necessary to become a successful college student. The Academic Counselors provide individualized support to students and also serve as student advocates. Staff reports to the Assistant Vice President of Teaching and Learning.

Academic Dishonesty
Academic dishonesty refers to student conduct in academic assignments or situations which violates the norms of the academic community of students and scholars. In practice, it usually refers to academic cheating or plagiarism. The University distinguishes between academic dishonesty, which is handled through the Office of the Vice President of Academic Affairs, and other violations of the Student Code of Conduct, which are addressed by the Office of Student Life.

Academic Grievance
An academic grievance is an allegation that something has occurred that violates existing University policy or established practices, or is intrinsically wrong. Grievable issues include complaints about alleged violations of the institution's academic policies (e.g., application of grading policies), about unfairness in the application of policies (e.g., accusation of plagiarism or cheating), or other academic matters.

Academic Policies
Refer to the “Undergraduate Catalog” and “Graduate Catalog” for specific academic regulations and procedures such as; academic advising, registration, class attendance, withdrawing from a class, repeating courses, assessment and examinations, grading system and GPA.

Admissions Office
The Admissions Office provides assistance to traditional, transfer students, graduate students and international students including admissions counseling, campus tours, financial aid, housing and orientation information. Students who intend to take their courses on the weekend are assisted by Weekend College.

The Assessment Center
The Assessment Center administers a variety of tests including the Miller Analogies Test (MAT), the College-Level Examination Program (CLEP), the Defense Activity for Nontraditional Education Support Tests (DANTES), Texas Higher Education Assessment, formerly (TASP), discipline and challenge exams, as well as various placement tests. Faculty members may make arrangements with the Assessment Center to administer regular course tests. The Center is located in the lower level of the Walter Center.

ATM Service
The Business Office offers ATM (automatic teller machine) service to the University community. Withdrawals may be made at the machine located in the University Wellness and Activities Center (UWAC) or the Breezeway between Main and Moye. Service fees may apply.
**Athletic Department**
Our Lady of the Lake University participates in the National Intercollegiate Athletic Association is a Red River Athletic Conference member and competes against schools from Texas, Oklahoma, Louisiana and New Mexico. The purpose of intercollegiate athletics is to provide an opportunity for each student-athlete to develop his/her potential as a skilled performer in a highly competitive yet, educational setting. Educational opportunities provide experiences in which student-athletes encounter a progression in self-discovery, growing emotionally, socially, and intellectually, in conjunction with the intercollegiate athletics program. Please contact the Athletic Department for more information about the sport programs offered. The Athletic Directors office is located in the Student Life Office, Providence 104.

**Bookstore**
The University Bookstore is a one-stop shop for all new and used text books, supplies, and electronics. Additionally, the bookstore is your place to find official OLLU gear; including insignia clothing, accessories, diploma frames, and much more. Order textbooks at www.ollusabookstore.com and be the first to reserve new and/or used textbooks. Special order of books or materials can be accommodated by bookstore management.

All students wanting information regarding refunds, buybacks and graduation should contact the university bookstore or go to http://www.neebo.com/Help/ShippingAndReturns

**Campus Recreation**
The Office of Campus Recreation is located in the UWAC and offers an array of co-educational competitive club sports and recreational activities. Opportunities for involvement in Campus Recreation programs include the following:
- Intramural sports include both competitive and recreational play for team sports, individual and dual sports, and special events structured in league or tournament formats. The intramural sports program is designed to complement the academic curriculum by providing opportunities to engage in physical fitness activities and develop socially with members of the OLLU community.
- Club sports provide opportunities for OLLU community members to participate in competitions that will challenge the members to learn new team skills, practice with regular club members, and competing against other clubs and universities in the surrounding area. Club sports currently offered include basketball, volleyball.
- Group fitness classes, including step aerobics, kickboxing, yoga and body sculpting, are offered to the University community throughout the academic year.
- Fitness programs promote health and wellness by encouraging participation in cardiovascular activities, strength training and flexibility through balance of the mind, body and spirit.
- Informal recreation hours are set at the UWAC for University community members to play basketball, volleyball, indoor soccer, and racquetball. Participants also have access to the weight room and cardiovascular equipment. Reservations for the tennis courts, racquetball court, softball field and soccer field can be made through the Campus Recreation Office.

**Career Services**
Career Services is located in Main and provides comprehensive career assistance to students and alumni. Services include career counseling and advising, assistance with the selection of a major or career field, help in gaining experience while in school (internships, volunteer and employment opportunities), providing leads for securing professional employment upon graduation,
information on graduate schools and programs of study, and career coaching and advice regarding changing career fields. The University community may benefit from the following resources:

- Career assessments
- Individual career counseling
- Résumé/cover letter/graduate school essay writing assistance
- Interview simulation lab/mock interviews
- Online web résumé registration/electronic job and internship postings
- On-campus recruiting
- Assistance with graduate school application process
- Fairs – Fall SACUCCA Job Fair, Fall and Spring OLLU Career Fair
- Career Services website
- Various workshops

**Center for Service-Learning and Volunteerism**

The Center for Service-Learning and Volunteerism (CSLV) is located in The Worden School and promotes student success and personal development by cultivating meaningful academic service-learning partnerships and volunteer opportunities between students, faculty and the community — primarily in San Antonio's Westside. The CSLV advocates for university-wide participation in community service and other socially responsible activities. Acting as a resource on community agencies, service opportunities, academic service-learning, and other means of public service, the CSLV empowers the University community to become leaders in affecting social change and to develop a lifelong commitment to service. Linking members of the University community to the San Antonio community and beyond, the CSLV coordinates the following services and programs:

**CSLV Clearinghouse**

The CSLV provides ongoing posting and promotion of volunteer opportunities for both individuals and groups. The CSLV also tracks service hours of all students who register with the CSLV and can print service transcripts for students to include with job applications, scholarships, etc.

**vOLLUniteer Unity Council (VUC)**

This chartered student organization organizes and promotes a variety of service projects, as well as annual programs and events, including vOLLUniteer IMPACT university-wide service project, volunteer fairs, and large scale service events. In addition, the VUC supports campus groups who organize group service projects, university-based public awareness, and social justice initiatives.

**Academic Service-Learning**

The CSLV works with faculty, students and community partners to implement the General Education Service-Learning requirement. Service-Learning enhances academic learning by linking classroom theories and concepts with hands-on practical experiences while encouraging students to use their education in response to community needs.

**Center for Women in Church and Society**

The Center for Women in Church and Society is located in the Elliot House and seeks to expand the participation of women in both church and society by providing educational forums and programs that model women as scholars, religious leaders, civic advocates and leaders in their respective professions. Center resources are available to promote research, networking and advocacy for the success and wellness of women in society. Speakers and artists are featured to promote conversation and mentoring between students, staff, faculty and community leaders. The Center provides meeting space for women’s writing groups, prayer and reflection activities, and
special meetings of on campus and off-campus organizations. The Center for Women in Church and Society is a partnership between the University and the Congregation of Divine Providence.

The Sisters of the Congregation of Divine Providence are a community of women with a variety of family and ethnic backgrounds, called from diverse walks of life, and dedicated to furthering the mission of Jesus in our world. They embrace their charism of complete trust in a provident God-guiding, loving and caring for all creation. Theirs is a life of community, prayer, study, service and commitment. For the sake of their mission, they are bound to one another in a community life by public profession of the vows of poverty, celibacy and obedience. For information on membership in the Congregation of Divine Providence, contact the Office of Vocation Ministry at Our Lady of the Lake Convent.

**Change of Student Information**
Changes in students’ information including permanent addresses, billing addresses, phone and cell numbers, major/minor specialization/concentration, advisor, and marital status should be reported to the Registrar’s Office in the Walter Center. Requests must be submitted in writing. Alternatively, students can update their home address and phone numbers using the portal.

**Commencement**
The OLLU Commencement ceremonies are coordinated by a collaboration between the Registrar Office and the Student Life Office. Commencement ceremonies include; graduation rehearsal, ring blessings, baccalaureate and graduate liturgies, fall and spring commencement services.

**Community Counseling Service (off campus location)**
Community Counseling Service is the University’s primary training site for graduate and doctoral counseling psychology students. Although free counseling services are provided to University students, Community Counseling Service is primarily concerned with addressing the underserved counseling needs of the Westside San Antonio community. Services offered by psychologists, marriage and family therapists, professional counselors, and doctoral and master’s-level graduate students include confidential individual, couple, marital and family counseling, as well as psychological testing and biofeedback services. Community Counseling Service is a component of the School of Professional Studies and is located at the Holy Cross Family Practice Clinic (590 N. General McMullen). The phone number is 210-434-1054 and appointments are scheduled Monday through Friday.

**Computer Services**
OLLU’s mission statement calls for “excellent teaching through traditional and innovative educational programs” which the ITS Helpdesk will continue to support by developing and maintaining OLLU’s computer labs and technology-enhanced classrooms. In addition, the TLTC (Teaching Learning Technology Center) continues to explore effective instructional technologies to create a high-quality educational experience for OLLU students and The OLLU community.

Tools such as streaming multi-media, digital classroom capture, two-way video, high quality instructional and dedicated student-use computer labs, training facilities, presentation AV, and a very reliable Course Management System, Lake Online, all are part of the instructional technologies available that help make the teaching and learning experience at OLLU the best it possibly can be.

On-site technical support, one-on-one and group training, consulting services and technology
planning are coordinated by the TLTC, the ITS Helpdesk, and Media Services. Any of these services can be requested by sending an email to helpdesk@ollusa.edu.

Counseling Services
OLLU Counseling Services located in Providence Hall has as its primary purpose of short-term developmentally-focused counseling for students. Counseling Services offers students the opportunity to identify the factors that contribute to their difficulties and to deal more effectively with psychological, behavioral, interpersonal, and situational causes of those difficulties. Counseling helps students to pinpoint problems and understand aspects of the problems that may be improved. After an assessment, professionals may refer a student to more appropriate services in the community if the assessment reveals that the student’s needs exceed what the Counseling Services’ short-term model and staff specialty/expertise provide.

Counseling Services employs professionals who adhere to the highest ethical standards. The scope of service for students currently enrolled in classes includes; brief individual counseling, group counseling, workshops and educational programming, crisis services when school is in session, initial interview assessment, recommendations, referrals and consultation.

Death or Serious Illness in the Family
If a student experiences a death or serious illness in the family, the student, a friend or faculty or staff member who becomes aware of the situation should notify Campus Ministry or The Student Life Office. Notifications to the student’s instructors, employers and resident assistant (if applicable) may be made in addition to notifications to others in the University community who can offer support services to the student or family. The Student Life Office works with the Academic Affairs Division to provide these services. Notification does not exclude the student from responsibility for making up work that is missed, which must be arranged between the student and individual instructors.

Dining Services
There are a variety of foodservice operations on campus. Sister Annie B's Dining Hall is located in the Main Building and is open seven days a week meals include breakfast, lunch and dinner. During semester breaks, some holidays and short intervals during the summer hours of dining services may be adjusted during the year Food options include; salads, grill, pizza, pasta and a main entree line with traditional favorites. Residents are required to purchase a meal plan, which is based on a declining balance meal plan. There are also plans for commuters, faculty and staff. Refer to the "Resident Student Policies and Procedures” section for additional information on food service policies.

Disabilities Services
The Center for Student Success provides accessibility to students requiring accommodations through the provision of a wide variety of services tailored to each student’s documented needs. To qualify for services, students must provide appropriate documentation of a disability at the time services and/or accommodations are requested. Upon completion of the verification process, Center staff will forward a letter that lists the services and accommodations that are deemed reasonable. The letter is distributed to you, relevant campus offices that provide services, the dean who oversees the division in which your courses are taken, and the professors who teach your

Duplication Center
The Duplication Center is located in St. Ann’s Building and serves the University’s duplication, binding and laminating needs. Services are also available for personal work of students, faculty and staff members. All material to be duplicated must be camera ready. Hours of operation are Monday through Friday, 8 a.m. to 5 p.m., subject to University holidays. Additional copy machines are located in the Sueltenfuss Library. The Duplication Center provides over-the-counter and self-help duplication service. Ancillary services are also provided, within the limitation of existing resources.

Departmental copiers are located at various points around campus. Material and technical support for these copiers are provided either directly by the Print Shop or through the intervention of the contractual maintenance provider. Duplication Services oversees the lease and the maintenance contract for these copiers, as well as providing minor technical help to departments in order to minimize copier down time.

**Email (Network Access Accounts)**

University offices and faculty use OLLU e-mail as the official means of communicating with all students. It is important that all students check their OLLU email regularly by logging in at www.ollusa.edu from most any computer with an Internet browser: any campus lab, residence hall room, or any home, office or public computer with an internet connection.

All students are assigned an e-mail network access account after registration as part of their acceptance package. E-mail network access accounts are free of charge and remain active for the duration of the student’s enrollment at the University. Students who graduate may continue accessing their email account for a period of 90 days after graduation, after which the account will be closed.

Other basic instructions and policies are available on the ITS web pages. While using this account, students agree to abide by the current "Technology (Acceptable) Use Policy of University Computing Resources," found later in this handbook and also on the ITS web page under "policies." Students should also be aware that their OLLU e-mail address is considered "directory information." Though not encouraged, offices may release that information without a student's consent, unless the student has followed the Registrar's procedures to withhold the release of directory information.

**Emergency Loans**

The Piper Loan is available to students needing additional financial support. Piper loans are short-term emergency loans available to currently enrolled students based on need. Contact the Student Life Office for information.

**Emergency Procedures for Students**

Basic Emergency Procedures

The most important thing to remember in any emergency is to remain calm. Confusion and fear will do nothing to alleviate personal discomfort or the discomfort of others. Irrational behavior may put lives in serious jeopardy. The following basic steps can apply in any emergency situation:

1. Assess the scene
2. Call University Police at ext. 4022 Monday through Friday, or call 431-4022 after 5 p.m. and on weekends for non-emergency needs, 433-0911 for any on campus emergencies.
3. Off-campus, call 911
4. When calling in an emergency, be calm and give the best description as possible to the location, number of participants involved and remain at the scene until the University Police arrives.
5. Care for any victims within your capabilities as long as doing so will not endanger lives.

Enrollment Management
The Enrollment Management Division includes the Undergraduate, Graduate, Financial Aid Offices, Student Employment Office and the Study Abroad Office that serves students needs in assistance with the campus enrollment process.

OLLU’s traditional undergraduate and graduate students in San Antonio prepare for careers and fulfilling lives through quality programs, academic advising, service learning, internships, and a supportive campus community. Weekend College students in San Antonio, Houston and the Rio Grande Valley are taught by the same quality faculty as traditional students through an innovative schedule that meets every other weekend and provides students with career enhancement and advancement. The University also offers options for online learning.

Fax Services
The University Post Office in the lower level of Providence Hall offers fax service to the University community. Faxes may be sent and received for applicable fees.

FERPA (Family Education Rights and Privacy Act)
The Family Educational Rights and Privacy Act (FERPA) is a Federal Law (also known as the Buckley Amendment) which protects the privacy of a student’s educational records. FERPA applies to all educational agencies or institutions that receive funds under any program administered by the Secretary of Education. FERPA entitles students to withhold release of directory information. Directory information is defined as “information contained in an education record of a student which would not generally be considered harmful or an invasion of privacy if disclosed.” (1988 Final Regulations). Our Lady of the Lake University public or directory information includes: student’s full name, address (local, permanent, e-mail), telephone listings (local, permanent), email address, date and place of birth, major field of study, degrees and awards received, dates of attendance, most recent school attended, classification, photographs, weight and height of members of athletic teams and participation in officially recognized activities and sports.

Financial Aid
The Financial Aid Office awards financial aid to eligible students. Financial assistance programs include grants, scholarships, loans and work-study which assist with tuition and education-related expenses. To be considered for federal, state, or institutional programs, you must submit the Free Application for Federal Student Aid (FAFSA) to the federal processor by the priority filing deadline of May 1st, each year. Forms are available beginning in January of each year. Early application is encouraged as awards are made on a first-come, first served basis until all funds have been exhausted. Information, applications and assistance are available in the Financial Aid Office.

Verification
The federal processor randomly selects students for verification. Students should read their Student Aid Report (SAR) carefully to check for accuracy of information provided. Additional documentation will be requested by the Financial Aid Office. Students selected for verification will not be awarded financial aid until the verification process has been completed.

Special Circumstances
Eligibility for aid is based on the income and asset data reported on the completed FAFSA. If income has decreased or if there are other special financial circumstances that were not taken into
account on the FAFSA, students may qualify to have financial need recalculated. For information on which types of circumstances qualify for recalculation, please inquire in the Financial Aid Office or visit the webpage at www.ollusa.edu.

**Satisfactory Academic Progress**
A student must maintain Satisfactory Academic Progress (SAP) in order to remain eligible for financial aid. This policy defines minimum standards for grade point average, ratios of completed credits to attempted credits, and maximum time frame for completing a degree. Please visit the Financial Aid webpage for the complete SAP policy.

**Financial Aid Return of Title IV Funds Policy**
Withdrawing from ALL courses during a term may result in a change in institutional charges and reduction in financial aid. Federal Regulations mandate that financial aid will be reduced for financial aid recipients who withdraw from all classes before completing 60 percent of the term (based on the number of days in the term). The Financial Aid Office will calculate the percentage of the term completed to determine the amount of aid applicable to the completed portion of the term. The unearned portion of the financial aid award must be returned to the appropriate funding sources (federal, state and institutional). If funds have been awarded for indirect costs (those not related to tuition, fees and books) a percentage of these funds may also need to be returned. As a result, students may be required to return large sums of funds to federal, state and institutional programs. The student will be billed for the amount owed to the Title IV programs and any amount due to OLLU resulting from the return of Title IV funds used to cover OLLU charges. Prior to withdrawing from all classes, students should contact the Financial Aid Office. Withdrawal can result in a reduction of funds as well as having a significant impact on future financial eligibility (see Satisfactory Academic Progress Policy in the University Bulletin). Complete financial aid regulations on withdrawals and Return of Title IV Funds Policy are available in the Financial Aid Office.

**Partial Withdrawal**
In certain situations, a student may find it necessary to reduce course load due to personal, financial, or academic reasons. Students contemplating such a reduction in hours must notify the Financial Aid Office to determine what implications such action will have on their financial aid. Certain financial aid programs require specific minimum hours of enrollment to be eligible for and to continue receiving those funds. Students who do not notify our office prior to dropping a course(s) may incur an unexpected financial obligation to the University. If a professor withdraws a student from class due to non-attendance, there may be financial aid implications. Please check with the Financial Aid Office.

**Veterans Services**
Information and assistance to students with Veterans Educational Benefits is available in the Financial Aid Office. Prior credit earned through formal military services school courses is granted through the Registrar’s Office as recommended by the American Council on Education. Credit is also given for acceptable scores on the Defense Activity for Nontraditional Education Support (DANTES) standardized tests.

**Concluding Note**
Students have the right to understand the entire financial aid process. Questions are always welcomed. Please feel free to call the Financial Aid Office at ext. 3960, or meet with the Financial Aid staff for any information or advice related to the costs of your education at Our Lady of the Lake University. We are located in the Walter Student Service Center, Room 105. Visit the Financial Aid webpage at www.ollusa.edu for more detailed information.
Health Services
The mission of the Office of Health Services is to provide quality health care and to promote wellness for the entire campus of Our Lady of the Lake University. The Office of Health Services is committed to the respectful care of students, faculty and staff. It is located in the UWAC, Room 112. A Nurse Practitioner is available by appointment to treat acute illnesses and monitor stable chronic illnesses. Health promotion and disease prevention are emphasized. Campus injuries and emergencies are evaluated by the Nurse Practitioner. All visits are confidential. Services include the following:

- Treatment of minor acute and table chronic illness
- Consultation for minor illness
- Referral services
- First Aid for Minor Injuries
- Asthma Management / Nebulizer Treatments
- Female / Male physical exams
- Self-Breast Exam Training
- Self-Testicular Exam Training
- Blood pressure monitoring / Diabetes screening
- Lab Work: Cholesterol, HgAC, Glucose
- Immunizations: Tetanus, MMR, Flu Vaccine (seasonal), Meningitis
- TB Skin Testing
- Pamphlets on health topics
- Self-Help: Over the Counter Medications
- Weight Scale

Help Desk
The OLLU Help Desk is the primary point of contact for instructional and communication technologies at Our Lady of the Lake University. The Help Desk provides general computer technology hardware and software support for all OLLU students, faculty and staff.

The Help Desk assists in the use of e-mail, world wide web (www), operating systems, word processing, network connections, disk recovery, file translation and virus eradication. The goal of the OLLU Help Desk is to provide timely resolution on all technology-related issues, and provide first-class support for educational technology initiatives at OLLU.

Identification Cards
All University students must obtain and carry with them at all times a current University ID card as proof of their right to use University facilities and to attend University events. ID cards must be produced upon request by any University official. ID cards are non-transferable. Students allowing others to use their ID cards are subject to disciplinary actions. ID cards are issued during orientation periods and are distributed free of charge to all students. A fee will be charged to replace lost ID cards, for additional information contact the IT Helpdesk.

Immunization
ALL (undergraduate, graduate, Ph. D, online students and weekend college) students currently enrolled or enrolling in OLLU regardless of age must submit the Meningitis Verification Form to Health Services.

All Students are required to turn in the Meningitis Verification Form. This verification form is
required from every student at OLLU, regardless of age. Be sure to attach required
documentation. All documents should be mailed, faxed, emailed or hand-delivered to the Office
of Health Services. Entire medical history is not required. Contact the Health Services Office for
additional information on immunization.

**Mandatory Health Insurance Requirement**

**All Students** enrolled in 7 or more credit hours are required to carry Basic Health Insurance
(Exception: Students age 65 or older, 100% online and distance learning students solely taking off-
campus home study, correspondence, or television courses). Students must be physically and actively
attending classes to enroll in the insurance plan. Domestic students and full-time student athletes are
automatically enrolled in the plan at registration. If you have your own health insurance or are covered
by your parents you will need to utilize the waiver form available through your portal page available once
you are registered.

**International students** enrolled in 1 or more credit hours will be automatically enrolled in the Student
Assurance plan for International students. For a copy of the policy brochure and/or master policies go to
[www.sas-mn.com](http://www.sas-mn.com).

**Master degree** or **Ph.D candidates** who are enrolled in less than 7 hours who wish to purchase personal
coverage may enroll on a voluntary basis at any time prior to the coverage period effective date through
the end of the waiver period deadline date. Coverage becomes effective on the date the coverage period
begins or the date after the premium payment is received, whichever is later. Refer to the Student
Assurance website [www.sas-mn.com](http://www.sas-mn.com) for the enrollment form, waiver periods, effective dates of coverage
and plan costs. Information is in the policy brochure as well as the Master Policy. Student Assurance
phone number is 1-800-328-2739.

Coverage is not automatically renewed. Students must re-enroll when coverage terminates to maintain
continuous coverage. Refer to the Student Assurance website [www.sas-mn.com](http://www.sas-mn.com) for the waiver periods,
effective dates of coverage and plan costs. Information is in the policy brochure as well as the Master Policy. Student Assurance
phone number is 1-800-328-2739. Servicing agent is Mr. Paul Fisher, 210-
861-8696. Preferred provider directory, [www.multiplan.com](http://www.multiplan.com) or Toll-free 1-800-922-4362.

**Intellectual Property**

Intellectual property refers to scientific and technological development including; inventions,
discoveries, trade secrets, computer and audio-visual software, artistic, scholarly, and literary
productions that may be protected by copyright or patent and are produced by faculty, faculty
associates, staff and students.
Refer to full policy section located in back of handbook.

**International Folk Culture Center (IFCC)**

The IFCC offers recreational international folk dancing and related music activities. The
International Folk Culture Center (IFCC), Inc. was created in 1995 to promote friendship and
unity through music and dance. Seminars, workshops, concerts, festivals and other cultural
opportunities will be offered regularly to nurture the IFCC mission of international friendship and
understanding through the sharing of dance, music and culture.

**Lake Elmendorf**

Lake Elmendorf, located on the northern perimeter of campus, is named for Henry Elmendorf, the
San Antonio mayor who donated land for construction of the University’s original buildings in
1895. Swimming, diving and otherwise entering the waters of Lake Elmendorf is prohibited by
city ordinance. The potential for snakes and hidden debris presents a danger to those entering the lake. Failure to comply may result in University sanction and city citation.

Library
The University’s academic centerpiece is the Sister Elizabeth Anne Sueltenfuss Library, named in honor of the University’s fourth President, Sr. Elizabeth Anne Sueltenfuss, CDP, PhD. Study areas and collections are located on the 2nd and 3rd floors. The Library’s home page (lib.ollusa.edu) provides access to print, multimedia and online resources, borrowing policies, hours and specialized services. Off-campus access to databases requires a valid OLLU e-mail account. The Library participates in the state-wide TexShare program that allows OLLU students to check out books out from other Texas libraries. Librarians are on site seven days a week and are here to assist with library research questions in person, by phone or e-mail. The Library also features a multimedia computer lab (1st floor) and an information skills lab (2nd floor). A late night study room/computer lab on the first floor is open to registered students after library hours 24 hours a day, seven days a week.

Lockers
Academic Locker Usage
All academic lockers are located in Metz Hall and may be used on a first come first serve basis on a yearly or semester basis.

Athletic Locker Rentals
The Campus Recreation Office located in the University Wellness and Activities Center (UWAC) rents athletic lockers. All athletic lockers may be rented for applicable fees on a yearly or semester basis.

Lost and Found
Lost and found items may be turned into the University Police, located in the Lower Level of Walter Center. Items may be reclaimed with valid identification. It is the policy of the University Police to donate any unclaimed property after 90 days to any charitable organization. The University is not responsible for any individual’s personal articles stolen from University facilities. Students are encouraged to verify coverage of their personal possessions on their parents’ homeowners’ insurance policies, or obtain their own insurance to cover their possessions.

Lounges and Study Areas
Various lounges and study areas are provided throughout the campus to serve as social and academic gathering places. Additional student lounges and study areas are located in the Elliott House, the Jersig Center, Main Common Areas, Moye Hall, Metz Hall, Sueltenfuss Library, UWAC and the Worden School, as well as all residence halls.

Mail Services
The University Post Office serves the University’s San Antonio campus. Although the University Post Office is not part of the U.S. Postal Service, some federal postal services are available including fax services. Campus mailboxes for resident students are located in the lower level of Providence Hall. At the end of each semester, forwarding addresses should be left at the University Post Office. Campus mailboxes are not available for commuter students.

Missing Student Policy
Our Lady of the Lake University takes student safety very seriously. The following policy and procedure has been developed in order to assist in locating OLLU student(s) living in University-
owned, on-campus housing, who based on the facts and circumstances known to the University are determined to be missing. This policy is in compliance with Section 488 of the Higher Education Act of 2008.

If a student is believed to be missing notify the Our Lady of the Lake University Police Department or Student Life Office and provide as much information as possible. While a 24 hour window of waiting time is standard, reports can be made anytime a concern arises. These offices will undertake an immediate investigation and make efforts to contact the student, his/her friends, acquaintances, and professors, in an attempt to locate the person. It is often the case that students who are reported missing have simply altered their routine without informing friends and family members.

If it is determined that a student is missing the University Police Department or the Student Life Office will begin calling the persons designated as an emergency contact by the student. Parents and guardians of students, as listed in the University data system, will be notified in the event a report has been filed. If a student wishes to identify a different individual for notification, his or her contact information must be sent by e-mail to the Residential Life Office residencelife@ollusa.edu.

**Orientation Programs**
Orientation programs are offered to new freshmen and transfer students as well as new undergraduate Weekend College students. Orientation programs introduce incoming students to various dimensions of University life, including academic expectations and student services. Orientation programs provide opportunities for new students to meet with faculty and staff members. Freshmen enrolled in the University’s traditional program benefit from the guidance of First Year Connection Mentors whose responsibility is to assist with college transition and retention.

**Pet/Services/Comfort Animals**
The purpose of this policy is to provide for the health and safety of Our Lady of the Lake University (OLLU) students, faculty, staff, and visitors and for the protection of the University’s property/assets. This policy is intended to allow pets/service/comfort animals on campus in a way that provides for the restraint of these animals and also provides for some protection for those on campus from breeds that have a history of dangerous behavior. This policy applies to all on-campus, University-controlled properties and all athletic facilities. Pets/service/comfort animals on campus can pose a significant risk to OLLU and its community. This policy standardizes the University’s position on the management of animals on OLLU property. Refer to Policy Section for the full policy.

**Police Department**
University Police provide for the safety of University community members, guests and physical property. Services include law enforcement, the maintenance of order, 24 hour emergency response, building key control, patrols of campus facilities, and regulation of campus traffic and parking. All University community members are advised to protect themselves by being observant, reporting all suspicious acts, locking doors, windows and vehicles, and exercising sensible judgment.

The University’s parking regulations are intended to ensure safe and orderly movement of vehicular and pedestrian traffic and to reduce the potential for accidents, injuries and property damage.
Permits

All persons operating a vehicle on campus must comply with all posted parking and traffic signs set forth by OLLU administration in compliance with the State of Texas Traffic Laws. Motor vehicles operated on university property by faculty, staff, and students must be registered with the OLLU Police Department. Students should register their vehicle at the time of class registration. Enrolled students (current and new) must register their vehicle every fall semester. All outstanding fines must be paid prior to issuing a parking permit.

Parking Permit Display and Fees
All decal permits must be displayed on the rear view mirror when on campus. Students will not be charged for the initial decal, a $5 fee will be charged for each additional and or replacement permits. Additional permits for faculty and staff are available at no charge.

Temporary Parking Permit
Faculty, staff and students who temporarily operate a vehicle other than the one registered must obtain either a one-day or one week temporary parking permit from the OLLU Police Department in the Walters Building (G04).

Dormitory visitors (including parents) that frequently visit the campus can obtain a temporary parking permit from our department.

If it is after business hours or on a weekend, please continue to call (210) 431-4022.

Handicapped Parking
Handicapped parking spaces are restricted to those vehicles displaying a current handicapped license plate or hanging placard issued by the state.

Disabled Vet license plates require a handicapped placard issued from the state and a valid parking permit in order to occupy any of these parking spaces.

Parking by University community members is prohibited in the designated visitor parking spaces in Lot A. Parking for resident students is located north of the University Wellness and Activities Center (UWAC) in Parking Lot B and east of Centennial and Flores Halls in Parking Lots G.

Fees for annual, additional and replacement parking decals are payable to University Police.

Citations

MAXIMUM SPEED LIMIT ON UNIVERSITY CAMPUS:
10 MPH IN PARKING LOTS/ROADWAYS
15 MPH WHERE POSTED

Symbols striping and painted curbs comply with the Texas Department of Highways specifications as follows:

- Light Blue: designates handicap parking.
- Red: designates NO PARKING ANYTIME.
- White: designates crosswalks, parking spaces and stop lines.
- Yellow: designates warning, no parking, traffic lanes, and no passing zones.
Parking and Traffic Fines
Parking and traffic violations are classified as either "minor" or "major" violations. Minor violations are assessed a $20 fine, while major violations are assessed a $40 fine. If fines are not paid within 14 days, a $10 penalty fee will be added. Students with outstanding parking citation fees will have a hold put on their Student Account, which will make them ineligible for the following:

Validation for the upcoming semester
Clearance for graduation (for balance of $25.00 or more)
Obtaining a transcript (for balance of $25.00 or more)
You are responsible for all parking or traffic citations received while on campus.
Payments can be made by mail to Our Lady of the Lake University, C/O Campus Police Department, 411 SW 24th Street, San Antonio, Texas 78207.

Minor parking and traffic violations include
- Parking in the Convent
- Exceeding time limit / Visitor or Loading Zone
- No valid permit displayed
- Impeding traffic
- Improper Parking
- Equipment Violation
- Other violations deemed by officer

Major Parking and Traffic Violations
- Handicapped Parking Violation
- Failure to Stop at a Stop Sign
- Parking in Fire Lane
- Speeding / Reckless driving
- Parking in Designated Reserve Parking

Appeal process
Appeal forms can be picked up at the campus police office from 8 a.m. to 4:30 p.m. Monday - Friday. After hours, forms can be obtained through any officer on duty by calling 210-431-4022, on line, or picked up outside the campus police office. Appeal forms must be completely filled out and returned to our office where administration will review them in a timely manner. Appellants are allowed to submit a written appeal by fax or mail: the fax number is 210-431-4067; or mail to Our Lady of the Lake University, C/O Campus Police Department, 411 SW 24th Street, San Antonio, Texas 78207. The individual submitting the appeal form is responsible for checking its status by contacting our office at 210-431-4022, Monday through Friday 8 a.m. - 4:30 p.m., within 2-3 business days after submitting the appeal.

Appeals will not be accepted after the 14-day grace period beginning from the day the citation was issued.

Registrar Office
The Registrar Office, located in the Walter Center, maintains student academic records of all University students.

To ensure accuracy of these records, the office is responsible for:
- Maintaining the student database
- Processing registrations, adds, drops and complete withdrawals
- Posting/verifying grades submitted by faculty each semester
• Grade changes
• Evaluating and posting credit from other postsecondary institutions, CLEP, DANTE, MLA, life/work experience
• Processing requests to take courses at other institutions, enrollment verifications, degree verification, grade verification and transcripts

From information submitted by the academic departments, the Registrar Office compiles and maintains fall, spring and summer schedules and assigns classrooms. In preparation for each degree conferring date (two a year- May and December), the Registrar Office reviews and verifies that each degree candidate has completed the requirements for their degree. Students should submit a graduation application to the Registrar Office the semester prior to the one in which they plan on completing their requirements.

Residence Life
The Office of Residence Life provides a atmosphere conducive to the development of resident students’ personalities and abilities. This living and learning experience allows students to grow as individuals through the development of new friendships, the exploration of new ideas, and involvement in new activities. The residence hall atmosphere encourages growth through academic, cultural, social and physical programs and activities. Living in the University’s residence halls is optional and not required as a condition for enrollment. Refer to the “Resident Student Policies and Procedures” handbook for additional information.

Sacred Heart Conventual Chapel
The Sacred Heart Conventual Chapel is owned by the Congregation of Divine Providence and serves as the spiritual centerpiece of both the Congregation and the University. Roman Catholic liturgies are celebrated on Sundays during the fall and spring semesters. Special liturgies celebrated in the chapel include the Providence Assembly, Mass of the Holy Spirit, Candlelight, Baccalaureate Liturgy, Graduate Liturgy, Ash Wednesday Mass, Feast Day of Fr. John Martin Moye, and special memorial masses for the University community. Contact the University Ministry Office for additional information on liturgies, worship services and usage of the chapel.

Speech and Hearing Therapy
University students with suspected speech and hearing disorders may receive an evaluation and therapy at the Harry Jerig Center, named in honor of University benefactor Harry Jerig. Services are provided by graduate communication disorders practicum students under the direct supervision of professional staff. Full-time students are eligible for partial financial adjustment of fees charged for services by applying at the Jersig Center administration office prior to their appointments.

Student Business Office
The Student Business Office provides Cashier and Student Account Services for all students. Registration is completed only after receiving Final Confirmation of Registration. The office assists all students with registration invoices, monthly payments and application of financial aid. Any financial aid checks not processed electronically are handled at the Cashier’s Office. Students receiving financial aid must settle accounts as soon as financial aid is received. Once accounts reflect a credit balance, a refund check will be issued and may be picked up at the Cashier’s Office on the designated distribution date posed after 1pm. With a current University ID, students may cash personal checks up to $25 per day. Penalty fees are assessed on all returned checks. An ATM is available on campus in the University Wellness and Activity Center (UWAC).
University tuition, fees and other charges are a debt incurred for educational purposes and are considered a Qualified Educational Loan as defined in section 221 (D) (1) of the Internal Revenue Code.

Completion of Registration
The Student Business Office provides students registration financial information electronically through E-commerce. Students must obtain Final Confirmation of Registration in order to complete the registration process. To do so, a payment plan must be selected. Payment deadlines are available at the Student Business Office web page at www.ollusa.edu. Please see this website for a tutorial for online student ecommerce, information on employer reimbursed plans and other information. Various payment options are available:

- Pay in Full Agreement due at time of enrollment or deferment date for the term. (This is the only payment plan available to International students.) Also for students who are paying the difference between official financial aid and the term charges.
- Financial Aid Agreement: Available for all terms for students fully covered by financial aid.
- Two Payment Plan: Available for Summer and Houston Fast Track terms only. Half is due at the time of enrollment by the payment deadline and the remainder is due within 30 days of the first day of classes.
- Four Payment Plan: Available for fall and spring only. A deferred fee is charged with the first payment due at time of enrollment or deferment date for the term. Subsequent payments are due no later than 30 days after the first day of class and each 30 days thereafter.

An email confirming the plan will be sent to the student University email address immediately and soon after an email will be sent either for Final Confirmation of Registration or indicating the action to be taken. Payments may be made online, in person, or mailed. Checks payable to Our Lady of the Lake University, American Express, MasterCard, Visa or Discover are accepted. Eligible veterans should contact the Veterans Coordinator in the Office of Financial Aid for assistance in completing necessary paperwork.

A book voucher may be available at the University Bookstore if expected financial aid is in excess of tuition, fees, and other charges for the session.

Delinquency and Default
Students delinquent on or in default of payments and students with returned checks may be withdrawn from the University. Such students may be readmitted the following term if all financial obligations are cleared and the student is otherwise academically eligible for readmission, balances must be paid in full before transcripts can be released.

In the event of default, students must pay the holder the amounts incurred as court costs and attorney fees in the amount assessed by the court and/or collection fees assessed by an agency in the business of collecting just debts.

Student Concerns and Complaints
Students are encouraged to voice legitimate concerns to relevant University officials. Concerns should be directed verbally to the individual involved or, if the concern does not involve an individual, to the supervisor of the area or department of concern. If such action does not result in adequate resolution of the situation, concerns should be put in writing and one of the following procedures applies:
1. Academic concerns should be expressed first to the instructor, then to the appropriate program head or department chair, then to the Dean of the appropriate school or college, then to the Vice President of Academic Affairs.

2. Non-academic and administrative concerns should be expressed first to the individual, then to the director of the department, then to the appropriate Dean, or Vice President of a department.

For additional information refer to the unabridged student handbook’s Student Code of Conduct or the web through OLLU Portal.

**Student Employment**
The Student Employment Office (SEO) assists undergraduate and all international students who qualify for the Work-Study or Student Employment work programs with finding part-time employment on campus. The SEO aids students by posting available positions, provides detailed guidelines for the application, job search, and hiring processes, and mediates any situations or concerns student employees may have during employment at the University.

**Student Leadership and Development Office**
The Office of Student Leadership and Development strengthens learning experiences through co-curricular opportunities that engage and empowers students through developmental programs and activities. The office empowers student leaders to enhance their leadership potential through engagement and participation in University activities and events.

The office serves as a resource for the University’s Recognized and Chartered Student Organizations, as well as an advisor for the following leadership development organizations: the First Year Connection (FYC) Mentors, Leadership Institute for Freshman Excellence (LIFE), the Student Government Association (SGA), and the University Programming Council (UPC). All students are encouraged to get involved in these initiatives and programs.

- **The First Year Connection (FYC)** mentors assist in the planning and implementation of the orientation programs by sharing enthusiasm and information about Our Lady of the Lake University to incoming students and parents. FYC mentorship aids incoming students in college transition and retention. Students serve as upper-class mentors to incoming freshman through the Applications of Learning-First Year Experience course and in the LIFE program.
- **The Leadership Institute for Freshman Excellence (LIFE)** is a leadership initiative conducted during the fall semester. All freshman students interested in exploring their personal potential and actively participating in the University’s unique campus life are encouraged to apply. LIFE consists of interactive workshops and seminars on topics such as leadership styles, human diversity, communication styles and emotional intelligence.
- **The Student Government Association (SGA)** includes all University students as members. The Association consists of two bodies, the Executive Council and the Student Voice Assembly (representatives of academic classes and student organizations). Meetings of the Student Voice Assembly are the student body’s primary means of discussing and examining campus issues. Forums are conducted each semester to engage the University’s administration, faculty, staff and students in a dialogue on student questions and concerns. Through elected positions, students participate in University governance by serving on councils with faculty and staff members.
- **The University Programming Council (UPC)** offers cultural, educational, recreational and social experiences to the student body. UPC programs are open to all students and range from entertaining activities, to serious discussions on current issues. Many of the University’s major campus events are developed, coordinated and facilitated by UPC, including Candlelight. UPC
involvement allows students to work with a unified team, to build confidence in their abilities to lead and develop event coordination, budget management and volunteer recruitment skills.

Higher Achievement Through Leadership Opportunities
The HALO Leadership Program is a three phase leadership development program that compliments academic curriculum with co-curricular activities to enhance leadership in three core values of family, community and professionalism. The program integrates emerging, engaged, and experienced opportunities in personal, group, community, and sustainable leadership. HALO is designed to help students gain self awareness, self management, social awareness, and relationship management skills that will be transferable to future career success. HALO is not a student organization or positional leadership, every student has the opportunity to have a leadership experience at OLLU.

Student Life
The Student Life Office empowers students to explore experiential opportunities that enhance the whole person to create individuals prepared for life-long learning in a diverse world. Offices within the Division of Student Life include the Athletic Department, Campus Recreation, Counseling Services, Dining Services, Health Services, International Folk Culture Center, Residence Life and Student Leadership and Development. Student Life is committed to providing an environment to encourage the social integration of the student body into campus life by providing opportunities for leadership and personal growth.

Student Publications
*The Lake Front*
The University’s student newspaper contains articles, editorials and announcements. This student-run publication, produced under the advisement of the Communication Arts Department, offers positions as reporters, editors, photographers and advertising salespeople.

*The Thing Itself*
The University’s annual art and literary magazine solicits student, faculty, and staff submissions of poetry, fiction, essays artwork and photographs for publication. Poetry and prose are accepted in both English and Spanish or other languages as long as translations are provided. Specific guidelines are available, and cash awards are given to winning entries. All decisions are governed by a student editorial board with the assistance of a faculty advisor.

Student Success Center
The Student Success Center, located in the garden level of Moye provides academic support and instructional resources to the University community. The Center develops and provides learning strategies that enhance academic success and assist students in becoming independent and resourceful learners. Services provided on a walk-in basis include the following:

- Tutoring: Biology, Chemistry, English (reading, writing and research skills), Math, Natural Sciences, Political Science, Spanish, Statistics and other academic areas.
- Study Skills Workshops: Time management, improving note-taking and test-taking skills, dealing with test anxiety, learning styles, stress management, memory techniques, basic grammar and MLA/APA styles.
- Grammar Workshops: Fragments, run-ons and comma splices, commas, subject-verb agreement and verb tense consistency, spelling and usage, apostrophe, pronouns.
- Math Workshops: Writing math, math anxiety.
- Student Disability Services: Reasonable accommodations enabling students with disabilities to participate in and benefit from all University educational programs and activities.
**Study Abroad**
The Study Abroad Office promotes scholarship across the globe and assists students who wish to study abroad for an international OLLU experience. OLLU has academic study abroad and exchange agreements with well known universities in Mexico, Korea, Spain and other countries. These exchange programs present a unique opportunity for students to spend a year or semester abroad. Contact Enrollment Management for Study Abroad opportunities.

**TRIO Programs**
The TRIO Programs are composed of academic enrichment initiatives federally-funded under Title IV of the Higher Education Act of 1965. The University offers two such programs. Project Student Excellence (PSE) aims to increase retention and persistence rates of both first generation students and students with physical and Learning disabilities. PSE offers academic advisement and study skills workshops to selected students. The McNair Scholars Program, named in honor of space shuttle *Challenger* astronaut-physicist Ronald E. McNair, aims to increase the numbers of historically-underrepresented groups in doctoral study. The McNair Scholars Program offers research internships, faculty mentors and assistance with graduate school searches for students accepted into the program.

**University Governance**
Students, faculty and staff share in University governance through a system of policy-making and advisory councils. Faculty members are selected by the academic area, staff members are selected by the Staff Advisory Council, and students are selected by the Student Government Association’s Student Voice Assembly recommendation.

**University Ministry**
The Office of University Ministry seeks to empower students for life in light of the Gospel of Jesus Christ. Our mission is to foster a welcoming and inclusive environment that provides for spiritual development and faith formation among students, faculty, staff, and administration. Prayer and study groups, lectures and discussions, liturgical and Para liturgical services, retreats and social action groups are planned throughout the year. Counseling services are available, as are opportunities to learn more about the Catholic faith. University Ministry makes every effort to promote church vocations and create Christian unity among all who come into contact with the University.

*Providence Leadership Program (PLP)*
This program invites students to learn more about the Sisters of Divine Providence while exploring their own faith. Students participate in reflection sessions and service projects.

**The University Wellness and Activities Center (UWAC)**
The University Wellness and Activities Center (UWAC) provides a centralized location for student activities and events. UWAC programs and services address the six dimensions of wellness: physical, emotional, spiritual, intellectual, social and occupational. The UWAC houses several student services offices, including the Health Services Office, the Campus Recreation Office, and the Athletic Coach’s Offices. Recreational facilities include an aerobics room, cardio theater, gymnasium, weight room, and racquetball court. Other student areas include student lounge, and conference rooms. The UWAC is managed and operated jointly by the Campus Recreation. All University community members, alumni and guests should be prepared to present valid ID cards upon request for use of the UWAC’s facilities and services.

**Veterans Services**
Assistance to students with Veterans Educational Benefits is available in the Financial Aid Office. Information and applications are also available on Veterans Administration programs and services. Prior credit earned through formal military services school courses is granted through the Registrar’s Office as recommended by the American Council on Education. Credit is also given for acceptable scores on the Defense Activity for Nontraditional Education Support (DANTES) standardized tests.

**Weapons**

A weapon is defined as any object that by use, design or definition may be utilized to inflict harm or injury upon another individual or animal. Examples of weapons include but are not limited to handguns, pistols, rifles, axes, and knives with blades in excess of five inches, mace, throwing stars and nightsticks or batons. Possession, use, sale or transfer of weapons, whether licensed or not, is prohibited on university premises and violators will be subject to disciplinary action. Such weapons, if confiscated, immediately become the property of the university. **Weapons of any kind are prohibited on the university by the State Law (Penal Code 46.03).**

**Weekend College Programs**

Weekend College (WEC) Programs are a scheduling alternative for Adult and Non-Traditional students unable to attend regularly scheduled day or evening classes. Weekend College students can earn undergraduate or graduate degrees by attending classes scheduled to meet the needs of the working professional offered during the fall, spring and summer terms. Since the number of classroom contact hours is less than that of traditional classes, these programs are a highly concentrated learning experience intended for students who are capable of a high level of independent study and learning. WEC currently offers weekend courses on the main campus in San Antonio. WEC also offers degree programs in Houston and Rio Grande Valley. For information on student services available on the satellite campuses, contact the respective administrative offices. The Weekend College Office provides academic advising and registration processing for all students in the WEC programs in San Antonio. Services provided include the following:

- Academic advising for students via regular office hours, e-mail, phone, fax or by appointment after hours.
- Registration for courses offered in the semester format
- Cross-registration for WEC students in the University’s traditional programs
- Academic skills development
- Information on the Prior Learning Assessment Program