Dear Valued Veterans,

Welcome to Texas A&M University-Corpus Christi! Academics at TAMU-CC have never been more exciting with enrollment growth, research initiatives, and innovative ideas leading the way to Islander success. Administrators, deans, faculty, and staff are committed to your success and achievements both in and outside the classroom.

Be certain to visit the Islander Welcome Center, Center for Academic and Student Achievement (CASA), and academic advising. These, and many other programs and resources are available to support your success.

We are proud to have you in the Islander Family, and we sincerely thank you for your service to our country.

Go Islanders!

Dr. Kelly M. Quintanilla
Interim President/CEO

To assist you in your transition to campus, this handbook is designed to make you aware of policies and procedures, support services and campus life programs. It provides highlights of the different areas. For complete details and information, you should refer to the online Course Catalog for your first year as a TAMU-CC Student. This can be found on the university’s website at www.tamucc.edu under the Student section.
Dear Student Veterans,

On behalf of the Office of Veterans Affairs, the Division of Student Engagement and Success, the Student Veterans Organization (SVO) and the Islander Green Zone Program, we want to welcome you to Texas A&M University-Corpus Christi, the premier Veteran-serving institution in South Texas. The following section contains information on campus, national, state and local Veterans resources available to you. As with any handbook, the material here provides only a cursory look at the resources available to you. For additional information, feel free to contact us directly.

During your time as an Islander, we strongly encourage you to be an active participant in all aspects of TAMU-CC Student Life. Besides the social events and service projects hosted by the Student Veterans Organization, this university provides an immense variety of activities taking place throughout the year. So please immerse yourself in the college experience and build bonds of friendship which will last you a lifetime!

As a campus community, we strive to bring the best possible services and academic experience to our Student Veterans. We are proud to be a part of this effort and hope you will take a few moments to peruse the enclosed material. If you ever have difficulties of ANY kind during your time here at TAMU-CC, we encourage you to contact us (jeff.dillard@tamucc.edu or ann.degaish@tamucc.edu) or any of the SVO leadership. While we may not immediately be able to solve your issue, we represent a well-connected network of Veterans eager to help.

Sincerely,

Michael Rendon
University Registrar &
Director of Veterans Affairs

Dr. Robert J. Dillard
Department of Social Sciences
Student Veteran Coordinator

Ann DeGaish, Chair,
Veterans Affairs Committee
Dean of Students &
Associate Vice President

Section I: Veterans Educational Benefits

Veteran Education Benefit:
The DVA awards benefits to qualified service members, Veterans, and their dependents. Students apply and receive a Certificate of Eligibility (COE) from the DVA and provide supporting documents to initiate their education benefit. Benefits awarded include: Montgomery GI Bill® Active Duty (CH 30), Vocational Rehabilitation and Employment (CH 31 VRE), Post 9/11 GI Bill® (CH 33), Fry Scholarship Post 9/11 GI Bill®, Dependents Education Assistance (CH 35 DEA), and Montgomery GI Bill® Selected Reserve (CH 1606). For more information on DVA education benefits visit http://www.benefits.va.gov/gibill/index.asp

Hazlewood Exemption:
in accordance with the Texas Education Code, Section 54.203, Texas veterans and eligible dependents must apply for benefits under the Hazlewood Act or the Hazlewood Legacy Act each term. An exemption of tuition and fees, with the exception of the student services fee, is granted per term for Hazlewood eligible students, up to 150 cumulative credit hours. Students must submit the application, an original, certified, or notarized copy of the veteran's discharge papers (VA Form DD-214 member 4 copy), and other qualifying documentation, and a letter from the Muskogee, Oklahoma VA Regional Processing Office stating that they have exhausted federal veterans' educational benefits. The Hazlewood file must be completed, and the exemption requested by the census date per term. The number of credit hours a student is registered for on the census date of a given term is the number of Hazlewood credit hours reported for the term to the Texas Higher Education Coordinating Board.

Veterans Affairs Office:
The mission of the Texas A&M University-Corpus Christi Veterans Affairs Office is to assist service members, veterans, and dependents in receiving entitled educational benefits and in achieving educational goals. The Veterans Affairs Office strives to assist active duty service members and veterans with the transition from military to academic life. For more information on educational programs and updates on the Post 9/11 Veterans Educational Assistance Act of 2008, please call 361-825-2331 or visit the web site http://vets.tamucc.edu.

The School Certifying Official (SCO) certify a student’s enrollment to the Department of Veterans Affairs via VA Once, an online portal that electronically submits VA Form 1999 Enrollment Certification. The certification is processed at the regional processing center in Muskogee, OK. Stipend payments are based off the enrollment certification submitted by the SCO. Please visit the Veterans Affairs Office for information on eligibility requirements, applications and forms, and updates on the following benefits:

- Chapter 30 Montgomery GI Bill – Active Duty Educational Assistance Program
- Chapter 1607 Reserve Educational Assistance Program (REAP)
- Chapter 33 Post 9/11 Veterans Educational Assistance Act of 2008
- Chapter 1606 Montgomery GI Bill Selected Reserve
- Chapter 31 Vocational Rehabilitation and Employment Program
- Chapter 32 Post-Vietnam Era Veterans’ Educational Assistance Program (VEAP)
- Chapter 35 Survivors’ and Dependents’ Educational Assistance Program
The applicant must provide a Certificate of Eligibility (COE) from the Dept. of Veterans Affairs showing the benefit has been awarded. A Veterans Intent to Enroll Form is required each term for certification and provides the VA Certifying Official with authorization to submit an enrollment certification on behalf of the student. Students must notify the Veterans Affairs Office of any enrollment changes, to include: added or dropped courses, withdrawals, or change of major. A degree plan from the academic advisor is required for the veteran’s file. Texas A&M University-Corpus Christi does not participate in the VA Advance Payment Program.

Compliance is maintained by assuring students are held responsible for their academic standing, abiding by their prescribed degree plan for their respective major/minor, changes in enrollment certifications are reported in a timely manner, and proper record keeping is managed in accordance with the Family Educational Rights and Privacy Act (FERPA).

Grades:
SCOs monitor student’s grades to ensure they are making satisfactory progress. Students utilizing Veteran education benefits must meet required GPA minimums per their class standing. They must meet the GPA requirement of the institution’s satisfactory academic progress policy in a degree or certificate program as determined by the institution’s financial aid policy. A financial aid academic probation or suspension may result in temporary ineligibility to use the benefit.

Attending Class:
Students are responsible for attending class and meet the university’s attendance policy. Failure to attend school may result in the termination of your enrollment certification which may carry financial penalties.

Stipend Payment:
All payment issues are handled by the Regional Processing center for the VA in Muskogee, OK. For more information, contact the VA at 1-888-442-4551.

To receive full stipend benefits, a student must be full time. Full time status is determined by the VA. It is based on the following guidelines. Contact the on campus Office of Veterans Affairs (SSC 101) for more information.

Fall & Spring — 12 Hours (Undergraduate) / 9 Hours (Graduate) Full Time
9 Hours (Undergraduate) / 7 Hours (Graduate) ¾ Time
6 Hours (Undergraduate) / 5 Hours (Graduate) ½ time

Summer* — Varies greatly based on the variety of enrollment dates, but as general rule of thumb would be…. 3 Hours (Undergraduate) in any course 4 weeks or shorter
4 Hours (Undergraduate) in any course more than 4 up to 6 weeks in length
6 Hours (Undergraduate) in any course more than 6 up to 8 weeks in length
7 Hours (Undergraduate) in any course more than 8 up to 10 weeks in length

*Summer Graduate Students contact the Office of Veterans Affairs or the VA directly with term dates/length and credit hours and number of credit hours to determine Full Time Status.

Credit for Prior Learning:
Credit for prior learning offers students with significant academic, life and work experience the chance to earn college credit by demonstrating what they have learned. Credit for prior learning can include credit transferred from other institutions of higher education and the military, credit by examination, prior learning demonstrated by portfolio, and some other non-collegiate experiences.

Military Transfer Credit:
Persons who have been granted honorable or general discharge from military service of the United States and who would like a review of service records for potential college credit must request the appropriate documentation. Depending on the type of military service, you should request one of the following transcripts:

- **Army:** An AARTS (Army/American Council on Education Registry Transcript System) transcript is available at no charge to those who are or have been enlisted with the Army, Army National Guard, or U.S. Army Reserve, or are officers/warrant officers. An AARTS transcript must be ordered directly from the AARTS Operations Center in Ft. Leavenworth, Kansas or online via the AARTS web site at: http://aarts.army.mil/

- **Navy/Marines:** A SMART (Sailor/Marine American Council on Education Registry Transcript) transcript is available at no charge to all active duty Sailors and Marines, reserve component personnel, sailors who separated or retired after January 1975, and Marines who separated or retired after June 1999. A SMART transcript must be ordered from the SMART Operations Center or online at https://smart.navymil

  For more information, contact the SMART Operations Center at 877-253-7122. The mailing address for SMART Operations is: SMART Operations NETPOTC - N2, 6490 - Saufley Field Road Pensacola, FL 32509-5223

- **Air Force:** A SMART (Sailor/Marine American Council on Education Registry Transcript System) transcript is available at no charge to all active duty Sailors and Marines, reserve component personnel, sailors who separated or retired after January 1975, and Marines who separated or retired after January 1975. A SMART transcript must be ordered directly from the SMART Operations Center in Ft. Leavenworth, Kansas or online via the SMART Operations Center toll-free at 866-297-4427. The mailing address is: SMART Operations Center 415 McPherson Avenue Ft. Leavenworth, KS 66027-1373.

- **Coast Guard:** To order a copy of the official U.S. Coast Guard transcript, log on to the Coast Guard web site at: http://www.uscg.mil/uscg.shtm

The American Council on Education guidelines will be used in the evaluation. Credit will be awarded only in areas offered within the current curriculum of the institution, and only when the course work is appropriately related to the student’s educational programs. The evaluation of military credit is utilized in awarding college credit only and is not considered in determining admission eligibility.
Section II: Enrollment at the University

Student Responsibility:
University personnel may assist students in progressing toward the degree that they are seeking. However, the final and ultimate responsibility for understanding and following the degree requirements rests with the students themselves. Each student is held responsible for knowing degree requirements, for enrolling in courses that fit into degree programs, and for taking courses in the proper sequence to ensure orderly progression of work. The student must seek advice about degree requirements and other University policies when necessary. The student is held responsible for knowing and abiding by University regulations regarding the standard of work required to continue in the University, as well as those dealing with academic integrity, scholastic probation, suspension, and dismissal. Additionally, the student is expected to comply with the rules in the Student Handbook and Student Code of Conduct, as well as the processes in the latter, which are administered by the Office of Student Engagement and Success.

S.A.I.L. Student Portal
S.A.I.L. is a secure student portal where you can access your student, academic, and financial aid records at Texas A&M University-Corpus Christi. By logging into S.A.I.L., you can gain online access to:

- Maintain your contact information
- Register for classes
- Accept your financial aid awards
- View your unofficial transcripts, grades, and class schedules
- Request transcripts electronically
- Purchase your parking permit
- Pay your tuition
- ...and more!

Academic Advising:
Academic advising centers are housed in each college and staffed by full-time academic advisors. Undeclared/exploratory students are advised through the Islander Transition Center located in the Faculty Center. Full-time academic advisors are available to assist students with their educational plans, course selections, degree requirements, and other academic matters. Academic advisors support students from the time of their initial enrollment to the successful attainment of their educational goals. An additional feature of the academic advising program is the direct involvement of University faculty as advisors or career mentors. To locate your academic advisor and/or find out more about advising, please call 361-825-5931 or visit the web site at http://aatc.tamucc.edu.

Degree Planner:
Degree planner is an on-line portal that will assist you with your degree plan. For more information, from the university webpage, go to: degreeplanner.tamucc.edu

Adding a Course:
A student may add a course during the time specified in the class schedule. To add a course the student must obtain a Class Scheduling Form from the Office of the University Registrar.

Dropping a Course with a Grade of W:
The grade of W will be assigned to any student officially dropping a course by the date stated in the class schedule. No student is eligible to receive a W without completing the official drop process by this deadline. After the drop date listed in the class schedule, a student will not be allowed to drop a course. A change of section or a change to or from audit is a change of registration and requires that the add/drop process be followed.

Withdrawal:
If a student should drop all courses for a given semester or term, a Withdrawal Form must be processed. A student who finds it necessary to withdraw from the University during a session must file a Withdrawal Form in the Office of the University Registrar. The deadline for withdrawing from the University is the day before the last day of classes during a long semester (fall or spring), and the day before final examinations during a summer session. Failure to file a Withdrawal Form can result in grades of “F” in courses in progress.

Retroactive Withdrawal:
A student may request that all grades in an academic period be retroactively removed and replaced by entries of “W” on their transcript. A retroactive withdrawal may be granted only when a student has experienced circumstances of such serious and compelling nature that they could not reasonably have been expected to satisfactorily complete the academic period or submit a petition for regular withdrawal by the deadline specified in the University catalog. For more information on this process, please refer to the Course Catalog corresponding to your first year as a TAMU-CC student.

Prior to making any changes to your enrollment (this includes dropping and adding a course & withdrawing), you should consult with the campus certification officer in the Veterans Administration Office (located in the Student Service Center, Room 100). There could be financial penalties assessed, including but not limited to BHA reduction/repayment, as well as others. In addition, failure to make satisfactory academic progress could affect your eligibility for benefits.
Withdrawal of Students Called to Active Duty

Section 54.006 of the Texas Education Code states:

Beginning with the summer semester of 1990, if a student withdraws from an institution of higher education because the student is called to active military service, the institution, at the student's option, shall:

1. refund the tuition and fees paid by the student for the semester in which the student withdraws;
2. grant a student who is eligible under the institution's guidelines, an incomplete grade in all courses by designating "withdrawn-military" on the student's transcript, or
3. as determined by the instructor, assign an appropriate final grade or credit to a student who has satisfactorily completed a substantial amount of coursework and who has demonstrated sufficient mastery of the course material.

Original deployment orders and military ID should be presented to the Office of the Registrar when a student withdraws due to active military duty. Please contact the University Registrar at 361-825-7024 or the Veterans Affairs Office at 361-825-2331 (both located in the Student Services Center) for assistance.

Six-Course Drop Limit:

The State of Texas has enacted a statute that applies to students who enroll in public institutions of higher education as first-time freshmen in fall 2007 or later. Under section 51.907 of the Texas Education Code, "an institution of higher education may not permit a student to drop more than six courses, including any course a transfer student has dropped at another institution of higher education." Any course a student drops after the census date published in the class schedule or academic calendar is counted toward the six-course limit unless specifically identified as being exempt. An example of an exemption follows: If the student drops all courses for a given semester or term by officially withdrawing from the University, these courses are exempt from the six-course limit.

Class Attendance:

Class attendance is important! Regular attendance in class can be directly tied to your success. Faculty set their own attendance policies. Some faculty will not take attendance, while others will deduct points for absences. Students should refer to their course syllabus for information on attendance policies for each class. The faculty member will decide based on their class policies, whether or not they will allow you to make up any work they may miss due to the absence.

There are times when extenuating circumstances, such as an extended illness, family emergency, a death in the family or military deployment arise and the student must miss multiple days of school due to the situation. In these cases, it may be difficult for you to contact faculty due to the situation (i.e. hospitalization). The Dean of Students can assist you in this situation when you are going to miss three or more consecutive days of class. This notification does not excuse the absence; it merely serves as a courtesy notification regarding the student’s situation. The faculty member will still make the decision on individual cases related to any missed work, assignments or test. Documentation must be provided to the Dean of Students that supports the reason for the absence within one week of the original notice. For assistance in these types of situations, students should contact the Dean of Students at 361-825-2612 or go by the office in the University Center, Room 318.

Incompletes:

At the end of the semester you may find that due to an extenuating circumstance (such as an illness or hospitalization, or other type of emergency), that you may not be able to finish a course. Before dropping it or withdrawing, you should check with your professor to see if there is an option of getting an Incomplete. An Incomplete allows an extension past regular deadlines, for work to be turned in. It is completely at the discretion of the faculty member whether or not to allow it. It generally done only when there are one or two assignments left and you have an extenuating circumstance (that can be documented). Certain conditions must be met for it even to be considered. They include: you must have completed the majority of the course work, be in good standing in the class and be passing.

Scholastic Probation, Suspension, Dismissal:

Scholastic Probation and Removal from Probation. An undergraduate student whose cumulative A&M-Corpus Christi grade point average (GPA) falls below 2.0 on academic work done at the University is placed on scholastic probation. A student is removed from scholastic probation after completing a semester or summer term at A&M-Corpus Christi during which a cumulative grade point average of 2.0 or greater is achieved.

Suspension. A student who is on scholastic probation and who fails to make a minimum GPA of 2.0 for any semester or term is placed on academic suspension. A student suspended for the first time may not enroll at the University for the next long-session semester (fall or spring) and any intervening summer session. A student suspended for the second time will be suspended for one year. After a first or second suspension, a student may re-enroll on probationary status. The student must achieve a minimum GPA of 2.0 for that and all subsequent semesters and terms until a minimum cumulative GPA of 2.0 is attained. A student who does not attain this GPA is placed on suspension again. Under extraordinary circumstances, academic suspension is appealable to the student’s academic dean.

Dismissal. A third suspension results in dismissal from the University. In most cases, a student who is dismissed because of three suspensions is not readmitted to the University. The student may, however, petition for a review of the case after a period of two calendar years. Information on procedures may be obtained from the Office of the University Registrar. Readmission is permitted only in exceptional circumstances and if authorized by the dean of the college to which admission is sought. If the student does not attain the required GPA (as described above) after such readmittance, the student is dismissed and may not petition for readmission for a period of a minimum of five calendar years.

Grade Point Average

A minimum grade point average of 2.0 (C) on a 4.0 point scale in all work taken and a minimum grade point average of 2.0 in the major field of study at the University are required. Specific academic programs may require a higher grade point average in the major. See the Course Catalog for information on how to calculate you grade point average (GPA).

Holds:

Holds are placed on students’ accounts for various reasons. They can prevent you from registering for classes or receiving transcripts. To see if you have any holds on your student account:

- Log into your S.A.I.L. student portal account
- Select Student Records
- Select View Holds

If you have questions regarding your hold status or need more information, contact the Registrar’s Office at 361-825-2624.
Section III: Support Services

Career Services: Career Services provides academic support by helping students explore, select, prepare for, and actively pursue satisfying employment and careers. Career Services offers career counseling, career exploration, assessments, student employment services, job fairs, on-campus recruiting, internships, job shadowing, mock interviewing, resume development and review, on-line job bank and career seminars. Through Career Services, student veterans can get ready for careers after college and help other veterans by participating in the Career Transition Assistance Program (CTAP). This program is offered by Career Services to help veterans prepare for life after college. Participation in the program includes meeting with a career counselor, participating in a job shadow and/or participating in a paid internship related to your major. By participating in this program, you can prepare your career plan and get ready for life after college.

Career Services is located on the third floor of the University Center in Suite 304. For information, call (361) 825-2678 or visit the website at http://career-services.tamucc.edu.

Center for Academic Student Achievement (CASA): The Center for Academic Student Achievement (CASA) programs are designed to improve the retention and graduation rates of University students. Services are free and available to all A&M-Corpus Christi students. In order to utilize academic support services, a student must be enrolled at A&M-Corpus Christi. CASA operates on a walk-in basis. These academic support services include tutorials (in core subjects), Writing Center, supplemental instruction, mentors, developmental education, and student retention assistance.

Starfish Early Alert Warning: Hosted by CASA, Starfish Early Alert Warning and Connect is an early warning alert system for undergraduate students at Texas A&M University-Corpus Christi. The software is designed to assist faculty communicate course progress feedback to students and to help connect students with their “Success Network” comprised of faculty, advisors, mentors and other campus support units. Students are encouraged to contact the Center for Academic Student Achievement, located in the Glasscock Student Success Center, at 361-825-5933 or visit their website at http://casatamucc.edu for hours of operation and schedule of services.

Supplemental Instruction (SI): CASA also offers Supplemental Instruction (SI) that is designed to increase student performance and retention. This program targets large entry-level courses and provides regularly scheduled, out-of-class, peer facilitated sessions.

Tutoring: The Center for Academic Student Achievement provides tutorial assistance to students in most core courses on a walk-in basis. Subjects include mathematics, science, statistics, business, accounting, and reading, among others. For schedules of tutorials, please visit http://casa.tamucc.edu

Dean of Students Office

The Dean of Students strives to assist students who may need assistance in resolving complex personal and academic matters. The office provides an array of information; connect students to appropriate resources and serves as an advocate for all students. The Dean of Students can provide guidance to students on issues that arise with enrollment, ongoing medical issues, financial needs and other concerns. The office will notify faculty when a student is absent for an extended period of time (more than 3 consecutive days) due to personal illness, death in the family or other emergency type situations that may arise.

The Dean of Students serves as chair of the Veterans Affairs committee and works closely with the Student Veteran’s Organization to address concerns and needs of our student veteran population.

It is best to schedule an appointment. To do so, call 361-825-2612 during business hours.

Office of the Associate Dean of Students

The Office of the Associate Dean of Students is responsible for the administration of the student discipline system and works in collaboration with the Office of Academic Affairs in the administration of academic misconduct cases. They also oversee the Student Conduct Board, the Academic Integrity Hearing Panel and the Student Hearing and Appellate Board Panel. The goal of this office is to address behavioral misconduct in a manner that educates and guides students toward civility and upholding ethical standards. This is accomplished through educational programming, mediation services and referrals. To learn more about the Student Code of Conduct or to file an Incident Report go to: http://judicialaffairs.tamucc.edu/studentcofc.html

Harassment, Sexual Misconduct or Sexual Assault

Title IX of the Education Amendments of 1972 (Title IX) prohibits discrimination on the basis of sex in any federally funded education program or activity. Sexual harassment, which includes sexual violence, is a form of sex discrimination. Texas A&M University-Corpus Christi (TAMU-CC) is committed to providing an environment free from discrimination, including discrimination based upon sex. TAMU-CC provides resources to students, faculty, and staff to address concerns related to sexual harassment, sexual assault (rape), sexual misconduct, sex discrimination and has appointed Mr. Samuel Ramirez as its Title IX Coordinator. For more information on resources available to students please visit: http://tdcs.tamucc.edu

Disability Services (DS)

The Disability Services (DS) Office coordinates services and academic adjustments for Texas A&M University-Corpus Christi students with disabilities to ensure equal access to facilities, programs, services and resources of the university. Support services and reasonable academic adjustments are arranged for students with permanent or temporary disabilities through the Disability Services (DS) Office. Students with permanent or temporary disabilities who qualify for support under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act of 1990 must self-identify and register with the Disability Services Office.

Students seeking exam accommodations, sign language interpreters, note-taking services, textbooks in alternate formats (i.e. digital text, audio, Braille), Assistive Technology and other academic adjustments should contact the Disability Services Office to establish eligibility to receive accommodations.

Advance planning by the student is necessary to ensure adequate time to arrange for appropriate accommodations. It is recommended that requests for services and/or academic adjustments be made as soon as possible. Requests for services requiring extensive preparation (e.g., interpreter services, adaptive and assistive equipment, textbooks in alternate format, etc.) may need up to 30 days to process.

The Disability Services Office is located in Corpus Christi 116. For additional information please call 361-825-5816 or visit the DS website at http://disabilityservices.tamucc.edu.
I-CARE

I-CARE (Islander Consultation, Advisement, and Review & Evaluation) Team is TAMU-CC’s behavioral intervention team for students of concern. The purpose of the I-CARE team is to provide a centralized system for faculty, staff, and students to report concerns regarding students exhibiting distressed and/or high-risk behaviors that may not fall under the Student Code of Conduct, and to ensure a timely and coordinated University response. The I-CARE Team meets on a regular basis and comprise of representatives from across campus. To make a referral to I-CARE go to: http://icare.tamucc.edu

I-CARE is not designed to deal with cases of immediate threats to the safety of the student and/or others. In these cases, the University Police Department should be contacted directly at 361-825-4444.

PASS programs:

PASS is comprised of four federally funded United States Department of Education (DOE) academic support programs. First In The World STEM-Online Supplemental Instruction Project (STEM-OSIP), Student Support Services (SSS), STEM Outreach, Access and Retention (SOAR); and McNair Scholars Program. The PASS programs serve the needs of low-income, first generation college students and underrepresented students in higher education. The major goal of PASS is to increase student’s retention and graduation. Each of the PASS programs provides a pathway to student academic success. As a student veteran you may qualify for some of these programs. The PASS program is located in the Glasscock building on campus.

Transportation Services

All students and employees ride the Corpus Christi Regional Transportation Authority (RTA) buses free of charge by showing their Sanddollar $10 card. For bus route information, go to www.ccrta.org or call 361-289-2600. For paratransit transportation services, please call 361-289-5881 or go to www.ccrta.org and select Paratransit from the Rider menu. If you have questions or concerns regarding this service, you may contact the RTA at the number above or call the Office of Student Engagement and Success at 361-825-2612.

University Health Center

The University Health Center, located in Sandpiper Hall, assists students in maintaining optimal health while attending A&M-Corpus Christi. Primary emphasis is on preventive health practices, health education, and the promotion of wellness. Primary health care is provided by registered nurses, family nurse practitioners, and a physician for the care of acute illnesses and minor injuries. Chronic care needs are referred to local community providers and/or the student’s primary care provider. There is a pharmacy located in the University Health Center as well. The University Health Center is located in the Sandpiper Building on campus. The nurse line is available for 24 hour consultation by calling 361-825-2601. Visit them at http://healthcenter.tamucc.edu/

University Counseling Center (UCC)

The University Counseling Center provides counseling, consultation and educational outreach services to students who are experiencing stress due to academic, personal or career issues. Short-term individual and group counseling, as well as assessment and crisis intervention services, are provided by licensed counselors. Common concerns addressed in counseling include adjustment to college, maintaining healthy relationships, academic pressures, test anxiety, drug and alcohol concerns, family conflicts, anxiety, depression, and multicultural issues. A Counselor-on-Duty is available each day to provide triage and assessment of students requesting services, immediate consultation to faculty, staff and parents concerned about a student, and crisis intervention as necessary. An after-hours counselor is available to students by phone.

Students who are interested in scheduling an appointment for counseling can stop by the University Counseling Center for a brief meeting with the Counselor on Duty (COD). The COD will assist the student with scheduling an appointment and/or provide referrals to community resources if needed.

Counseling Center records are kept strictly confidential and are not released without the student’s written permission except under certain legal conditions.

The Counseling Center is located in the Driftwood Building. Hours are Monday through Friday, 8am-5pm (closed from 12 -1pm). Call 361-825-2703 or visit our website for more information at: http://counseling.tamucc.edu

Veteran’s Affairs Committee:

The Dean of Students chairs the Veterans Affairs committee on campus. The committee exists as an avenue to review services and programs dedicated to serving our student veteran population and address areas of concern for them. The committee has representation from across campus on it and meets monthly. If you have an idea or suggestion for the committee to review, please contact: Ann DeGaish, (Dean of Students) at: ann.degaish@tamucc.edu

Veteran’s First Year Seminar:

First-Year Seminar is an important part of the first-year experience at TAMU-CC. The Veterans First-Year Seminar is designed to help Student Veterans achieve success, academically and socially, as they make the transition to college life. The Veterans First-Year Seminar is reserved for military veterans only, and is taught by military veterans.

In addition to the focus on academic achievement, Seminar focuses on other aspects of the successful transition from military to college life. Student Veterans learn about the wide range of resources available to meet their needs academically and socially, as well as the many opportunities they have to participate in student activities. In First Year Seminar, student veterans learn about and develop skills that will help them succeed during their transition to life as an Islander.

Student Veterans must contact their academic advisor in order to enroll in the Veteran’s only class section. For more information, contact Dr. Jeff Dillard at jeff.dillard@tamucc.edu or 361-825-5511.

Writing Center:

The CASA Writing Center supports the writing process of all University writers, from freshmen to graduate students. The Writing Center offers face-to-face and online writing consultations as well as faculty-requested writing workshops. Though the Writing Center does accept walk-in sessions based on consultant availability, it is strongly encouraged those seeking assistance schedule an appointment by visiting: http://casa.tamucc.edu/wc.php.
Section IV: Campus Life

A major strength of TAMU-Corpus Christi is that students participate in a variety of out-of-class activities. Activities begin with orientation and include a variety of campus organizations and sports clubs that provide a wide range of leadership experiences. Music, arts, special events, and multicultural programs contribute to a positive experience on campus and promote an understanding of a diverse and changing global community.

Each Thursday during the semester, each currently enrolled student will receive an email to their Islander email account. This announcement is called I-NEWS. It has information on upcoming campus programs and services. It’s a great way of keeping track of what’s taking place on campus.

Student Veterans Organization:
The SVO is open to ALL students, veteran or non-veteran. The SVO was established to assist veterans with the transition from military to civilian life by creating a social and professional support network; to encourage scholarship, leadership and community outreach; to raise awareness and understanding of veteran issues on campus, in the local community and nationally; and to unite TAMU-CC student veterans to facilitate camaraderie.

The SVO can be found on Orgsync and on Facebook: https://www.facebook.com/TAMUCCstudentveteransorg

Student Veterans Lounge
Need a quiet place to study or just relax? Visit the Student Veterans Lounge, located in UC 201 (Second Floor of the University Center.) The lounge offers space for group and individual study. Enjoy a refrigerator and microwave, as well as, tv, coffee, beanbag furniture and more!

Student Government Association (SGA):
The Student Government Association provides students with a voice in the decision-making process of the University. Several students serve on the executive board, the legislative branch and judicial branch to ensure that students’ concerns and issues are heard. Students are elected to represent all facets of the university to serve as senators or on University wide committees. Veterans are represented by the Senator for Student Veterans.

Please contact the SGA if you are interested in serving or would like to bring a concern/issue to their attention. The Student Government Association has an office in the University Center 218, Student Involvement Center or they can be reached at 361-825-5745.

Intercollegiate Athletics
Islander Athletics sponsors 14 sports programs: eight women’s sports and six for men. Women’s sports include tennis, golf, basketball, softball, volleyball, cross country, and indoor and outdoor track and field. Men’s sports include tennis, basketball, baseball, cross country, and indoor and outdoor track and field. Admission to all regular season sporting events is free to currently enrolled students. For more information on Islander Athletics, please call 361-825-5541.
Section V: Business Affairs

Financial Assistance

Programs to assist students and parents in financing an education at Texas A&M University-Corpus Christi are administered by the Office of Student Financial Assistance. Students may apply for financial assistance through scholarship, grant, work study, and loan programs. Eligibility for the majority of financial aid programs is determined through a financial needs analysis. This analysis is made after the student completes and submits a Free Application for Federal Student Aid (FAFSA). The Office of Student Financial Assistance can guide you through this process. Before beginning the application, we recommend you visit the office to learn what information is needed to complete the application.

The Financial Assistance Office (in the Student Service Center) has a designated staff member to assist student veterans. When visiting the office be sure to identify yourself as a student veteran so that you can be directed to the correct person.

Even if you are receiving Veterans’ Benefits, you may be eligible for additional Financial Assistance in the forms of grants and scholarships. APPLY!!!

Installment Payment Plan (Fall and Spring Only)

An installment payment plan is available to most students under the provisions of Section 54.007 of the Texas Education Code. The University offers two options to pay by installments: a three-payment plan (30% prior to the start of the semester with two more payments during the semester of 35%) and a four-payment plan (25% prior to the start of the semester with three more payments during the semester of 25%). Subsequent installment payments should be made directly to the Business Office. A nonrefundable processing fee of $20.00 will be charged and a late fee of $25.00 will be added to each installment not received by the due date.

Students utilizing the installment option must execute an electronic agreement which sets forth the conditions and repayment schedule of the payment plan selected. Under the provisions of the installment payment option in the law, a student who fails to make full payment of tuition and fees, including any incidental fees, by the due date may be prohibited from registering for classes until full payment is made. A student who fails to make payment prior to the end of the semester (last class day) may be denied credit for work done that semester.

Students who register for classes during WEB Registration and wish to use an Installment Payment Plan must sign up online through the S.A.I.L. website at http://sail.tamucc.edu/. More information about Installment Payment Plans can be found on the Business Office website at http://businessoffice.tamucc.edu/faq_install.html.

Notary Services

Notary services are available at no charge through the following offices: Associate Dean of Students office (UC 206), SantiDollar$ ID office, Wells Fargo Bank UC location, University Center Administration offices (UC 215), Recreational Sports (Dugan 107), and University Counseling Center (Driftwood Building).
Refunds
A refund will result when a credit balance remains on each student’s Business Office account after all charges are paid. A credit balance may occur due to overpayments, dropped courses, withdrawals or financial aid (loans, scholarships, grants, etc…). Refunds are issued to the students by a refund contractor, Higher One. A new student, upon registration, will receive in the mail, from Higher One, an account number along with refund preference instructions. Higher One will use the Billing Address on file with the University to send this correspondence to the student. It is important that this address is current. The account number, embossed on the Easy Refund Card (MasterCard Debit Card) is used to activate each student’s refund choice with Higher One. This is not a credit card, but an account for refund processing and will be needed for the entire time as a student, so it must not be thrown away. The account must be activated at https://corpuschristi.higheroneaccount.com and the student can then choose the method that the refund will be delivered. The three options are: 1) Direct Deposit into a bank account of the choice, 2) Opening a Higher One Bank Account or 3) Paper Check. If the student does not activate the account, Higher One will not be able to process the refund. To replace a lost card there is a $25 replacement fee, the initial card is sent free of charge.

New students will begin the process of receiving their Easy Refund Card upon registration. Once the student has registered they will receive the card in 7 to 10 business days. If a student does not receive their Easy Refund Card they should go to https://corpuschristi.higheroneaccount.com and select Where’s My Card or contact the Business Office at 361-825-2600.

Texas Residency
All students attending Texas A&M University-Corpus Christi who are non-residents of Texas will be charged additional tuition in accordance with state law. In general, students will be classified as Texas residents if they meet one or more of the following criteria:

1. Any individual who has resided in Texas from birth.
2. Any individual 18 years of age or over who has come from outside Texas and who is gainfully employed in Texas for a 12-month period immediately preceding registration in any institution of higher learning.

Although classified as a non-resident, a member of the armed services who is assigned to duty in Texas is privileged to register at the Texas resident fee rate. This includes immediate family members.

The responsibility of registering under the proper residence is placed upon the student. If there is any possible question of legal residence, the student should confer with the Office of Admissions of Texas A&M University-Corpus Christi and have such question settled prior to registration.

A non-Texas resident seeking to change residence status must fill out and submit to the Office of the Recruitment and Admissions a Residency Status Questionnaire prior to registration. This process must be completed by the census date. For more information about Texas Residency can be found at http://admissions.tamucc.edu/residency.html

Emergency Loans
Short-term emergency loans are available to students who need assistance in covering tuition and fees and books. Funds are limited and will be provided on a first-come, first-served basis to eligible applicants. Information on eligibility requirements and the application process can be found on the Business Office website at http://businessoffice.tamucc.edu/faq_emergency.html. There is a non-refundable processing fee of $25.00 per loan. A late payment fee of $25 will be added to each loan that is not paid in full by the due date.

Fees for Multiple Repeats of a Course
As permitted by state law, the University will charge additional fees to a student who registers for a course for the third time or more. The fee will be $100 per semester credit hour for such courses.

Tuition for Excessive Undergraduate Hours
As permitted by state law, the University will charge additional tuition to students who exceed the semester credit hour limit for their programs. VA will not cover this charge. For more information regarding these charges and possible appeals, contact your academic advisor.

Change of Name or Address
Changes of name must be filed in the Office of the University Registrar. Official documentation of name change is required. Address and/or telephone number changes may be processed through the Office of the University Registrar or through the web using the Student Academic Information Link (SAIL).

Parking
Parking Permits
All students who park their vehicles on campus lots, including the lots at the housing complexes, must obtain a permit to park in the designated areas. The University Police Department implements and enforces the parking regulations. Payments are made in the Business Office. Information on costs of parking permits can be found on the University Police Department website at http://police.tamucc.edu/park/parkingregulations.html.

Parking permits for Disabled Veterans
University general parking permit may be issued free of charge with presentation of state vehicle registration citing Disabled Veteran. The name of the student attending classes must be on the vehicle registration. Individuals desiring garage permit will be assessed the fee difference of general to garage permit. Parking supervisor approval required. The Parking Office is located in the University Police Department.

Parking Appeals
The Student Government Association (SGA) Judicial Board is responsible for parking appeals. The Parking Appeal Form may be obtained from University Police Department, SGA office in the University Center, and the link below. This process also applies to fines for faculty and staff of the University. A parking appeal must be submitted within 10 calendar days from the date of the parking citation was issued. Students are responsible for any citations issued to them or their vehicle. Failure to pay parking fines may result in a hold on your registration and possible disciplinary action. Submit parking appeals online at: http://police.tamucc.edu/parkingform.html
Library Fines & Appeals
The Student Government Association (SGA) Judicial Board is responsible for library fine appeals. Forms for appeals may be obtained from the Circulation Desk in the library or the SGA office in the University Center, room 218. This process also applies to fines for Faculty. The patron who wishes to appeal a fine is still responsible for the borrowed item(s), and fines will continue to accrue until a decision from the Judicial Board is made and the library is notified. Faculty and student fines may be appealed.

Complaints
The University is committed to appropriate resolution of complaints as efficiently and effectively as possible. We believe providing a mechanism for complaints to be heard gives us the opportunity to improve our service. The University has established rules and procedures for reporting and resolving grade appeals, faculty and non-faculty grievances, student grievances, sexual harassment and research misconduct. Specific information on these processes is available at: http://www.tamucc.edu/marcom/complaints/index.html

If you’re not sure how to proceed, you’ve tried and failed to resolve an issue informally, or your complaint is more general in nature, we encourage you to use this confidential on-line system to obtain help: http://www.tamucc.edu/marcom/complaints/form/index.html

To report immediate threats to life or property or if you require emergency assistance, please contact the University Police Department at 361-825-4444 or call 911.

Getting Started Checklist:

- **Student ID:** Secure your student ID (SandDollar$ card) from the SandDollar$ Office, located on the first floor of the University Center. You will need your SandDollar$ card to gain access to a number of services and programs on campus including but not limited to the Dugan Wellness Center, the University Health Center, the library, Athletic events and most special events and programs on campus.

- **Personal information:** Update personal information with the University. The University will use the information recorded in SAIL to communicate with you regularly as well as during emergency situations. To update your information: log in to S.A.I.L. and update your address, phone number and email accounts.

- **Parking:** Secure your parking permit, you will be ticketed if you don’t display one. Finding parking is a challenge at the beginning of the semester, so come early or even consider purchasing a parking permit to park on the Momentum campus and taking the shuttle to campus. For more information, go to: https://police.tamucc.edu

- **VA Benefits:** If you are eligible for VA benefits, be sure all paperwork is turned in to the Veteran’s Affairs Office on campus by posted deadlines.

- **Financial Aid:** Even if you are receiving VA benefits, you may qualify for additional financial aid in the form of grants or scholarships. For more information on this contact Penny Long in the Office of Financial Assistance, located in the Student Service Center (round building).

- **Computer access:** For information on computer resources, how to access wi-fi on campus, student help desk, etc. go to: https://it.tamucc.edu/gethelp/

- **Class locations:** At the start of the semester there are times when classes have to be moved at the last minute to accommodate enrollment. It is a good idea to find your classrooms ahead of time and look for any notices that may indicate a room change for your courses. Faculty may also notify you through email, so be sure to check your islander email before classes start.

- **Part-time employment:** All part time on campus jobs are posted with Career Services, to access information on them, you must register at: https://career-services.tamucc.edu under Hire An Islander tab.

- **Books:** You can rent or buy books through the University Bookstore. Some books will be on reserve in the library. Books on reserve have to be used in the library though and not all textbooks are available.

- **Getting involved on campus:** At the start of the Fall semester there are a number of activities and programs designed to introduce you to campus life. Check out the Waves of Welcome calendar at: https://wow.tamucc.edu