

# Services for Students | Grad

## Academic Advising

The **Academic Advising Center** coordinates advising throughout the Webster University network: graduate and undergraduate, on-ground and online, and faculty and staff. This office provides students, faculty and staff with information and tools to understand academic programs and policies that serve to help students fully realize their academic and professional goals. Graduate students will be assigned an advisor, either in the Advising Center or at their local campus or school, who will assist them throughout their graduate journey, from the point of entry through graduation.

### Contact Information:

Toll Free: 800-982-3847

Phone: 314-968-6972

Email: [advising@webster.edu](mailto:advising@webster.edu)

Web: [www.webster.edu/advising](http://www.webster.edu/advising)

## Reeg Academic Resource Center (Reeg ARC)

The **Reeg Academic Resource Center** offers students, faculty, and staff resources and support for academic success. The Reeg ARC helps students create meaningful educational connections by providing resources and support to complement the learning experience at Webster University. The Reeg ARC promotes equitable access to education by assisting students to succeed at Webster in several ways, which include the following:

**Academic Counseling** is available to all undergraduate and graduate students throughout Webster's global system and supports student success. Academic Counseling conversations often focus on accessing University resources, goal setting, learning styles, motivation, note taking, self-advocacy, stress-relief and management, study skills, test taking, time management and more. Academic Counseling is also available for more intentional conversations with students on academic probation, low or failing grades, or incomplete course work.

**Academic Integrity Education** means being intellectually honest in all work created in the pursuit of knowledge and submitted in all courses. Academic communities expect their work to be original, and Webster subscribes to this tradition of intellectual honesty. We provide students with the opportunity to learn how to do their own work to "write" their own future.

**Assistive Technology** is available for students who need additional support in their classes. Many forms of assistive technology are primarily available for students with disability and accommodation needs, though there are options available to all Webster students. The Student Access Coordinator is available to discuss assistive technology options for students with and without accommodations. Additionally, there are tools built into our online classrooms, such as Ally in WorldClassRoom, that can help with accessibility and alternate formats for course materials.

**Academic Accommodations** are available through the the Reeg ARC. Webster University considers admission, financial aid, program and activity applications without regard to disability. The Academic ADA Coordinator helps St. Louis and online students with documented physical, psychological, medical and learning disabilities obtain the accommodations they need to have equal access to information and equal opportunity for program success.

The Reeg ARC's **Testing Center** proctors rescheduled tests with an instructor's approval, accommodated tests, language placement exams, college credit by exam, and various other exams. The Webster University Testing Center is certified by the National College Testing Association (NCTA) and follows its

professional standards and guidelines. Appointments should be made at least 24 hours in advance of the requested testing time.

The **Tutoring Program** provides a pool of capable tutors available to work one-on-one or in small groups with students to help them achieve greater confidence, independence, and success as learners. Individual peer tutoring is available by appointment for both short-term "catch-up" work and ongoing support. Online tutoring services are available to students worldwide. To access these services, log in to WorldClassRoom (Canvas) and open any course shell. In the course, click on NetTutor in the left-hand course menu. Then, select the subject or group that is most appropriate. For questions or further assistance, click on the "Help" icon in WorldClassRoom and select the Peer Tutoring Request Form.

The **Writing Center** provides a friendly, welcoming place where writers in any discipline at any campus can receive one-on-one coaching on their individual projects and goals. Trained coaches help writers understand effective composition and revising processes, and they work with writers to co-create individualized learning and writing goals to meet their academic needs. Services are available through live sessions (both onsite and via Zoom) or written feedback (via email), so writers can receive assistance in the modality that works best for their schedules or learning preferences. Information about how to schedule appointments, submit a paper for review, and other online resources and helpful writing tips may be found on the Reeg ARC website ([www.webster.edu/arc](http://www.webster.edu/arc)). Additionally, NetTutor provides writing support to all students worldwide. To access NetTutor, log in to WorldClassRoom and open any course shell. Click on NetTutor in the left-hand course menu and select the NetTutor Writing Center.

### Contact Information:

Phone: 314-246-7620

Email: [arc@webster.edu](mailto:arc@webster.edu)

Web: [www.webster.edu/arc](http://www.webster.edu/arc)

Facebook: <https://www.facebook.com/websterARC>

## Services for Students with Disabilities

Webster University considers admission, financial aid, program, and activity applications without regard to disability. Disability Student Services (DSS) at the Reeg Academic Resource Center support students across all domestic campuses and online platforms. We assist individuals with documented physical, psychological, medical, and learning disabilities to ensure they receive the necessary accommodations. We also provide temporary accommodations for students with short-term disabilities (e.g., a broken leg). We do not conduct diagnostic disability testing. DDS does not directly serve international locations, but we collaborate closely with designated campus representatives to provide support to students at their campuses.

DSS assists students with academic accommodation and assistive technology. The Student Access Coordinator provides students with training and access to programs such as Kurzweil 3000, ZoomText, JAWS/NVDA, as well as alternate format texts. Alternatively formatted textbooks, with publisher permission and copyright parameters, may be ordered for students whose documented disabilities qualify for this option as well as an accommodation. Please contact [atarc@webster.edu](mailto:atarc@webster.edu) with any questions you may have about assistive technology and access concerns.

For more information regarding academic accommodation and assistive technology at Webster, please contact DDS to set up

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a meeting to discuss the documentation process and learn how services differ in high school and college.

### Contact Information:

Phone: 314-246-7700  
Email: [disability@webster.edu](mailto:disability@webster.edu)  
Web: [www.webster.edu/arc](http://www.webster.edu/arc)  
Facebook: <https://www.facebook.com/websterARC>  
Instagram: [https://www.instagram.com/websteru\\_arc](https://www.instagram.com/websteru_arc)

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### Online Learning Center

The **Online Learning Center** supports the design and delivery of online, hybrid, and LiveVirtual classes at both the undergraduate and graduate level, and at all campuses in the Webster network.

The Online Learning Center includes a support team that can address any issues that students or faculty may be having in utilizing WorldClassRoom (Canvas). Online students also receive support from a variety of offices throughout the university. Learn more about online student support at <https://webster.edu/online/services-online-learners.php>

### Contact Information:

Email: [olc@webster.edu](mailto:olc@webster.edu)

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### Admission

The **Office of Admission** coordinates the recruitment and processing of admission applications and required documents for all students.

### Contact Information:

Toll Free: 800-753-6765  
Phone: 314-246-7800  
Fax: 314-246-7116  
Email: [admit@webster.edu](mailto:admit@webster.edu)

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### Career Planning and Development Center

The **Career Planning & Development Center** (CPDC) provides comprehensive career development resources and individual support for all students.

Through career coaching appointments, students meet individually with their designated coach, who will serve as a consistent point of contact throughout their graduate studies. Career coaches assist students with exploring and defining their personal career goals while developing the career readiness skills and confidence necessary to succeed. The CPDC website and Connections department page include a multitude of resources, guides and sample documents for career development areas such as job and internship search strategies, application materials, and interviewing preparation. Through Handshake, Webster University's online career management and recruiting platform, students can manage multiple aspects of their job search process, register for career fairs and events, and schedule career coaching appointments with their designated career coach.

### Contact Information:

Toll Free: 800-981-9805  
Phone: 314-968-6982  
Email: [careercn@webster.edu](mailto:careercn@webster.edu)  
Web: [www.webster.edu/career-services](http://www.webster.edu/career-services)  
Handshake: <https://webster.joinhandshake.com>  
Connections: <https://websteru.sharepoint.com/sites/CareerPlanningandDevelopmentCenter>

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Instagram: <https://www.instagram.com/wucareerplanning>  
YouTube: <https://bit.ly/1Pit1jr>

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### Financial Aid

The **Financial Aid Office** processes applications for all federal, state, and institutional student financial aid for all applicants throughout the Webster network.

### Contact Information:

Phone: 314-246-6992  
Fax: 314-246-7125  
Email: [financialaid@webster.edu](mailto:financialaid@webster.edu)  
Web: [www.webster.edu/financialaid](http://www.webster.edu/financialaid)

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### Health Insurance

All international students on F-1 or J-1 visa attending Webster University in the United States are required to enroll in health insurance coverage through Student Health Services.

- Upon registration for classes, international students on F-1 and J-1 visas will be automatically enrolled in a health insurance plan through Student Health Services (SHS) with coverage dates that coincides with the dates of the academic term in which they are enrolled.
  - International students that are sponsored by their government or by a corporation may be exempt from enrollment through SHS. This exemption is determined by the International Services Director at Webster University. Students must contact the International Services department to obtain a waiver from the student health insurance requirement.
  - Students that receive an exemption must submit to SHS a copy of their current health insurance card which includes a copy of both the front and back of the card.
  - The student health insurance plan is for international students only; US/domestic students are not eligible to enroll.
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### IT Support Center

#### Technology Support

At Webster University, students have access to the needed technology to enhance their learning experience. This includes access to computer labs and specialized classrooms tailored to specific degree programs.

#### Accounts and Campus Technology Support

The IT Service Desk serves as the first point of contact for students seeking assistance from the Information Technology departments. Whether you're studying at one of our Webster campuses or online, we're here to help. Our services include:

1. Login Support (2FA assistance and password resets)
2. Wireless Network Support (limited to the Webster network)
3. Canvas Access Support (Online Learning Center)
4. Computer and Software Support (In campus computer labs)
5. And more!

#### Support for Personal Devices: Best Effort IT Support

While our IT staff provide limited support for personal devices, assistance is generally offered in the form of written instructions or verbal guidance. To minimize risks, IT staff are not permitted to physically handle or access personal hardware or software. Our Best Effort Services include:

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1. Wireless connectivity troubleshooting
2. 2FA authentication and troubleshooting
3. Basic network connectivity assistance
4. Walkthroughs for Microsoft 365 installation
5. College email account configuration

## Additional Information

For current hours of operation and more resources, please visit our external or connections website. As a department, we are committed to providing high-quality, friendly and timely support to students, faculty and staff.

### Contact Information:

Toll Free: 866-435-7270

Phone: 314-246-5995

Email: [support@webster.edu](mailto:support@webster.edu)

Support Portal: <https://support.webster.edu>

Public Web Site: <https://webster.edu/technology>

Connections Site: <https://websteru.sharepoint.com/sites/Technology>

## International Opportunities and Support

Preparing students to be global citizens and leaders is a core part of Webster University's mission. With an acclaimed study abroad program, campuses on four continents, and students from nearly every country in the world, Webster provides students with ample opportunity for a truly international education. To learn how Webster can broaden horizons and support international students, explore the programs and offices below:

The friendly staff members in **International Recruitment and International Services (IRIS)** assist Webster students coming from all over the world to study in the U.S. with visas, immigration check-in, maintaining visa compliance, applying for practical training opportunities (CPT and OPT) and more.

### Contact Information:

Email: [intlservices@webster.edu](mailto:intlservices@webster.edu)

The **Multicultural Center and International Student Affairs** at Webster University exist to provide programs and services to students and faculty; and to create a community environment that recognizes social differences, respects cultural uniqueness and facilitates cross-cultural interaction, learning and appreciation.

### Contact Information:

Email: [mcisa@webster.edu](mailto:mcisa@webster.edu)

The **Office of Study Abroad** in St. Louis is the place to start for U.S.-based students looking to study at any of Webster's international campuses and beyond. The office prepares students for their travel and connects them with a range of resources that will help them have a successful international experience. A wealth of information may be found on the Study Abroad website.

### Contact Information:

Toll Free: 800-984-6857

Phone: 314-968-6988

Fax: 314-963-6019

Email: [worldview@webster.edu](mailto:worldview@webster.edu)

Web: [www.webster.edu/study-abroad](http://www.webster.edu/study-abroad)

## Library

The **Webster University Library** offers the latest in online resources, collections and information technology. At

[library.webster.edu](http://library.webster.edu), students, faculty, and staff will discover a wealth of electronic resources including eBooks, articles, streaming video and music, online tutorials and research guides — all accessible 24/7 from campus, home or office. In addition, the Library houses a collection of more than 300,000 books, periodicals, scripts, music scores, CDs, DVDs, and other media. The Library also provides services to obtain books and articles from other libraries for patrons' research needs.

Of course, the Library is more than just its physical and virtual presence — it is also a group of helpful, enthusiastic staff members. Librarians offer general reference assistance in person, over the phone, or via email and 24/7 chat. Appointments may also be made for in-depth help (either in person or online) from a subject specialist.

### Contact Information:

Toll Free: 800-985-4279

Phone: 314-246-6952

Web: [library.webster.edu](http://library.webster.edu)

Email and 24/7 Chat: [libanswers.webster.edu](mailto:libanswers.webster.edu)

## Military Student Information

Webster University has engaged in a Memorandum of Understanding with the U.S. Department of Defense and local military bases to provide high-quality and cost-effective undergraduate and graduate programs at military installations across the nation for nearly half a century.

Webster University's **Office of Military Affairs (OMA)** is committed to the continuing education needs of our military. The OMA's mission is to provide Webster's military students with access to the global Webster University network through a "single touch point." The OMA can assist military students in multiple areas, including financial aid, academic advising, academic testing, transfer credit (including over 60 cooperative degree programs and transfer credit agreements with DoD school houses, such as Army Captain's Career Courses), grants and proposals, military alumni and military student life activities (tutoring, writing assistance, accommodation assistance, etc.).

### Contact Information:

Toll Free: 800-981-9801, ext. VETS (8387)

Phone: 314-246-VETS (8387)

Email: [oma@webster.edu](mailto:oma@webster.edu)

Web: [www.webster.edu/military](http://www.webster.edu/military)

## Office of the Registrar

The **Office of the Registrar** submits loan deferments to lenders; certifies degree audits; sends letters of good standing; does enrollment verifications, degree verifications, and transfer credit evaluations; processes transcript requests; works with ArmyIgnitEd; registers students; and processes adds, drops and withdrawals.

Webster University maintains permanent student records and transcripts that show all course activity throughout the tenure of each student, to include completed degrees and certificates. Records will show recorded grades as well as incomplete or withdrawn classes. In addition, the GPA is also included on the transcript. The University stores student records electronically. Student permanent files are also imaged and stored electronically. Student records are released to third parties only by written consent from the student or per a court-ordered subpoena. Such requests must carry the student's signature.

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Access to student records is limited to authorized users of the student information system. Users must have been granted a username and password to access the system. Users are trained in student confidentiality and privacy laws such as the Family Educational Rights and Privacy Act (FERPA). Some of the records maintained in the student information system include student name, ID number, address, telephone number, date of birth, courses taken, grades earned, degrees earned and much more.

### Contact Information:

Toll Free: 800-987-3447

Phone: 314-968-7450

Email: [registraro@webster.edu](mailto:registraro@webster.edu)

Web: [www.webster.edu/academics/registrar.php](http://www.webster.edu/academics/registrar.php)

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### Student Affairs

**Student Affairs** is responsible for all co-curricular programs including Career Planning and Development, Campus Ministry, Counseling, First Year Experience (FYE) and Undergraduate Persistence, Campus Dining Services, Housing and Residential Life, Student Health Services, Multicultural and International Student Affairs, WebsterLEADS, Office of Student Engagement, Parent Programs, Student Conduct and the University Center. The Dean's office responds to student concerns and problems; administers emergency student loan funds, the Money for Textbooks program (for St. Louis and online students only), and the undergraduate tuition adjustment process; makes referrals to appropriate resources; advises on all policies affecting students; and works in close coordination with key administrators on all student conduct proceedings.

### Contact Information:

Toll Free: 800-981-9804

Phone: 314-968-6980

Fax: 314-963-4757

Email: [studentaffairs@webster.edu](mailto:studentaffairs@webster.edu)

Web: [www.webster.edu/student-life](http://www.webster.edu/student-life)

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### University Bookstore

The University Bookstore, located in the Garden Park Plaza, 554 Garden Avenue, St. Louis, MO 63119, stocks textbooks and supplies used in courses, as well as a variety of University clothing and accessories.

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### Financial Services

Short-term emergency loans are available to degree-seeking students on a "funds available" basis. The Office of Student Affairs administers these emergency loan funds. There is a maximum of \$500 per student available each year. The Money for Textbooks program is also available to St. Louis, domestic and online students with financial aid who meet certain criteria. This program provides an advance on an expected refund so that students can purchase their textbooks in a timely fashion.

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### Intercollegiate Athletics Program

The Webster University award-winning intercollegiate athletics program is a competitive NCAA Division III program that sponsors the following varsity-level sports: women's cross country, indoor and outdoor track and field, soccer, volleyball, basketball, tennis, and softball; and men's cross country, indoor and outdoor track

and field, soccer, basketball, baseball, tennis, and golf. These teams compete as a member of the St. Louis Intercollegiate Athletic Conference (SLIAC) with the opportunity to compete for NCAA Division III championships.

Webster University has won the SLIAC All-Sports Trophy in 21 of the last 24 years as the top overall competitor in the conference. Additionally, a competitive cheer team is offered under athletics. Participation is encouraged from full-time undergraduate students or graduate students who meet the eligibility requirements of the NCAA and Webster University.