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Services for Students

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
Web: 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 coursework. For more information, please email academiccounseling@webster.edu.

The **Academic Integrity Education Program** (AIEP) addresses plagiarism on two fronts: first, by educating students on Webster University's academic honesty policy as well as common standards of academic writing and documentation, and secondly, by having students incorporate those principles into their own work. The AIEP stresses that students uphold academic honesty by understanding plagiarism, developing effective strategies in the writing process, incorporating source material appropriately, and citing it properly. The objectives of the AIEP are to provide students with a thorough understanding of those concepts, as well as strategies to avoid or correct issues that arise in their work, so that future academic assignments will maintain academic standards. For more information, please email the Academic Integrity Education Program (AIEP) at academicintegrity@webster.edu.

Disability Student Services (DSS) is committed to providing equal access to education for the Wester University community and considers admission, financial aid, program, and activity applications without regard to disability. DSS, which is in the Reeg Academic Resource Center, is responsible for providing Academic Accommodations and Assistive Technology support for students across all domestic campuses and online platforms.

- **Academic Accommodations** are available to assist individuals with documented physical, psychological, medical, and learning disabilities to ensure they receive the accommodations they need. We also provide temporary accommodations for students with short-term disabilities (e.g., a broken leg) and housing arrangements. We do not conduct diagnostic disability testing. DSS does not directly serve international locations, but we collaborate closely with designated campus representatives to provide support to students at their campuses. For more information, please email Disability Student Services at disability@webster.edu.
- **Assistive Technology** is available for students who require technological support in their classes. The Student Access Coordinator provides students with training and access to programs such as Kurzweil 3000, ZoomText, JAWS/NVDA, and alternate-format texts. Alternatively formatted textbooks, within publisher permission and copyright parameters, may be ordered for students whose documented disabilities qualify for this option as an accommodation. For more information, please email Assistive Technology at atarc@webster.edu.

The Reeg ARC's **Testing Center** proctors rescheduled tests with an instructor's approval and 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. Students should schedule appointments at least 24 hours in advance of the requested testing time. For more information, please email the Testing Center at testing@webster.edu.

The **Transitions Program** supports undergraduate students who are conditionally admitted to Webster and on academic probation by preparing them for the academic rigor of the university. Students will learn how to access university resources that will help them reach their academic potential, which includes academic counseling, organization and time management strategies, peer tutoring, writing support, and academic integrity. Transitions students work one-on-one with an academic counselor to explore strengths, areas of possible improvement, and how best to achieve goals. For more information, please email the Transitions Program at transitions@webster.edu.

The **Tutoring Program** provides a pool of capable tutors who work one-on-one or in small groups with students to help them build greater confidence, independence, and success as learners. Individual peer tutoring for specific courses 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 assistance, email the Tutoring Program at tutoring@webster.edu.

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 revision processes and work with them to co-create individualized learning and writing goals to meet their academic needs. Services are available through live sessions (both onsite and virtual) or written feedback (via email), so writers can receive assistance

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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). 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. For questions or assistance, email the Writing Center at writing@webster.edu.

Contact Information:
Phone: 314-246-7620
Web: www.webster.edu/arc

Services for Students with Disabilities

Refer to the Disability Student Services segment in the Reeg Academic Resource Center section above.

Contact Information:
Phone: 314-246-7700
Email: disability@webster.edu
atarc@webster.edu
Web: www.webster.edu/arc

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

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

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
Web: www.webster.edu/career-services
Handshake: https://webster.joinhandshake.com
Connections: https://websteru.sharepoint.com/sites/CareerPlanningandDevelopmentCenter
Instagram: https://www.instagram.com/wucareerplanning
YouTube: https://bit.ly/1Pit1jr

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
Web: www.webster.edu/financialaid

Health Insurance for International Students

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.

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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.
- The cost for enrollment in the Student Health Insurance program will include a $25 administrative fee per each term of coverage.

IT Support Center

Technology Support

At Webster University, students have access to the technology needed to enhance their learning experience. This includes access to Webster email, computer labs and specialized classrooms tailored to specific degree programs. Some spaces require approval or reservation depending on the availability and campus hours

IT Support Center

The IT Service Desk serves as the first point of contact for students seeking assistance from the Information Technology (IT) departments. In addition to providing tiers 1 and 2 support, this unit is also responsible for routing tickets to other departments as needed. Whether studying at one of the Webster campuses or online, this unit is here to help. Services include:

1. Account Access Support (Connections login, Canvas login, Outlook, 2FA assistance and password reset)
2. Wireless Network Support (limited to the Webster network)
3. Computer and Software Support (In campus computer labs)

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:

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
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 opportunities 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 Student and Scholar Services (ISSS)** 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

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

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
Web: www.webster.edu/study-abroad

Library

The **Webster University Library** provides online resources, research assistance, study rooms, and computers. At library.webster.edu, students, faculty, and staff can access a wide range of electronic resources--ebooks, articles, streaming video and music, online tutorials, and research guides—available 24/7. The Library houses more than 300,000 books, periodicals, scripts, music scores, CDs, DVDs, and other media. It also offers services to obtain materials from other libraries to support research needs.

The Library is more than its collections. It is a team of knowledgeable, committed staff. Librarians provide reference assistance in person, by phone, by email and through 24/7 chat. Appointments may also be made for in-depth help--either in person or online--with a subject specialist.

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Contact Information:.
Toll Free: 800-985-4279
Phone: 314-246-6952
Web: library.webster.edu
Email and 24/7 Chat: library.webster.edu

Military Student Information

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
Web: 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.

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 confidentially 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.

Records of Deceased Students

FERPA rights cease upon the death of a student. Nevertheless, Webster University considers the education records of deceased students confidential. Requests for information from or copies of a deceased student's education records shall be directed to the Office of the Registrar. The University may release such records to the duly authorized personal representative of the student's estate, an immediate family member or next of kin, or another person demonstrating a legitimate interest in the records, when the University determines that disclosure is appropriate. The University may require documentation of the student's death, the requester's identity and relationship to the student, legal authority to act on behalf of the estate, or other documentation establishing a legitimate interest. Nothing in this policy requires the University to disclose a record when disclosure is otherwise prohibited by law or would disclose protected information concerning another individual.

Contact Information:
Toll Free: 800-987-3447
Phone: 314-968-7450
Email: registraroffice@webster.edu
Web: www.webster.edu/academics/registrar.php

Student Affairs

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

Contact Information:
Toll Free: 800-981-9804
Phone: 314-968-6980
Email: studentaffairs@webster.edu
Web: www.webster.edu/student-life

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.

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. Participation is encouraged from full-time undergraduate students or graduate students who meet the eligibility requirements of the NCAA and Webster University.