

# PEER ADVISOR HANDBOOK 2017

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## **MISSION STATEMENT**

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As peer advisors, it is our mission to assist students to the best of our abilities by giving students correct information, by being professional and courteous, and by placing students with the correct advisor the first time.

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## **MOTTO**

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Compassionate Mentors for Our Students' Futures

# WHAT IS A PEER ADVISOR?

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Peer Advisors are representatives of Dixie State University on and off campus, off the clock as well as on. Peer advisors are Dixie State University students who excel in their curriculum, are effective communicators, and are students who understand the challenges of college. Peer advisors have the desire and ability to help new students through the transition to Dixie State University and are available to assist walk-in students with general questions in the Academic Advisement Center. Peer Advisors know the General Education requirements, prerequisite information for certificates and degrees, and how to place students with the proper advisor based on their degree plans/major.

From the high school student to the adult learner, Peer Advisors strive to assist with:

- The transition from high school to college
- The unique challenges of being an adult and returning or beginning college

As Peer Advisors, we want to make the transition to Dixie State University as easy as possible for incoming students and serve current students well. We can do this by:

- Explaining the admission process.
- Answering questions about degrees and other programs that are offered at DSU.
- Assisting in choosing and registering for classes.
- Helping students log into *myDixie*; Dmail; Canvas; and Degree Works.
- Teaching students about the DSU website.
- Giving directions to buildings on campus.
- Finding the right person to answer specific questions.
- Making appointments for the student with academic advisors.

Each Peer Advisor must meet the following guidelines:

- Sophomore (30 or more earned credits)—*preferred*
- 3.0 GPA and above
- Matriculated in a degree seeking program
- Excellent communication skills
- Ability to work independently to accomplish projects
- Knowledge of DSU policies, registration and admissions procedures, and school relations information
- Ability to maintain confidentiality and discretion when appropriate
- Ability to work with a diverse student body, faculty, and staff

# GOALS

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- Be professional and courteous when interacting with students and fellow employees whether you are on or off the clock.
- Gain the knowledge needed to assist students.
- Learn to screen students properly.
- Input the necessary information when appointments are made.
- Become familiar with the degree programs offered at DSU.
- Attain sufficient knowledge of the DSU website to effectively assist students.
- Complete all of the duties on the checklist daily.
- Arrive on-time and complete each scheduled shift.
- Develop sufficient knowledge of campus resources available to students such as:
  - o scholarship information
  - o jobs/internships
  - o intramurals
  - o clubs
  - o tutoring
  - o security information
  - o health/wellness/psychological counseling

# PROFESSIONALISM

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Peer advisors are the first contact a student has with the Academic Advisement Center, and as such, need to act in a professional manner. This includes being professional while interacting with students who enter the office, during online chats, and while answering the phone.

- **Work schedule.** When you are on the schedule, you need to come on time and stay the duration of your shift. It is very inconvenient for peer advisors to stay for 10-30 minutes extra waiting for the next person to get in. Please be respectful of others' time. Peer advisors are required to clock-in and out on the time clock in the back hall. The office manager and the academic advisor are responsible for making the schedule; any concerns that you have regarding your schedule should be addressed with them. *If you are going to miss your shift, it is your responsibility to find a replacement. You must then inform the office manager of your absence and let them know who will be covering the desk on your behalf.* Taking your name off the schedule does not mean you do not need to get someone to cover your absence.
- **Be aware of what's going on around you.** It's very important to know which advisors are in the office, to answer the phone promptly, and to greet students as they come in. Anything that would distract you from taking care of the students who come in or call should not be done at work. If friends come in to visit don't let them distract you from work. You should be aware of who is waiting and how long they have been there. Sometimes an advisor will get distracted after they have been told an appointment is waiting. Do not hesitate to tell them a second time. If they have stepped away from the office, leave a note on the door.
- **Keep the conversation appropriate.** The office is a fun, casual environment, but we need to remember that we are representing the university. If you don't think it should be said, it probably shouldn't.
- **Get things done.** There may be a list of things that need to be completed on a daily basis at the front desk. Everything needs to be checked off for the day before the day is done.
- **Down time.** There are times when there are not a lot of appointments for advisors or students, so you may have some time when there isn't a lot to do. When this happens, it is appropriate to do your homework. There are also times when the advisors will need assistance with projects or other things. These projects will also help to fill the down time in the office.

## Office Cleanliness

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Keeping the front of the office clean is one of the peer advisors' responsibilities. It is important to have the desk areas clean and presentable. Here are a few guidelines for keeping the office tidy:

- Keep the desks free of clutter
- Keep paper clips, tape, etc. stocked
- Clean up the computer area (push in chairs, pick up trash, turn computers on at the beginning of the day and off at the end of the day)
- Keep bags and personal belongings behind the desk, out of the way.
- Clean up the storage/copy area

## Dress Code

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The Academic Advisement Center is a casual environment, but we need to be professional in our dress and grooming. Some guidelines to keep in mind for office-appropriate dress:

What is appropriate?

- Dress/sport shirts (such as Polo style)
- Casual blouse, sweater
- Skirts and dresses
- Jeans good condition
- Comfortable shoes or sneakers in good condition

What is **NOT** appropriate?

- Clothing with large slogans/pictures that may be offensive
- Racer back and spaghetti strap tank tops (unless a sweater or jacket is worn over it)
- Sweats or jogging suits
- Shorts (except knee-length such as Bermuda style)
- Flip flops
- Short skirts
- Spandex/tights
- Hats
- Sunglasses
- Frayed/holey clothing
- No showing cleavage, midriff, or under garments

## Phone Etiquette

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Answering the telephone is one of the primary responsibilities of the peer advisor at the front desk. When taking phone calls you need to do a few things:

- Say the name of the office (Academic Advisement Center)
- Identify yourself
- Be polite and professional
- Only use the idivert button for emergencies or as a last resort

When dialing out for long distance phone calls, dial “8” then “1” and the phone number with area code. Also, please check the voicemail multiple times during your shift. Hard copy instructions on how to check voicemail are at the front desk.

## Cell Phones

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It is acceptable to have your cell phone at the office, but there are some rules that need to be kept in order to be respectful to the students that come into the office. First, your cell phone needs to be put on silent or vibrate. Second, if you receive a phone call that you need to take, please let the other peer advisor know that you need to answer your phone and take it in the hall or in the back. Third, cell phones should be kept behind or under the desk; text messaging is acceptable as long as it does not distract from answering the phone or helping students. If these rules are kept, cell phone policy will remain as such. Remember, our first priority is the student.

## E-mail

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E-mail is used in the office to pass on information concerning: degree changes, important date changes, advisor changes, meeting times, and other information handling day to day office duties. These e-mails help our office run smooth and help clarify any issues that arise. It is important to check your Dmail account every day and send a short confirmation back to the sender. Let the office manager know if there has been a change in your e-mail address.

# OFFICE RESPONSIBILITIES

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Peer advisors have the primary responsibility of running the front office. This comes with a number of duties and responsibilities that need to be performed. From screening people for appointments to making sure that copies are made, all of the following things need to be kept up for the office to run efficiently. **It is also important that you are aware of who is on the Academic Advisement team and keep up-to-date on any changes. The directory of current academic advisors (based on major/degree program) can be found at the front desk or visit <https://advisement.dixie.edu/advisors/>.**

## Opening Duties

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- Clock in
- Turn on lights
- Slide open door
- Log into computer
- Open chat
- Open Banner
- Open Outlook calendar
- Send text reminders through Remind program (see instructions at the front desk)

## How to screen students

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Screening students at the front desk is of the utmost importance to everyone involved in the advising process. If a student does not get to the correct person it's very difficult to get the assistance needed. The peer advisor working at the front desk will be primarily responsible for screening students. Here are the steps for screening students to get them to the correct contact:

- Are you currently a student?
- What's your major/degree program?
  - o If a student has declared a major, they need to meet with the academic advisor in that major/degree program—it will save them time and money in the long run. You can help the student make an appointment with that advisor (if you have time) or provide the advisor's contact information. We have academic advisors specifically for each major/degree program and/or academic college.
- Have you met with an advisor before? (Student athletes should be scheduled with the NCAA advisor)
- Do you have an Associate's Degree already?
  - o Give them the information for their Bachelor's degree program advisor

- What is your ID number?
  - In Banner, look up the number of credits they have earned and if they are undeclared (undecided on their major), schedule them with either a
    - 1<sup>st</sup> Year Advisor (0-29 credits)
    - 2<sup>nd</sup> Year Advisor (30-59 credits)
    - 2<sup>nd</sup> Year Team Leader (60+ credits, major undecided)
- What is the appointment regarding?

This process is effective for most of the students who come into the office, so use it as much as you can. There are exceptions to the rules, and this process is more of an art than a science. Mistakes in this process are inevitable, so just do the best you can. It helps when the student is scheduled with the correct person on the first visit.

## How to schedule an appointment

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When scheduling an appointment in the Outlook calendar, specific information about the student is necessary. The advisor needs this information to prepare for the appointment. It helps to provide a better experience for the student. When making an appointment the following information is needed:

- First and last name (if you need to, ask them politely to spell it for you)
- Telephone Number (preferably their cell phone number)
- Dixie student ID #
- Add color if needed:
  - **Orange** – Graduation Audit
  - **Yellow** – Co-Op
  - **Red** – Incoming freshman appointment
  - **Blue** – Phone Appointment
- A brief description of what the appointment will be regarding; any other comments to help advisors prepare for the visit and clarify that the appropriate questions have been asked
- Your initials & the date

The last two points are important. First, if the advisor understands what the student needs beforehand, complications can be avoided. Second, if the advisor needs more information about the student, peer advisors can be a good source of background information. Finally, if it seems necessary to schedule an advisor for a time they are blocked out, consult with the advisor first before making the appointment. Advisors have demands on their time and it is inconvenient to rearrange their schedules to meet with students who shouldn't have been scheduled in the first place.

## Walk-in

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Advisors throughout the semester will set aside time for walk-in students (both 1<sup>st</sup> year and 2<sup>nd</sup> year advisors generally hold walk-ins on Wednesdays). Walk-ins are a great way to meet with a high volume of students. These walk-in times need to be monitored closely. It is easy to tell students that advisors are meeting with students and then just add them to a list. Peer advisors are the first line of defense. It's not a defense against the student, but a defense for the best use of both the student's and advisor's time.

These steps should be followed with walk-ins:

- Make sure there is a sign in sheet for each advisement group (1<sup>st</sup> year & 2<sup>nd</sup> year).
- Keep track of the times that advisors will be accepting walk-ins. If a line is forming and the advisor only has time to meet with one or two people, inform the students and schedule an appointment for later.
- Keep track of how many students are waiting. If there is a line of students when only one advisor is taking walk-ins, check with the other advisors to see if they are available to help.
- Make sure to ask student screening questions, even if they come and say they are here for walk-ins.

## Phone Calls

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- Answer phones when possible
- If the person calling is a phone appointment, ask them to hold and make sure the advisor is in his/her office ready to help the student. Once the advisor is ready, transfer the call back to the advisor's office.
  - If the advisor is running late or the phone appointment is early, confirm with the student that we have the right phone number in order for the advisor to call the student back when they are available.
- Check messages whenever the red phone light is on.
- Write down each message and delete it off of the answering machine.
- Return calls as soon as possible.
- If you are unable to return calls during your shift, be sure to let the next peer advisor on duty know.

## Online Chat

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The online chat is a great way for students to ask the Advisement Center quick questions. Often the questions the questions are not specific to the Advisement Center, however you need to make sure that you give them the right information regardless. Always be polite; ask them to hold if you need to search the Dixie website for the right information or reference.

- Answer chat calls when they come in.
- Try hardest to answer their questions and direct them to the right information (DON'T BE AFRAID TO ASK FOR HELP).
- Ask questions to clarify what information the visitor is seeking.
- Using proper grammar, correct spelling, and complete sentences is important! Remember that how you respond reflects upon Dixie State University.
- Inform chat visitors if there are students in the office needing your attention; ask them to hold.
- Close the chat when you have finished answering the visitor's questions.
- If you are unable to find the correct information, ask for the student's contact information so that we can get back to them once the information they need is found.

## Closing Duties

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- Log off computers; turn off mouse and keyboard
- Close and lock door
- Turn off main light
- Clock out

## FAQ'S REGARDING ACADEMIC STANDING

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**When is a student considered to not be in good academic standing?** A student attending Dixie State University is considered to be in Good Standing when their cumulative GPA is above a 2.0. If a student falls below a 2.0 cumulative GPA then they are no longer considered to be in good academic standing.

**When does a student need to meet with the Academic Intervention Advisor?** A student is required to meet with the Academic Intervention Advisor to continue their education when their academic standing is Academic Probation, Continued Academic Probation and Academic Suspension status.

**Are students on Academic Alert/Academic Warning required to fill out a contract to enroll in classes?** No. Students will be required to meet with the Academic Intervention Coordinator when they are placed on Academic Probation.

**What is Academic Alert?** A student is considered to be on Academic Alert when their cumulative GPA is above a 2.0 but they have had one bad semester (below 2.0). The student is still considered to be in academic Good Standing.

## DEGREE INFORMATION

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As Dixie continues to grow, degrees will be added and it is important that we keep up to date on these changes. Students need to understand prerequisites, procedures, and application deadlines. Most students are apprehensive and require us to walk them through these steps. In order to understand these steps we need to understand the website and where to locate this information. A helpful resource is the University Catalog at [catalog.dixie.edu](http://catalog.dixie.edu). We also need to be aware of when a program advisor is needed. Degree information and advisor assignments can be found on the academic advisement website ([advisement.dixie.edu](http://advisement.dixie.edu)). Once again it is really important that we are familiar with the school website.

# DEPARTMENTS

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## Admissions/Registrar's Office

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### **How do I order a transcript?**

Transcripts can be ordered online, by fax, by mail, or in person. The cost is \$7.00. Please include your full name, student ID (or SSN), years attended, address where transcripts should be sent, and contact information (e-mail or phone). Include payment information (Visa, Mastercard, or Discover credit card number and expiration date). Also, include signature if sending by mail or fax.

### **How do I apply for admission?**

First, determine category of student:

- **New Student** - A matriculated student who has never attended any college or university, including students who earned credit before graduating from high school.
- **Transfer Student** - A matriculated student who, after high school graduation, attended another college or university but did not attend Dixie State University.
- **Returning Student** - A matriculated student who previously attended Dixie State University after high school graduation but has not attended in three or more semesters, including students who may have attended another college or university since they were enrolled at Dixie State University.
- **International Student** - A matriculated or non-matriculated student who is not a U.S. citizen and has not received immigrant status from the U.S. Immigration and Naturalization Service.
- **Non-degree Seeking** - A non-matriculated student attending college classes for personal interest, enrichment, or growth.
- **Home Schooled** - Taught at home using other approved curriculum. Certified by Parent/Guardian.

See [admissions.dixie.edu](http://admissions.dixie.edu).

### **For New (Freshman) Students:**

1. Completed application
2. \$35.00 non-refundable fee
3. Official high school transcripts or GED scores
4. Test results (ACT,SAT,CPT)

## **For Transfer Students**

We need official college transcripts for all schools attended. If transferring more than 24 credits, however, then high school transcripts/test scores are not required. Submitting test scores may still be required, depending on which classes you are enrolling in for prerequisite checking.

To see requirements for the additional student types, go to [admissions.dixie.edu](http://admissions.dixie.edu).

## **Why can't I login to MyDixie?**

The most common reasons why students cannot login include:

- You are not fully admitted;
- You are admitted but aren't entering the correct login & PIN;
- You have entered the incorrect PIN number more than three times and have been locked out. (Please contact the IT helpdesk at 435-879-HELP.)
- Your web browser is not accepting cookies (see Google's article: [How to Enable Cookies](#)).

## **Is my admissions application complete?**

You can find out by contacting the admissions office phone: 435-652-7777.

## **Why were my classes dropped?**

In addition to students dropping the courses themselves, you can also be dropped if:

- tuition is not paid by the tuition deadline;
- you do not attend the first class and have not notified your instructor;
- it has been discovered that you did not meet a pre-requisite and the appropriate department dropped you; or
- the class was dropped due to low enrollment.

## **Why can't I get into the class I'm trying to register for?**

The primary reasons why a student cannot register for a class:

- The course prerequisites have not been met. This may include minimum test scores, prior coursework, and/or permission needed by the instructor. If you have taken the prerequisite course(s), it is possible your transfer work may not yet be in the system. Contact the Advisement Center at (435-652-7690) to verify.
- Corequisites are required (i.e. must also register for LIB-1010 or for a lab in the case of science classes);
- The student has a registration hold (have not attended orientation, owe money, etc.); or
- Academic standing prohibits student from registering on their own.

## Financial Aid—FAQ's

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**Go to [financialaid.dixie.edu](http://financialaid.dixie.edu) for additional information.**

### **Q. How will I get my aid money?**

Financial Aid funds are automatically applied to your institutional charges. Any remaining balance is given to the student to use for their needed educational purposes. You must complete the “[Authorization to Credit Accounts](#)” form (only required once) before we can disburse your financial aid. Remember, you must be enrolled in at least six credits to receive any loan funds.

### **Q. I just completed my FAFSA, when will I receive my money?**

It generally takes three to six weeks to complete the full financial aid process. Check your [MyDixie](#) account to follow your FAFSA progress. If you are selected for verification, you will be required to submit additional documentation before we can complete your financial aid file. We send your award notification to your [Dmail](#) account. Please check this account frequently.

### **Q. Can I fill out the FAFSA without using my parent's income information?**

You are required to provide your parent's income information until you meet the Department of Education's criteria to become an independent student. You must be able to answer 'Yes' to one of the following items to be deemed independent from your parents:

- 24 years of age (born before January 1, 1993 for the 2016-17 award year)
- Married as of the date you first began to fill out the FAFSA
- At the beginning of the 2016-17 school year, will be working on a master's or doctorate program (MA, MBA, MD, JD, PhD, EdD or graduate certificate). Note: Dixie State University does not currently offer any of these types of degrees.
- Have dependents other than your spouse
- You are an Orphan or Ward of the Court
- You are a Veteran of US Armed Forces
- Do you have children who will receive more than half of their support from you between July 1, 2016 and June 30, 2017?
- Do you have dependents (other than your children or spouse) who live with you and who receive more than half of their support from you, now and through June 30, 2017?

- At the time you turned age 13, were both your parents deceased, were you in foster care or were you a dependent or ward of the court?
- Are you or were you an emancipated minor as determined by a court in your state of legal residence?
- Are you or were you in legal guardianship as determined by a court in your state of legal residence?
- At any time on or after July 1, 2015, did your high school or school district homeless liaison determine that you were an unaccompanied youth who was homeless?
- At any time on or after July 1, 2015, did the director of an emergency shelter or transitional housing program funded by the U.S. Department of Housing and Urban Development determine that you were an unaccompanied youth who was homeless?
- At any time on or after July 1, 2015, did the director of a runaway or homeless youth basic center or transitional living program determine that you were an unaccompanied youth who was homeless or were self-supporting and at risk of being homeless?

**Q. Why did my Federal Pell grant adjust?**

Federal Pell grants pay according to your enrollment status. For example, a full-time student received the full amount and a half-time student receives half. Your Federal Pell grant is based on the credits that appear on your transcript, which are the classes you are enrolled in on the last day to add. Dropping below 12 credits will require immediate repayment of these grants.

**Q. How do I sign a Master Promissory Note (MPN)?**

Your MPN will be available for your electronic signature [here](#). It will be available approximately 24-48 hours after you accept your Federal Direct Student Loans on the DSU website. Remember, if this is your first Federal Direct Student Loan at DSU, you must complete [Entrance Loan Counseling](#). You need to complete Entrance Loan Counseling only once for you Federal Direct Student Loans at DSU. You will generally only need to sign the MPN once unless you defaulted on previous student loans or have declared bankruptcy after you signed your MPN. Make sure you keep your current mailing address updated with the [U.S. Department of Education](#) once you have signed your MPN.

**Q. What if my financial aid is not available by the tuition payment deadline?**

Remember, it takes approximately four to six weeks to fully process your financial aid. You are responsible for payment of your tuition, fees and all other debts at the time they are due. If you do not have the finances to pay your tuition, DSU works with an outside agency to provide a tuition loan. Please refer to the [DSU Tuition Payment Plan](#).

**Q. What is the difference between a Federal Direct subsidized and unsubsidized student loan?**

A Federal Direct subsidized student loan is interest free while you are enrolled in school at least half time. You also have a six month grace period once you graduate or stop attending school, before you begin repaying the loan, note: interest will accrue during

your grace period. The Federal Direct unsubsidized student loan begins to accrue interest at the time the loan is disbursed. Unless you make the quarterly interest payments, the interest will capitalize which will cause your loan payments to be larger once you begin to repay your loan. For more information, refer to the [Federal Student Aid](#) website.

**Q. I just got married. Can I change my application?**

Yes, you are allowed to change your marital status from single to married. The deadline for this is April 1st of the currently enrolled academic year. If you have questions concerning this rule, please feel free to contact the DSU Financial Aid office. You will be required to submit some required documentation.

**Q. What happens if I withdraw from school and financial aid has paid my tuition?**

If you withdraw from Dixie State University before the semester begins and financial aid has not paid your tuition, no fund will transfer to your account. If you withdraw from school before or after school starts and financial aid has been posted to your account, the financial aid office is required to perform a Return to Title IV funds (See Policy section) calculation on your account. Once this calculation has been performed, you may owe money back to DSU. Remember, it is important that you must officially withdraw from your DSU courses. If you fail to officially withdraw, you will receive F grades on your transcript.

**Q. Can I get aid for summer semester?**

Some students may be eligible to receive aid during the summer semester. Please contact the DSU Financial Aid office to enquire about your eligibility.

**Q. Can I have my parents or spouse deal with your office on my behalf?**

The law (FERPA) requires us to protect your information. If you would like us to speak about your aid to your parents, spouse, or anyone else, you can give them permission by submitting a [Release of Student Information](#) form. We can then release your information only to those individuals listed on the form.

**Q. Who handles Federal Perkins loans?**

Lisa Howard, [lisa.howard@dixie.edu](mailto:lisa.howard@dixie.edu) or (435) 652-7607. Please contact her to set up an appointment to complete loan counseling and to sign your promissory note. Her office is located on the first floor of the Holland Centennial Commons Building.

**Q. Do you offer Tuition Payment Plans?**

Yes. The Tuition Payment Plan will allow eligible students to pay their tuition and fees in payments over the course of the semester. A processing fee is charged to all [Tuition Payment Plans](#).

## COOPERATIVE WORK EXPERIENCE



Cooperative Work Experience provides a beneficial three-way partnership between the employer, the student, and the University. Through the Cooperative Work Experience program, employers have access to a pool of highly qualified students who are eager to take on challenging assignments.

### PROGRAM BENEFITS

- Provides the opportunity to apply classroom learning to practical problems on the job.
- Allows students to work with professionals in the field they are preparing to enter.
- Students in these programs are generally more committed to their academic fields.
- Coop students are often exposed to advanced technology and equipment in a learning environment that is not available on campus.
- Students learn the competitive nature of the job market and what is needed to prepare for the best career positions.
- Students get the competitive edge in the new graduate job market.

Students in these programs may earn college credit for working in a job directly related to their field of study. Cooperative Work Experience can be full or part-time, temporary or regular, paid positions at or near the entry level in any given field. Students integrate their educational experience with paid work experience as they explore various career opportunities early in their college careers.

### COOPERATIVE WORK EXPERIENCE – HOW DO I SIGN UP?

COOP is an educational concept that relates the classroom to the employment community. Students with a designated major, vocational, or career interest are assisted in locating employment that relates to their classroom studies. Students approved in employment are eligible for academic credit based upon the completion of structured learning objectives. COOP is available in all divisions and is applicable to liberal arts as well as CTE programs. To enroll for Cooperative Work Experience program, students should:

- You must have a job. If you need a job, see the student employment board.
- Make an appointment with the Cooperative Education Assistant Director, Diana Maughan.
- Fill out the Cooperative Work Experience Agreement form online – **Go to [career.dixie.edu](http://career.dixie.edu)**. If you qualify, you will be registered for the program and assigned to an advisor.

# Disability Resource Center

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## WELCOME

Welcome to the Disability Resource Center (DRC), the designated departments on the campus of Dixie State University responsible for evaluating disability documentation, determine eligibility, and implement reasonable accommodations for students who have disabilities that may affect their academic success. On this website, you will find information about the accommodations and services we coordinate for students.

## MISSION STATEMENT

The Disability Resource Center serves students with disabilities by providing equal access to DSU academic programs, non-academic activities, and campus facilities to facilitate and promote student participation, success, retention and graduation.

Staff at the DRC believe that students with disabilities at DSU are as much in control of their educational experience as students without a disabilities.

**“WHETHER YOU THINK YOU CAN OR THINK YOU CAN’T YOU  
ARE RIGHT”—HENRY FORD**

### Contact Information

Phone: (435) 652-7516

Fax: (435) 879-4038

Email: [drc@dixie.edu](mailto:drc@dixie.edu)

Address: North Plaza Building

Office Hours: Monday-Friday 8:00 am to 5:00pm

**Website: [drcenter.dixie.edu](http://drcenter.dixie.edu)**

# Testing Center

**Location:** North Plaza Building Location: Northeast corner of the North Plaza Building (On the corner of Tabernacle and 1000 East – Entrance is located on the East side of the building). For more information and for testing hours, go to [testing.dixie.edu](http://testing.dixie.edu).

## 3 DIFFERENT TESTING OPERATIONS AT DSU

### Student Testing:

Used by DSU students wanting to take an academic exam.

### Prometric Testing:

A partnership between Prometric Inc. and DSU where many different certification exams can be taken. Regular closed dates do not apply to Prometric Testing, and testing is by appointment only.

### Professional Testing:

This Center can be used by both students and professionals for various paid tests, **including the college placement test (cpt)**, as well as proctored tests for other colleges and universities. The Professional Center is generally open five days a week: Monday through Friday.

## ACCUPLACER PLACEMENT TEST

- Placement Test consisting of English, Math and Reading
- Cost for the Accuplacer is \$10.00 for each single section or \$20.00 for all three when taken at one time.
- 30 day waiting period to re-take the Accuplacer



# Academic Performance & Tutoring Center

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## DROP-IN TUTORING

Drop-in tutoring is convenient and very user-friendly! Located on the 4th floor of the Holland Building, this tutoring is available six days a week at no cost to all registered DSU students! Primarily focusing on select general education courses, math, and sciences, we invite you to come to the Center – without having to make and keep an appointment – at any time a tutor in your subject area is available. Tutor and subject availability may vary by day and week.

Drop-in tutoring is a hassle-free way for students to work on assignments independently while having tutor assistance when needed. It also encourages the formation of study groups because students with the same needs often come together in the Center. Tutors circulate through the Center and answer questions as they arise on a first-come, first-served basis.

## SCHEDULES

Available subjects vary by student demand and tutor availability. For that reason, we post a weekly detailed schedule that can be accessed from the link on this page or by viewing it in the Center. Just locate the subject in which you are interested, find the times tutoring is scheduled, and choose the best time for you! You can find the schedule at <https://tutoring.dixie.edu/tutoring-schedule/>.

We are happy to meet as many individual requests as possible, so students are encouraged to let the Center know if you have needs that don't appear on the schedule. We make every effort to accommodate as many students in as many disciplines as possible. Just call or visit the Director or any staff tutor.

## CENTER HOURS

Tutors are available as scheduled throughout the course of the Fall and Spring Semesters. Hours are 10am to 8pm (Monday through Thursday), 10am to 5pm on Fridays, and from 1 to 4 pm on Saturdays. Hours are subject to change due to holidays, breaks, or other relevant factors, so make sure we are open by calling 435-879-4731. Summer hours are also available.

## TUTOR SELECTION

If you are interested in becoming a tutor, please contact Rowena Thiess at 435-879-4733 or [rthiess@dixie.edu](mailto:rthiess@dixie.edu) or visit us in Room 431 of the Holland Centennial Commons. **The website is [tutoring.dixie.edu](https://tutoring.dixie.edu).**

# Health and Counseling Center

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## EMERGENCIES - MEDICAL

**Call 911** or visit the Intermountain Emergency Room (Dixie Regional Medical Center) at 1380 East 480 South in St. George, UT.

## MENTAL HEALTH EMERGENCIES

Call one of the following:

**National Suicide Prevention Hotline:**

1-800-273-TALK

**National Runaway Switchboard:**

1-800-RUNAWAY

**DSU Campus Police:** 435-652-7515 or **Call 911**

## OUR MISSION

The mission of the DSU Health & Counseling Center is to promote a climate where students/faculty/staff can become more engaged in healthy lifestyle behaviors through health and counseling resources, information and services. This program encourages the campus community to strengthen their health and well-being through educational opportunities, and self-improvement with a staff of nurse practitioners and therapists available for appointments as needed. Taking responsibility for one's health and well-being is an essential part of a person's ability to contribute to the work and mission of DSU. We invite you to visit the Health & Counseling Center where they have resources full of the latest health information regarding sexual responsibility, alcohol and other drugs, tobacco cessation, nutrition, and other basic health issues. Condoms are also available for free at the front desk.

## STUDENT HEALTH & ACCIDENT INSURANCE

Dixie State University does not provide health insurance for students as part of tuition and fees, or require proof of insurance for registration. However, students are strongly encouraged to consider having health insurance coverage while attending school. Students may contact the insurance company/agent of their choice to inquire about insurance products that would help protect him/her from catastrophic health costs while attending Dixie State. Currently, the DSU Health & Counseling Center does not accept insurance payments and requires that medical health charges (\$20 per visit for students and \$20 per visit for faculty and staff) to be paid at the time of services.

## CHARGES

Patients will be assessed a \$10.00 charge for missed medical appointments. If you are unable to keep your scheduled appointment, please call and cancel within 2 hours, so that your appointment slot can be given to another patient. If adequate notice to cancel an appointment is not received, the student's account will be charged a \$10.00, missed appointment fee.

## UNDERAGE STUDENTS

The DSU Health & Counseling Center provides services to currently enrolled students. However, on occasion these students may be under the age of 18. In this case, a consent for treatment form must be submitted to the Health & Counseling Center prior to appointment for medical services or mental health services.

## CONTACT

### HEALTH & COUNSELING CENTER

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**For Appointments:** 435-652-7756

**Location:** 1037 E. 100 S.

**Website:** [wellness.dixie.edu](http://wellness.dixie.edu)

## APPOINTMENT COSTS

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Routine Appointments

**\$20.00 per visit**

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## HOURS OF OPERATION

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MONDAY – FRIDAY

**9:00 a.m. – 5:00 p.m.**

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SATURDAY & SUNDAY

**Closed**

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## MISSED APPOINTMENTS

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Missed Medical

**\$10.00**

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Missed Mental Health

**\$20.00**

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# Multicultural and Inclusion Center

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The Multicultural and Inclusion Center (MIC) is a student support service established to increase diversity at Dixie State University via the recruitment and retention of students from diverse backgrounds and the enrichment of campus life through cultural and awareness activities. The MIC accomplishes this goal through scholarship opportunities, community outreach, academic advisement, and diversity club participation. The MIC operates under the principle that every person's unique life experiences enrich campus life and adds a profound element to a true education. We invite ALL DSU students to participate in the MIC events, to promote diversity and to celebrate their own cultural identities as well as those of others. Again, the MIC is open to all students. Please take your time to explore our website and feel free to contact us with any questions, concerns or suggestions. We also invite you to stop by the MIC to further see how we can assist you.

## OUR SERVICES

The Multicultural and Inclusion Center (MIC) is a student support service established to provide services to students with various cultural backgrounds and to increase cultural diversity at Dixie State University. We invite ALL DSU students to participate in the Multicultural and Inclusion Center events, to promote diversity and to celebrate their own cultural identities as well as those of others.

Please take your time to explore our website and feel free to contact us with any questions, concerns or suggestions. We also invite you to stop by the Multicultural and Inclusion Center that is located on the second floor of the Browning Building to further see how we can be of benefit to you.

## STUDENT DEVELOPMENT

- Educational Skill Growth
- Leadership Training
- Outreach Programing
- Multicultural Student Council

## STUDENT ENGAGEMENT

- Student Activities
- Leadership Training
- Co-curricular Enrichment
- Relevant and Stimulating Club Engagement

## CONTACT

**Phone:** 435-652-7730

**Fax:** 435-879-4004

**Location:** Browning, 2nd Floor

**Website:** mic.dixie.edu

# STEPS TO REGISTER

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## SET UP:

1. On the Dixie State University homepage (dixie.edu), click the MyDixie link located in the upper right-hand corner.
2. Log in using
  - Student ID#: (ex. 00345678)
  - Pin: Should be on your acceptance letter
3. Change your PIN
  - Needs to be between 8-15 characters with at least 1 letter and 1 number
  - Should be easy to remember
4. Set up TWO security questions
  - Make sure you choose questions to which you can remember the answer
5. Confirm address (only do so if prompted by the computer)

## LOOKING UP CLASSES:

1. From the Student Services menu in Banner. Click the Student link then click Registration
2. Click the Look-up Classes to Add link:
  - Select the current term (i.e. Fall 2015)
3. On the Look-up Classes to Add page
  - Select a subject (ex. Mathematics, English, Art). You can type the first letter of a subject to quickly navigate
  - Choose a specific class number (i.e. 1010, 2010, 3220)
  - Choose a class meeting time (i.e. MWF 9:00-9:50am, TR 10:00-11:15)
  - Check under location to make sure that the class you are signing up for is located on the campus you want. You don't want to accidentally register for a class located in Hurricane.

## REGISTERING FOR CLASSES:

1. To locate information about the specific course, read the catalog entry:
  - Click the blue highlighted CRN number located on the left side of the page (ex. 40783)
  - Click the View Catalog Entry link.
2. To register for a class, click the checkbox to the left of the blue CRN number.
  - If a "C" appears in place of a checkbox, the course is full or closed to enrollment
  - If a "SR" appears in place of the box then registration is closed to you temporarily due to missing or incomplete admissions information. See the Registrar's office or an advisor to determine what needs to be done to resolve the issue.
3. Click the Register button located at the bottom of the page.
  - Do not click the "Add to Worksheet" button unless you don't want to register for the class yet.

- It may be helpful to write down the CRN number in case the computer has an error. You can type this number in the Add Classes Worksheet and click Register to add classes in this way.
- Questions about registration errors can be answered by advisors and registration staff.

## WAIT LIST:

Until the third day of class, students can try and enter a full class by placing themselves on a waitlist. A student may not use an Add Card to enroll in a full class until after the third day of classes each semester.

To be placed on a wait list for a class, you must use the “Add Classes to Worksheet” page.

- First, take the CRN number for the class you are registering for and plug it into the Add class box.
- The system will not let you add the class if it is full. In the drop down box of the class select Wait List and then click “Submit Changes” at the bottom of the screen. The class will then show up in your class list, but won’t count toward credits.
- Let the student know that they need to check their Dmail every day. The student will receive an email letting them register.

## GENERAL INFORMATION:

- To be considered a full time, a student needs to be enrolled in at least 12 credits. Some students may need 15 for scholarship.
- When registering for LIB1010 (Library Information class) it is a co-requisite for English1010. In order to register for English1010 the student needs to register for LIB1010 first. They can be taken at the same time.
- Some science classes require a lab. The student will need to register for the lab at the same time using the Advanced Search.

## CLASS PRIORITY!

1. Scholarship classes. Are you getting a talent scholarship? Be sure to sign up for that class first (like band) or leave time open for the scholarship requirement (i.e. Leave time for soccer practice). Most of these courses are taught only one time during the day.
2. 1001 First Year Experience class for your major. This class is often taught only once a day. Though you may sign up for a general education 1001 class, we highly recommend you sign up for the 1001 class in your desired major.
3. Specialty Classes. Have you been dying to take fresh-water fishing? Bread Making? Fashion Sewing? Many of these classes are taught only once a day so you may want to sign up for them first.

4. Developmental courses & programs. Sometimes these classes are taught only once a day, but usually you have several class options from which to choose. If, however, the only available math course overlaps with your bread making course, and you are a Biology major and need math this semester...you'll probably want to put the bread making off until next semester.
5. General Education (GE) courses. Make sure that if at all possible you are getting 1-3 GE classes completed each semester (unless you are in an applied program and do not need all the GE courses). Putting off your GE courses so that you can take ballroom dance and stage makeup alongside your music major classes can create problems down the road when you are done with your major's classes but are still 30 GE credits short of your degree.

**A note about incoming freshman students:** All incoming freshmen must complete an online pre-orientation before they can register for courses. For details, go to <https://dixie.edu/freshmanorientation/>.

# TAKING THE INITIATIVE AND ACCOUNTABILITY

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Peer advisors are primarily responsible for taking care of whatever happens at the front office, from answering the phone to helping an angry person get the assistance that he or she needs. This can be a daunting task to perform if everyone is not working together and doing the very best they can. Doing the best job possible can be broken down into two steps: (1) taking the initiative, and (2) being accountable for your time and what you have accomplished while at the office.

Taking the initiative can be defined as finding things around the office to do and taking care of the students that come in or call the office without being told. Sometimes it can be difficult due to distractions around the office. Distractions may include but are not limited to something interesting on the internet, text messages from friends, or even a good book. Please keep in mind that student needs are always our priority. It is very important to get the students taken care of and placed with the correct advisor. Additionally, there are other tasks that need to be done around the office, such as straightening and refilling information sheets on the lobby table, or returning calls from students. Do not assume that someone else will do it. We all are responsible.

Accountability is critical in making this process work. If everyone is accountable for their actions in the office, then everyone will know what has been done and what still needs to be completed. If everyone is accountable for their work and takes initiative the office will run smoothly and everyone will be a part of making it successful.

# FORMS (GO TO REGISTRATION.DIXIE.EDU)

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## Petition for Academic Renewal

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**Academic renewal** allows currently enrolled students to remove previous poor grades from grade point calculations **ONLY** in limited circumstances.

- Coursework must have been completed at least five (5) calendar years before the academic renewal request.
- Academic renewal applies only to Dixie State University or transfer courses graded of D+, D, D-, or F.
- A student may only receive academic renewal once.
- Academic renewal is not reversible.
- If academic renewal is granted, designated courses will not count in the GPA calculation and will not satisfy any requirement, including number of credits. All such courses will remain unaltered on the transcript with the appropriate notation added to the transcript to indicate academic renewal.
- Once a certificate, associate's degree, or bachelor's degree is awarded by any institution, all course(s) completed prior to the award of that certificate or degree do NOT qualify for academic renewal.

Conditions under which a petition for academic renewal will be considered:

- The student must be enrolled at Dixie State University at the time of petition for academic renewal.
- The student must have completed at least 15 credit hours at Dixie State University after the coursework being considered for academic renewal.
- The student must obtain a minimum GPA of 2.5 in courses completed after the coursework being considered for academic renewal.
- The "new" coursework must have been completed within the three (3) years prior to submitting the petition.
- A non-refundable fee must be submitted with the academic renewal petition.



# Academic Appeal

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\*MEET WITH YOUR ACADEMIC ADVISOR PRIOR TO SUBMITTING AN ACADEMIC APPEAL.

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- According to the DSU Student Code (Policy 5-33), Academic Appeals are accepted for the following: academic actions (including grades) and exceptions to graduation, and general education requirements.
- If you are submitting more than one appeal, you must complete a form for each.
- Supporting documents should be submitted to: Ruth Bruckert, 231A Snow Math and Science Center or bruckert@dixie.edu.

To access the online Academic Appeals form, go to <https://registration.dixie.edu/academic-appeal/>.

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## General Education Letter of Completion

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For students that would like to have a Letter of Completion sent to another college or university in the state of Utah that certifies a student's completion of general education requirements; they must fill out a form online at <https://registration.dixie.edu/general-education-letter-of-completion/>. Once this is completed, students can check with the graduation coordinator in the Registrar's office to check on its status.

- A student may need a Letter of Completion when they have completed all general education core requirements, but not the required amount of elective credits to complete the Associates Degree requirements. A Letter of General Education Completion certifies that a student has completed General Education requirements for an Associate of Arts (AA) or an Associate of Science (AS) degree.
- The Letter of Completion will then be sent to the selected institution. A Letter of Completion can only be issued to following colleges and universities: Salt Lake Community College, Snow College, Southern Utah University, University of Utah, Utah State University, Utah State University – Eastern, Utah Valley University, Weber State University and Westminster College.

# Residency Requirements/Reclassification

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## RESIDENCY RECLASSIFICATION

Tuition rates for Utah residents and non-residents are based on Utah State Law, 53B-89-102, and the Board of Regents R512 Policy.

According to the law, a student must have maintained continuous residency in Utah for one full year to be eligible for a residency change. Applicants must also sign a written declaration that they have relinquished residency in another state and submit objective evidence that they have established residency. Forms of proof can include: a Utah driver's license, Utah voter registration, vehicle registration, proof of employment, proof of student status, Utah tax return. Residency applications are due seven days after the first day of classes.

A student must apply for residency reclassification and provide proof of what is claimed on the residency application.

## CONTACT

### Registrar's Office

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**Email:** records@dixie.edu

**Phone:** 435-652-7708

**Location:** Holland 1st Floor

**Fax:** 435-879-4005

## Complete Withdrawal Form

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A student who experiences serious personal issues (medical, psychological, financial, family, etc.) can request a complete withdrawal from all classes until the end of the 12<sup>th</sup> week of the semester. The withdrawal must be from all classes, not an individual course or courses. Fill out the online form at <https://registration.dixie.edu/complete-withdrawal-form/>. Complete withdrawals may be done online until the semester begins.

- Once the semester has started, students must request Complete Withdrawal through the Registrar's Office.
- Complete withdrawal may affect a student's financial aid.
- Any refund for a complete withdrawal is issued according to the deadlines published in each semester's course schedule.

## Exception to Policy Petition

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This form will not be accepted if any portion is left blank. It is your responsibility to communicate with the faculty members to answer the questions in the 'Faculty Section'. When you have completed the form, return it to the Registrar's Office, HCC 1st floor, with any documents to support your appeal.

The purpose of this form include but is not limited to:

- Add Class(es)
- Add Extra Credit
- Drop Class(es)
- Audit Class(es)
- Late Add
- Late Drop
- Tuition Refund

If requesting a complete withdrawal, the student must include the withdrawal form.

The most important part of this form is your explanation of what happened. Do not take this section lightly - You will write a letter to the committee, which should be professionally done and explain the situation thoroughly. The first page of the petition form is on the next page. Go to <https://registration.dixie.edu/wp-content/uploads/sites/78/2015/12/exception-to-policy.pdf> for the entire form.



# Housebill 60 Card

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Utah residents age 62 or older are eligible to enroll in Dixie State University classes under House Bill 60 (H.B. 60) regulations:

- Admission application is required.
- One-time, non-refundable admission fee of \$35.00 is required.
- If no students are waitlisted for the class, an instructor can sign an H.B. 60 ADD card beginning the first day of class, on a space available basis.
- Submit signed H.B. 60 ADD card to Registrar's Office.
- Pay \$10 fee for each class plus any course or lab fees.

H.B. 60 students audit courses. No credit or grades are issued for H.B. 60 enrollment. Some classes are not available under H.B. 60, including but not limited to all computer and fitness classes.

Faculty are prohibited from adding a H.B. 60 student to any class that has students waitlisted for that course until after the last day for waitlist.

Additional questions should be referred to the Registrar's Office.

<b><u>HOUSEBILL 60 CARD</u></b>			
<i>Name:</i> _____ <small>Please Print</small>		<i>Dixie ID:</i> _____	
<i>Semester:</i> <input type="checkbox"/> Fall <input type="checkbox"/> Spring <input type="checkbox"/> Summer		<i>Date:</i> _____	
CRN	Course ID # <small>(Ex: ENGL 1010)</small>	SEC	Instructor Signature
<b><u>Instructions</u></b> 1. Request instructor's signature (based on space availability) on the first day of class. 2. Return card to the Registration Office, and pay applicable fees to the Cashier's Office.			
<small>rev. 07/2015</small>			

# Release of Information Authorization (FERPA)

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Understanding FERPA is an important part of being a peer advisor. It is a federal law that peer advisors need to abide by to protect the students' privacy. Basically, it states that Dixie State University is not allowed to give a student's educational records or information to anyone unless a release form has been signed by the student.

With respect to a student's educational records, FERPA affords a student the right:

- To inspect and review the student's own educational records;
- To request the amendment of the student's educational records to ensure that they are not inaccurate, misleading, or otherwise in violation of the student's privacy or other rights;
- To consent to disclosures of personally identifiable information contained in the student's educational records, except to the extent that FERPA authorizes disclosure without consent;
- If a complaint cannot be resolved within the college, to file with the U.S. Department of Education a complaint concerning alleged failures by DSU to comply with the requirements of FERPA;
- To obtain a copy of the Students Records Policy and Procedures for DSU. (Copies are available at the Registrar's Office)



## Consent to Release Student Information

The Family Educational Rights and Privacy Act (FERPA) of 1974 prohibits Dixie State University from releasing certain personally identifiable information from a student's record to a third party (e.g. parent, spouse, etc.) without the student's explicit written consent. This form serves as written consent when properly completed.

Additionally, to protect the student's information from unauthorized individuals, Dixie State University requires the student to provide a unique *pass phrase* that will allow the designated third party to access information and services over the telephone or e-mail. The *pass phrase* should be something that is easily remembered, but something that is confidentially shared between the student and the third party. This *identifier* will remain valid unless authorization is revoked or if a new request is received.

**Instructions:** Complete this form. **DO NOT SIGN** this form until you are in the presence of an appropriate DSU staff member or Notary Public. Appropriate DSU staff members are in the following offices: Registrar, Financial Aid, Advisement, TRiO, or Dean of Students.

I, \_\_\_\_\_  
(Student Name) (Student 'Dixie ID') (pass phrase)

give consent for the Registrar's Office (or designated University offices) to disclose personally identifiable information concerning my education record to the individual(s) listed below. These individuals also become eligible to act in my behalf. Individuals listed below will be able to change my DSU password information, get information about my financial aid, class schedule, balance due, etc.

I understand that the individuals listed below who request information in person are **REQUIRED** to provide picture ID. If you would like your designees to receive information by e-mail, please list their e-mail address below.

Release information to the following individual(s):

NAME:	RELATIONSHIP:	EMAIL:
_____	_____	_____
_____	_____	_____
_____	_____	_____

I certify this request was signed freely and voluntarily and will be in effect until revoked in writing.

Student's signature \_\_\_\_\_ Date \_\_\_\_\_

Witnessed by \_\_\_\_\_ Date \_\_\_\_\_ Office: RO FA ADV TRiO DS

If you are NOT completing this form in the presence of an appropriate DSU staff member this form must be notarized. **The original notarized form must be submitted to the Registrar's Office in order to be valid.**

Notary Public: \_\_\_\_\_ State of: \_\_\_\_\_

My Commission Expires: \_\_\_\_\_ County of: \_\_\_\_\_

Seal \_\_\_\_\_ Today's Date: \_\_\_\_\_

This form may be mailed to:  
Dixie State University - Registrar's Office - 225 S University Ave HCC 1<sup>st</sup> floor - St George, UT 84770

# CONTRACT

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I have read and understand the following terms of this agreement:

## Guidelines

1. I will work my scheduled hours during the 2017-2018 academic year in the Academic Advisement Center
2. I will be on time for my shift
3. I will work my entire shift
4. I will be professional in my appearance and behavior
5. I will attend peer advisor training meetings
6. I will adhere to all Dixie State University policies and procedures
7. I understand that I am a representative of DSU both on and off campus; I understand that illegal or inappropriate behavior off campus may be grounds for termination.

By signing below, I agree to abide by the guidelines outlined above, to be accountable and responsible, and to take initiative while working in the Advisement Center.

Date: \_\_\_\_\_

Peer Advisor: \_\_\_\_\_

Supervisor: \_\_\_\_\_

# CREDITS

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Forms, FAQ's, and Graphics supplemented from the Dixie State University website.

Adapted from the 2012 and 2013 Peer Advisor Handbook. Written by Landon Peterson, Shane Blocker, and Emma Schaub. Edited by Kim Bowler, Katie Armstrong and Susan Peters (2017).

Form explanations written by Ammon Zitting, Lacey Watters, and Brandon Price.