

PEER ADVISOR HANDBOOK 2018-19

EDITED AND REVIEWED BY KATIE ARMSTRONG



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MISSION STATEMENT

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.

MOTTO

Compassionate Mentors for Our Students' Futures

WHAT IS A PEER ADVISOR?

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)
- 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

- 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

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 Katie Armstrong of your absence and let her 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

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

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

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

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

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 Katie Armstrong know if there has been a change in your e-mail address.

OFFICE RESPONSIBILITIES

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

- 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 on the desktop of the computer)

How to screen students

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?
 - o 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
 - 1st Year Advisor (0-29 earned credits)
 - 2nd Year Advisor (30-59 earned credits or 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

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:
 - o **Orange** – Graduation Audit
 - o **Yellow** – Co-Op
 - o **Red** – Incoming freshman appointment
 - o **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

Advisors throughout the semester will set aside time for walk-in students (both 1st year and 2nd 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 (1st year & 2nd 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

- 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

The online chat is a great way for students to ask the Advisement Center quick questions. Often 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. **Turn on the chat each day in the morning and turn it off at the end of the day (unless otherwise told by Katie Armstrong).**

- 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

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

FAQ'S REGARDING ACADEMIC STANDING

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

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. 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). Once again it is really important that we are familiar with the school website.

DEPARTMENTS

Admissions/Registrar's Office

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.

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.

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 (e.g. 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



Go to financialaid.dixie.edu for additional information and refer to the “Frequently Asked Questions” left hand side link.

DEADLINES AND OTHER IMPORTANT INFORMATION:

Protecting your personal information is our priority. We highly recommend that you **do not** send any documents that contain personal identity information (tax forms, marriage certificates, etc.) through email as it is not secure and highly susceptible to security breaches. If you are not able to submit documentation in person, it is recommended that you send by fax (435-879-4087).

The Financial Aid Office will use your “[dmail](#)” account to notify you of important financial aid/scholarship information. Be sure to check for notification of:

- Award status
- Missing items which might be holding up your award
- Application deadlines

TOOLS AND RESOURCES

Dixie State University’s [FAFSA](#) school code: 003671.

First-time, full-time students can utilize the [Net Price Calculator](#)

[NOTE: FRESHMAN STUDENTS, WHO ARE FIRST-TIME BORROWERS, MUST WAIT 30 DAYS INTO THEIR FIRST SEMESTER BEFORE THEY ARE ELIGIBLE TO RECEIVE THEIR STUDENT LOAN FUNDS.](#)

PELL GRANT LIFETIME LIMIT

Students are limited to 12 full-time semesters (or 6 full years) of Pell Grant eligibility during their lifetime. Students that received a Pell Grant in the academic year 2011-2012 and had already used their 6 full years of their Pell Grant eligibility will no longer be eligible to receive a Pell Grant starting Fall 2012. If you have attended 12 or more semesters as a full-time student or the equivalent and have received BEOG or Pell grants funds for a total of 6 years of full eligibility, you will not be eligible for Pell grant funds.

DEGREE PROGRAM COURSES AND FINANCIAL AID ELIGIBILITY

All students who are using a Pell Grant and/or federal student loan funding will only receive these funds for courses that are required by their declared degree program and are required to fulfill the students' graduation requirements. Students who qualify for a Pell Grant will need to take at least 12 credits in order to receive their full Pell grant for the semester. If students drop a required course, their Pell Grant will be adjusted if they drop below required thresholds for these federal funds.

Students who are receiving only federal student loans must be enrolled in at least 6 credits which fulfill their graduation requirements. Additional credits may be taken above the 12 credits as DSU's tuition cost plateaus for 12-20 credits. Additional credits can be dual majors, second majors, minors, graduate prerequisites, and general interest courses.

REPEAT COURSES

Per federal regulation, federal Pell grants may not be used to pay for more than one repeat of a previously passed course in which the student received a grade A through D-. For example: if a student takes Math 1010 and earns a grade of D, the student can retake the course for a better grade and still receive financial aid. However, if the student wants or needs to take the course again in order to improve their grade or fulfill the requirement, he or she would **not** be able to receive federal Pell Grant funds for this course. The student would still be eligible for Pell Grant aid in other courses where this situation does not apply. If a student retakes a course that is not aid-eligible, a recalculation of the grant to exclude the credits for the repeated course will be performed.

NOTE: THIS LIMITATION DOES NOT APPLY TO COURSES WHICH CAN BE REPEATED FOR CREDIT.

EARLY FAFSA SUBMISSIONS BEGINNING IN THE 2017-18 YEAR

Beginning with the 2017–18 academic aid year, students may now complete and submit their FAFSA application on October 1st, rather than January 1st. In addition, students and parents will be required to submit their tax information from two years prior, rather than one year prior. Students (and parents if applicable) will be required to provide their 2015 individual Federal Income Tax Return information, the same tax information used to complete the 2016-17 FAFSA.



OVERVIEW

Cooperative Work Experience is designed for freshmen and sophomores and provides a beneficial three-way partnership between the employer, the student, and the University.

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 and completing the required learning objectives. The first two semesters the student can work at any job. The third and fourth semester their job should be related to their field of study. The 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 or volunteer work experience as they explore various career opportunities early in their college careers.

COOPERATIVE WORK EXPERIENCE – HOW DO I SIGN UP?

COOP is available to freshmen and sophomores in all divisions and is applicable to liberal arts as well as CTE programs. To qualify and enroll in Cooperative Education, students should do the following:

- To qualify you must have a job. If you need a job visit the [Handshake](#) job board
- To enroll, open dixie.joinhandshake.com. (***You already have an account as a DSU student. You will not have to create a new account.***)
- **Username = D#_____ Password = (same as myDixie)**
- If you haven't already, activate your account and complete your profile.
- Click on Career Center
- Click on Experiences
- Click on Request an Experience
- Click on Cooperative Education
- Complete required fields (***Required fields are marked with an asterisk.***)
- You will be assigned an instructor and notified by email
- Read the [student manual](#)

If you have any questions please contact Diana Maughan in Career Services - diana.maughan@dixie.edu and 435-652-7668.

Disability Resource Center

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

Address: North Plaza Building

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

Website: 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.

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.

TESTING CENTER CALENDAR



Academic Performance & Tutoring Center

THE WEBSITE IS TUTORING.DIXIE.EDU.

Tutoring Schedules

Appointments

Online Tutoring

SUPPORTING STUDENT LEARNING ACROSS THE CURRICULUM

The Academic Performance Center offers a variety of tutoring services to the student body. We want to make sure that you receive personalized attention from tutors who have your unique challenges and academic goals in mind. We pride ourselves in our ability to provide targeted, one-on-one instruction at no cost to Dixie State University students. To learn more about our mission, learning outcomes, and effectiveness, [click here](#).

FALL & SPRING HOURS

Monday – Thursday

10 AM – 7 PM

Friday

10 AM – 5 PM

Saturday and Sunday

Closed

CONTACT

Location

HCC 431

Phone

(435) 879-4731

[Additional Information](#)

SUMMER HOURS

Monday and Friday

Closed

Tuesday – Thursday

12 PM – 4 PM

Saturday and Sunday

Closed

Health and Counseling Center

IN CASE OF EMERGENCY

Call 911 or visit the nearest Emergency Room

Other Useful Contacts:

National Suicide Prevention Hotline

1-800-273-TALK

Crisis Text Line

Text 'HOME' to 741741

Dean of Students-Del Beatty

435-652-7514

DSU Campus Police

435-652-7515

The DSU Health & Counseling Center provides acute health care, referral services, health education, and brief mental health services so that students are able to pursue their academic, career, and personal goals. The DSU Health & Counseling Center has a staff of licensed medical and mental health practitioners for appointments. We work to provide high quality, cost-effective care for DSU students. The DSU Health & Counseling Center also offers wellness programming that delivers educational services and information to teach healthy approaches to life, coping skills, and encouraging the development healthy lifestyle behaviors. Taking responsibility for one's health and well-being is an essential part of a person's ability to succeed at DSU and in life. We invite you to visit the Health & Counseling Center where we have resources regarding mental health, sexual responsibility, alcohol and other drugs, tobacco cessation, nutrition, and other basic health issues. Condoms are also available for free at the front desk.

PREPARING FOR YOUR VISIT

1. Make an appointment by stopping by or calling 435-652-7756.
2. Show up 15 minutes early for your appointment to fill out forms in our office.
3. Please bring your DSU ID number.

COSTS - BOTH MEDICAL AND MENTAL HEALTH SERVICES ARE FREE PER APPOINTMENT, UNLESS OTHERWISE INDICATED. MEDICAL SERVICES PERFORMED AT AN APPOINTMENT ARE CHARGED PER SERVICE. ALL FEES ARE TO BE PAID AT

THE TIME OF THE APPOINTMENT. PLEASE SEE THE [SERVICES OFFERED](#) PAGE FOR MORE COST DETAILS.

If you are unable to keep your scheduled appointment, please call and cancel at least 2 hours before the appointment. If notice to cancel an appointment is not received at least 2 hours before their appointment time, patients will be assessed a \$10.00 charge for a missed appointment.

****INDIVIDUALS YOUNGER THAN 18 YEARS OLD****

Any individual under the age of 18 must submit a [Consent for Treatment form](#) giving permission from their legal guardian to be treated prior to making an appointment for medical services or mental health services.

CONTACT

HEALTH & COUNSELING CENTER

For Appointments: 435-652-7755

Location: 1037 E. 100 S.

APPOINTMENT COSTS

Routine medical and mental health appointments are free.

Initial Mental Health screenings are also free.

Medical Services (labs, testing, etc.) may have fees based upon [services utilized](#)

SUMMER HOURS OF OPERATION

MENTAL HEALTH SERVICES:

Tuesday-Thursday

9:00 a.m. – 5:00 p.m.

MEDICAL SERVICES:

Tuesday-Thursday

9:00 a.m. – 5:00 p.m.

MISSED APPOINTMENTS - \$10.00

Multicultural and Inclusion Center

We are excited to have you and glad you made the decision to become a Trailblazer. The M.I.C. as it's frequently called is your "home away from home". The center will serve as a hub for student organizations, the Multicultural Student Council (MSC), equity and inclusion efforts on campus and in our community. Prepare to meet new friends, try new experiences and just have fun. Again welcome to Dixie State, we are glad you are here and GO TRAILBLAZERS!

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.

CONTACT

Phone: 435-652-7730

Location: Browning, 2nd Floor

Website: mic.dixie.edu

STEPS TO REGISTER FOR CLASSES

1. Go to **dixie.edu**
2. In the top right hand corner select **myDixie**
3. Login to your **myDixie** account with your Dixie ID and password
4. Select the **Student** tab
5. Select **Registration** (this will open a new tab, select the new tab)
6. Select **Register for Classes**
7. Select the term (Fall 2018) and click continue
8. In the **Subject** box type the subject you are looking for or scroll through the list (ex: ART)
9. In the **Course Number** box type the course number (ex: 1010)
10. Click on search (This will bring up all of your options for Art 1010)
 - a. Use the **Title, Subject Description and Course Number** columns to verify that you are looking at the correct course.
 - b. The **Section** column indicates what type of section the course is.
 - i. If the section number is in the 40's it is an online course.
 - ii. If the section number is in the 50's it is a night course
 - iii. If the section number is followed by an **H** it is taught at the DSU Hurricane Education Center
 - iv. If the section number is followed by a **B** it is taught on the block schedule (block schedule courses are shortened and are about 7 weeks vs. the regular 16 weeks. We do not recommend block classes for new freshman.)
 - c. The **Hours** column indicates the number of credits that the class is worth. Make sure that you are enrolled in the correct number of credits for your scholarships, financial aid etc.
 - d. The **CRN** column indicates the Course Registration Number
 - e. The **Term** column indicates which semester you are registering for
 - f. The **Instructor** columns provides the name of the instructor
 - g. The **Meeting Times** column indicates the day and time for the class. The days are highlighted in blue and the times are listed next to that. If there are no days highlighted in blue that means the class is taught online.
 - h. The **Campus** column lists what campus the class is at. If you hover over that column, you can see if the class is taught at the DSU Main Campus, DSU online Campus, or DSU Hurricane Education Center. Make sure you know where your classes are at!
 - i. The **Status** column shows the number of seats available in the class and the number of seats left. If there are no seats left it will be indicated with a red exclamation mark and say full.
11. Once you decide on the day and time you would like, select **Add** on the far right. The course will be temporarily added to your schedule, and will say "pending." Then make sure you select **Submit** to officially submit the class and save the changes. Below you can view your schedule and where the course fits/what times are still available. On the right side of the window you can see what classes you are registered for and at the bottom it will list how many credits you are registered for once you submit it.
12. To search for your next class select **Search Again** near the top right.
13. Repeat steps 8-12 to continue to build your schedule and register for classes.

If you run in to any registration errors you can check your registration status to see what may be delaying your registration. To do that go the **Student page and select **Prepare for Registration**. Select the term you are registering for and click continue. Any issues will be indicated with a red exclamation mark. To resolve those issues you can contact your academic advisor or our registration office. **Note: All incoming freshmen must complete an online pre-orientation before they can register for courses. For details, go to <https://orientation.dixie.edu/> and review the "Trailblazer Prep" link.**

TAKING THE INITIATIVE AND ACCOUNTABILITY

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)

Petition for Academic Renewal

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

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

- 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/>.

General Education Letter of Completion

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

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

Email: records@dixie.edu

Phone: 435-652-7708

Location: Holland 1st Floor

Fax: 435-879-4005

Complete Withdrawal Form

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 12th 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

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.



EXCEPTION TO POLICY PETITION

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.

STUDENT SECTION

Name: _____ DSU ID #: _____
Last First Middle Initial

Date: ____/____/____ Phone: _____ Email Address: _____

Mailing Address: _____
Street City State Zip

Purpose: Add Class(es): Drop Class(es): Add Extra Credit: Audit Class(es): Complete Withdrawal (must include withdrawal form):

Course Information: Fall: Spring: Summer: Year: _____

Course Identification (i.e. ENGL 1010-05):	Course Title (i.e. Intro to Writing)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

FACULTY SECTION

Student: This section is required and must be completed prior to submitting petition.

Faculty: We thank you for supplying the committee with this information so we can make a fair and equitable decision in the student's behalf. Your cooperation is greatly appreciated.

REQUIRED

Class CRN	Date Last Attended (APPROX.)	Grade Earned By This Date (APPROX.)	Did Student Attend Regularly?	Faculty Signature
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Continued On Back...

Housebill 60 Card

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.

<u>HOUSEBILL 60 CARD</u>			
<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
<u>Instructions</u> 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)

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 1st floor - St George, UT 84770

CONTRACT

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

Guidelines

1. I will work my scheduled hours during the 2018-2019 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

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); Reviewed and edited by Samantha Kidd, Daniela Ruiz and Katie Armstrong (2018).

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