



## Orientation Resource Guide

August 2018

Get to know your school and its resources  
better!!!!

You are expected to know this stuff!!!

# Tartan Ink

- Hours
  - 8AM-8PM M-F
- Location
  - Cohon Center Lower Level
  - Tepper Copy Center in the lower level of Posner Hall
  - SEI Copy Center and Printing & Mailing Center located at 6555 Penn Avenue.
- Services Provided
  - Booklets
  - Flyers and Posters
  - Large Format Posters
  - Laminating and Binding
  - Passport Photos
  - Postcards
  - Brochures
  - UPS Shipping and Drop-Off point
- Can submit print orders online and pickup at store
- Turn-around time determined by size of order
- Questions from a first year:
  - I plan on doing research for the school, where can I print posters?
    - If your research department doesn't have their own way of printing, you can come to Tartan Ink to print large high quality posters
  - If I want to print a bunch of flyers to advertise an event, where can I do that?
    - If you don't want to use your printer quota, you can go to Tartan Ink! However, it will cost you money.
  - I need to take a passport photo to do some study abroad stuff, do I have to find somewhere off campus to do that?
    - No! You can print passport photos right here on campus at the Tartan Ink

# The HUB

- Hours
  - Monday, Wednesday, and Friday: 8:30AM-4:30PM
  - Tuesday and Thursday: 8:30AM-4:30PM
- Location
  - Lower Level Warner Hall
- Services Provided
  - Financial Aid
    - Award notices
    - Loans
    - Outside scholarships
  - Registrar
    - Registration
    - Transcripts
    - Grades
  - Student Accounts
    - Invoices
    - Online Payments
- Website
  - Contains info on registration, financial aid, the academic calendar, info for parents and families, and payment options
- SIO
  - Scheduling
  - Online banking
  - Review grades
  - Update personal information
  - Points out who your **HUB Liaison** is
    - Assigned based upon college
    - Handle all financial transactions and transcript requests, anything other than ID photos, through them
- Important Dates
  - August 15, 2018: Fall semester payment due
  - August 27, 2018: First day of fall semester classes
  - September 3, 2018: Labor Day - no classes
  - September 5, 2018: The Fair, formerly the Activities Fair
  - September 10, 2018: Last day to add/drop with 100% tuition refund
  - October 12-14, 2018: Family weekend 2018
  - November 21-23, 2018: School closed for Thanksgiving
  - December 17, 2018: Last day of final exams for fall 2018
- Questions from a first year:

- o I lost my ID card, where can I go to get a new one?
  - You will have to go to the HUB to get a new ID card, but it will cost about \$25 to get a new card.
- o Where can I go if I need to talk to someone about financial aid or my school account?
  - The HUB handles all of those kinds of things but you can also email your HUB Liaison, whose information can be found in the resources tab of SIO
- o A program/job I am trying to apply to needs a copy of my transcript/verification of enrollment, how do I get one of those?
  - You can request an electronic transcript and a verification of enrollment anytime online through SIO, and if the program/job requires a hard copy then you can go into the HUB to request an official hard copy.

# Office of Disability Resources

- Hours:
  - Monday-Friday: 8:30AM-5PM
  - By appointment only
- Location:
  - 5136 Margaret Morrison Street
- Students with disabilities have the right to receive reasonable accommodations that will allow them to succeed on campus in and out of the classroom
- Students can set up a free, confidential appointment anytime
  - [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu)
  - 412-268-7632
- Serves all types of disabilities, both visible and invisible
- Documentation of the disability is generally required, see website for more information
- There is no fee associated with this service
- Services include:
  - Extended exam times
  - Special housing accommodations
  - Flexible due dates
  - Proctored exams
  - Note taking assistance
  - Distraction reduced testing environment
  - Preferred seating
  - Ability to record lectures
  - Books in alternate formats
- Questions from a first year:
  - At my old school I had accommodations for test-taking, but I doubt CMU has anything like that.
    - In fact, we do! If you can show a valid reason, the Office of Disability Resources can help make an accommodation plan for you, which can include a distraction-reduced testing environment, proctored tests, or anything else someone might need!
  - I had an injury and it will be difficult to get to my room for a while, is there anyone I can talk to about that?
    - Yup! The Office of Disability Resources handles both long-term and short-term disabilities, so if you think you

might need some accommodation then you can set up an appointment with them on their website!

# Academic Development

- Hours:
  - No set hours, vary by service
- Location:
  - Cyert Hall B5
- Provides academic help for all undergraduate students in all schools in the university
- Services
  - Student consultation and learning resources
  - Peer tutoring
    - Walk-in
      - In residence halls
      - Geared towards large Intro courses
    - Scheduled
      - Available for any University course
  - Supplemental instruction (SI)
    - Not replacement for lectures
    - Attendance not required upon signup
    - Held twice weekly for 1 hour sessions, plus exam reviews
    - Fall 2018 courses:
      - Modern Chemistry I
      - Organic Chemistry I
      - Introduction to Electrical and Computer Engineering
      - Physics I for Engineers
  - EXCEL Collaborative Learning Groups
    - Usually 10 or less people
    - Attendance required upon sign up
    - Available for 20 courses in Fall 2018
  - Academic Coaching
    - Help students to learn new academic skills
      - Textbook reading
      - Time management
      - Etc.
- Questions from a first year:
  - In High School we had organized study sessions, does CMU do anything like that or will I have to organize my own?
    - A lot of intro classes have SI and EXCEL sessions, which are organized recaps of what you are learning in class led by trained academic development employees.

- o I never really learned how to study in High School and now I'm kind of nervous about CMU, I know it's super tough here.
  - Don't worry, a lot of students start out in the exact same situation. If you ever feel like your struggling and need some help learning study skills, Academic Development can help teach you those kinds of things.
- o I don't really like the teaching style of my TA or professor and I get kind of nervous in groups, are there any one-on-one tutoring sessions available through the school?
  - Through academic development you can organize a weekly hour long tutoring session for any class on campus. Best of all, it's free!



# Desk Services

## CHANGE FROM PREVIOUS YEARS

- New Neighborhood Model
- Locations:
  - Morewood Gardens
  - Donner
  - Residence on Fifth
- Hours
  - Morewood and Donner: 10AM-2AM
  - Residence on Fifth: 24/7
- More resources at desk
  - Toilet paper
  - Trash bags
  - Orientation booklets
  - Checkout equipment
  - Troubleshoot printer issues
- DESK ATTENDANTS WILL NOT BE ABLE TO GRANT ACCESS TO THE BUILDINGS
  - Morewood Neighborhood Residents (Morewood, Stever, and Mudge) will have access to Morewood
  - Oakland Neighborhood Dorms will have access to the Residence on Fifth
  - Residents of The Hill must request permission from their Housefellow to use the music rooms in Donner and will have access to the Donner lobby printer
  - No other students will have access to these areas
- Questions from a first year:
  - I met someone during Playfair that lives in Donner but I live in Morewood. They want me to come by their room later to see their Playstation. Is there anyway I can get into the building?
    - Unfortunately not on your own. Your friend can come down and let you in but your ID card does not have access to that building.
  - I live in Mudge but I need to use one of the computer clusters. Do I have to go all the way to Campus to use one?
    - Nope! Because you live in the Morewood neighborhood, you have access to Morewood Gardens and the computer cluster there!

# Global Communication Center

- Hours
  - Sunday: 5PM-8PM
  - Monday-Thursday: 11AM-8PM
  - Friday: 10AM-4PM
  - Can walk-in or set up an appointment
- Location:
  - Hunt Library First Floor
- Services Provided
  - Help on anything that involves communicating an idea from one person to another
    - Powerpoints
    - Essays
    - Personal statements
    - Resumes/cover letters
    - Lab reports
    - Speeches
    - Posters
    - Emails
    - Grant proposals
  - Can be involved at any stage of the development process
    - Brain-storming
    - Writing
    - Revising
    - Editing
  - Completely free
  - Offers 1 on 1 appointments and also group workshops
- Questions from a First Year
  - Hey I've never really written a research paper or made a poster or anything like that before. Is someone gonna show us how to do that?
    - Your professors will provide some guidance in what they want from each assignment but if you're struggling still you can go to the Global Communication Center at any point for help on whatever you are working on.
  - I've never been that good at writing or communicating my ideas to other people, is there anyway I can go to for help?
    - Sure, you can go to the Global Communication Center for help on any specific project you are working on but if you just want general help the GCC also holds scheduled

workshops. You can see the schedule for those on their website.

# Intercultural Communication Center

- Hours:
  - Monday-Friday: 9AM-5PM
- Location:
  - Warner Hall 308
- Services provided:
  - Designed to help non-native english speakers develop the ENGLISH language skills and cultural understanding needed to succeed at CMU
  - Non-credit seminars and workshops to develop academic language skills
  - ITA test for any non-native english speaker who wants to be a TA
- Questions from a First Year:
  - I am having trouble understanding some of the technical and academic jargon in my classes, what can I do to improve this?
    - The ICC has many workshops and seminars to help non-native english speakers develop their academic language skills, and you can also set up a 1 on 1 appointment if you like.
  - As a non-native English speaker, do I have to do anything special if I want to be a TA?
    - Yes, you must show academic language proficiency by taking the ITA test with the ICC, although you can also use your TOEFL score.
      - You don't necessarily need to know these tests, they are simply assessments of english language proficiency

# Career and Professional Development Center

- Hours:
  - Monday-Friday: 8:30AM-5PM
- Location
  - West Wing 2nd Floor
- Services Provided
  - New myCareerPath Program
    - mySELF: Who am I and what do I stand for?
      - Interest Assessments
      - Informational Interviews
      - Alumni Shadowing
      - Individual Career Consultations
    - mySTORY: How do I tell my employers who I am?
      - Resumes
      - Cover Letters
      - Online Profile
    - myCONNECTIONS: How do I network to find a job?
      - Family
      - Alumni
      - Recruiters
      - Professional Groups
  - Can set up appointments with people who's expertise is in your major/college via appointment
- Questions from a First Year:
  - I've never really had to apply for a job before so I don't really know how to write a resume or anything. Can CMU help with that?
    - Sure! The CPDC offers help in determining what field you might be interested in, how to write resumes and cover letters, and can even help you with mock interviews so you're well prepared when that time comes!
  - You know I am kind of nervous about internships. How does everyone find jobs at all these cool places?
    - If you are unsure about looking for jobs and internships, the CPDC can connect you with resources and help you learn how to network to expand those connections that can get you into the career you want.

# Center for Student Diversity and Inclusion

- Hours:
  - Sunday: 12-9PM
  - Monday-Friday: 8:30AM-9PM
  - Saturday: 12-6PM
- Location
  - Cohon Center Lower Level
- Services:
  - Offers resources to enhance the student experience in dimensions such as access, advocacy, success, campus climate and intergroup dialogue
  - Supports and connects:
    - Historically underrepresented populations
    - First generation students
    - Pell Grant recipients
  - Initiatives:
    - First Generation/First in Family to Attend College Programs
    - Race and Ethnically-Focused Programs
    - Lesbian, Gay, Bisexual, Queer and Questioning (LGBQ+) Programs
    - Transgender and Non-Binary/Genderqueer Student Programs
    - Women's Programs
    - Bystander and Safe Zone Trainings
- Questions from a First Year:
  - I don't really feel connected on this campus, I don't really see anyone who seems like they understand me or know where I am coming from.
    - First off, we are sorry you feel that way, Orientation does its best to help all students feel connected. But, if you want someone to talk to, the Center for Student Diversity and Inclusion is a hub of great resources that you might want to check out.
  - I want to get involved in advocacy efforts on campus, is there a good group to go to for that kind of information?
    - The Center for Student Diversity and Inclusion has tons of great initiatives and advocacy efforts on campus if you want to get involved and make this campus an even more welcoming place.

# University Health Services

- Hours:
  - Monday-Wednesday: 8:30AM-7PM
  - Thursday: 10AM-7PM
  - Friday: 8:30AM-5PM
  - Saturday: 11AM-3PM
- Location
  - 1060 Morewood Avenue
  - Ground floor of Morewood E-Tower, entrance is behind the inbound bus-stop at Forbes
- Services provided:
  - Allergy shots
  - Flus shots
  - Comprehensive care management
  - General Illness or injury
  - Insurance
  - Health promotion
  - LGBTQ health
  - Massage
  - Medical Records
  - Physicals
  - Prescription refills
  - Sexual Health
  - Vaccinations
  - Psychiatric health
  - DOES NOT BILL INSURANCE, must pay for services at time rendered then you can get reimbursed through your insurance
- Questions from a First Year:
  - Hey, I'm supposed to get some immunizations for the school, where am I supposed to do that?
    - You can go to UHS at 1060 Morewood Avenue, but check in your booklet for the exact times that they are doing immunizations
  - I need to get allergy shots but I don't have a car to get me back and forth to my appointments on time. Is there anywhere closer that I can get them done?
    - You can arrange to have your allergy shots done at UHS at specific times, although this will have to be arranged with UHS and your healthcare provider

# Undergraduate Research Office

- Hours:
  - Monday-Friday: 9AM-5PM
- Location
  - Warner Hall 531
- Services provided
  - Supports students in every area of research
    - Not just scientists and engineers
  - Can award grants for research
    - Small Undergraduate Research Grant (SURG)
    - Summer Undergraduate Research Fellowship for full-time research (SURF)
    - International SURG for those abroad
    - Presentation Awards to help cover travel to conferences
      - Proposals are needed for all of the above, to be reviewed by a committee
  - First-years can do research as well as upper-class students
  - You can earn course credit for undergraduate research
  - Can do research outside of your apartment
- Questions from a First Year:
  - I'm so excited to be at CMU, I have this really cool idea for a research project that I've been dying to try. How can I get involved?
    - You will need to find a project advisor to help guide you and your project but CMU loves when people are passionate about things! If you need funding for your project you may also have to apply for SURF or SURG but all of that is done through the URO.
  - I'd love to get involved in research but I'm worried about my classes and I don't see any real use for it.
    - You should go talk with the URO. Engaging in Undergraduate Research can be really beneficial when applying for jobs and internships. Plus, the URO can even help you get course credit for the research, so it could actually help you with your courses!



# Counseling and Psychological Services

- Hours:
  - Monday-Friday: 8:30AM-5PM
- Location
  - Morewood E-Tower, 2nd Floor
  - Enter under breezeway, there is a door in that tunnel between the courtyard and the parking lot
- Services Provided
  - Safe, confidential environment to talk about personal or academic concerns
    - Parents can only be told info if you sign a release form
    - Information only disclosed without permission if there is indication of danger to someone
  - Connect students with mental health resources in the community
  - Promote psychological growth and self-maturation
  - Students first attend a consultation to determine how your needs would best be served before a plan is drawn up
  - CaPS provides short-term psychotherapy but can recommend services in the area for those who may have longer-term needs
    - usually 6-8 sessions but it is determined by you and your therapist
    - You cannot pay to continue at CaPS, as your sessions begin to come to a close your therapist will discuss their recommendations for ongoing care
  - All services are free
  - Walk-in consultations are available for students in immediate distress
- Questions from a First Year:
  - I have struggled with mental health issues in the past and would like to connect with any resources CMU might offer, where can I do that?
    - CaPS can offer short term psychotherapy, but if you feel you may need something longer term they can also connect you with other resources in the community.
  - I'm really stressed about classes starting and being in a new area away from everyone that I knew and I just don't know what to do.
    - You should always feel comfortable talking to your RA or Housefellow but another great resource is CaPS. A lot of students struggle with stress at CMU and CaPS can offer a lot of help with talking through how your feeling so that you

feel comfortable again. Plus, it's entirely free and confidential so no one needs to know unless you want them to know.

# Carnegie Mellon Police Department

- Hours:
  - 24/7
- Location:
  - 300 South Craig Street
- CMU PDs Phone Number (YOU SHOULD KNOW THIS)
  - 412-268-2323
- Services Provided
  - Police patrols and Call Response
  - Criminal Investigation
  - Fixed Guard and Foot Guard patrols
  - Dignitary protection
  - Event security
  - Crime Prevention
  - Educational Programming
  - CMU Escort Service
    - Escort service to get students to intersection closest to their residence (not back to campus)
    - Services Squirrel Hill, Shadyside, and Oakland
    - Available 6:30PM-6:30AM
  - CMU Shuttle Service
    - Fixed-route, fixed-stop transportation option open to all CMU students, staff, and faculty for free
    - See routes and times online
  - Can also register your property with them (bikes, laptops, etc.) so that if the item is lost or stolen they already have the make, model, and serial number
  - Blue light service:
    - Blue lights with emergency phones all around campus. If you need help, you can call directly from those lines and CMU PD will know where you are
- Questions from a First Year:
  - Is there security on CMU's campus? I'm kind of nervous, I've never lived in a big city before
    - CMU has their own police department, CMU PD, that patrols the campus to make sure everything is safe and secure. In fact, we have CMU PD, the Pittsburgh police department, and even the University of Pittsburgh's police department all in our area so there is nothing to worry about.

- I'm nervous about going home late at night if I am on campus studying or with clubs. What's the best way to get home at night?
  - You can check to see if the CMU shuttle service is still running at whatever hour you are leaving, they are a free transport service for all CMU members, or you can call the CMU escort service and they can get you back to your residence safe and sound, although they do not provide transport to campus.

# CMU Emergency Medical Services

- Hours:
  - 24/7
- Location:
  - No fixed location, trained EMS students are on duty at all times in various locations on campus
- Services provided:
  - Reached via calling CMU PD (again, that's 412-268-2323)
  - Responds to all on-campus medical emergency calls including at the Mellon Institute and the Residence on Fifth
  - Works with Pittsburgh EMS to get transport to hospitals
  - Usually arrive in ~5 minutes
    - 911 would take ~10 minutes and they don't know CMU's buildings as well as EMS
  - Can provide alternatives to ambulance transport for non-critical patients
  - Free care from EMT and EMT certified students
- Questions from a First Year:
  - What do I do if I get injured on campus and can't get to UHS? Ambulances are expensive.
    - We have trained students who serve as emergency responders on campus. They can be reached via CMU PD and can provide on-site care as well as transport to wherever you need to go, whether that be UHS or the hospital.
  - I'm a trained emergency responder and would love to get involved in anything on campus that may have a use for that skill set.
    - Awesome to hear! CMU EMS is always looking for new students to serve as emergency responders to help ensure our students are safe and healthy at all times.

# Alumni Association

- Hours:
  - Monday-Friday: 8:30AM-5PM
- Location
  - Alumni House
  - Right across the street from the UC addition
- Services
  - Connects all CMU Alumni and helps them to continue to engage with the University and with other alums
    - CMU considers you and alumni after completing just 1 semester
  - Take a Tartan to Work
    - CMU students can sign up to connect with an alum and get to shadow them at work
  - Online directory of all connected Alums to build networking connections
  - Tartan Tuesday
    - Wear CMU gear on Tuesday and if the Alumni Association golf cart sees you you may get free stuff
- Questions from a First Year:
  - I hear other schools like Cornell have an extensive alumni network and that they help take care of each other. What about CMU?
    - That would be what our Alumni Association is for. It serves to connect current students and alums with each other and other alums to help build everyone's networks.
  - This job sounds fun but I have never actually tried it and I don't really know if it's for me. How can I try it without having to do a whole long internship?
    - You can sign up for Take a Tartan to Work. CMU has over 110,000 alumni across the globe and this service allows you to connect with them and ask them to take you to their job for a day. With that extensive of a network, someone is bound to be doing the job you are interested in.

# Computing Services

- Hours:
  - Monday-Friday: 9AM-5PM
- Location
  - 119 Cyert Hall
- Services provided
  - Connecting your various devices to the internet
    - Students
      - **IOS:** Locate your wireless configuration settings.
      - Find CMU-SECURE in your Wi-Fi list.
      - Enter the following information.
        - Username: Andrew userID
        - Password: Andrew password
      - If prompted, verify and accept the CMU wireless certificate.
      - **Android:** Locate your wireless configuration settings.
      - Find CMU-SECURE in your Wi-Fi list.
      - Enter the following information.
      - Note: Terminology may vary across devices. Contact your vendor for terminology specific to your device.
        - EAP method: PEAP
        - Phase 2 authentication: MSCHAPV2
        - CA certificate: Use System Certificate
        - Domain: wireless.cmu.edu
        - User certificate: Unspecified
        - Identity: Andrew userID
        - Password: Andrew password
      - If prompted, verify and accept the CMU wireless certificate.
      - Note: You may not be able to select a CMU wireless certificate on some Android devices, but you will be

connected to CMU-Secure after you complete Steps 1-3.

- **Laptop:** Select CMU secure and enter andrew ID and password
  - Parents:
    - Connect to CMU-Guest
    - Browse to any web page, you will be redirected to the login page
    - Enter a valid email and your access code
  - Can offer technical support
  - Can download free programs provided through CMU
  - Allows printing to all andrew printers
- Questions from a First Year:
  - How do I/my parents get connected to the internet?
    - See above
  - Those instructions don't seem to be working, where can I go for help?
    - Computing services' regular hours are above but check your booklet to see if they have changed



# Wellness Initiatives

- Hours and location
  - Angie Lusk is the director of Wellness initiatives at CMU, her office is in the Cohon Center, room 111E
- Initiatives:
  - BeWell@CMU Letter
    - Wellness Announcements
    - Professional/personal development opportunities
    - Events
    - Can sign up online
  - Headspace
    - #1 mindfulness and mediation app on iTunes
    - Free for all CMU students
    - [headspace.com/cmustudents](http://headspace.com/cmustudents)
  - 99-153A2 Mindful Living Course
    - 3 unit pass/no pass course
    - Mini 2
    - Introduces you to practices of mindfulness and meditation with active practice
  - Mindfulness Room
    - Open 24/7 for students to relax
    - Homework free zone
    - Weekly wellness initiatives like Paws to Relax
- Additional Departments/Resources:
  - Wellbeing Resources (physical, mental, emotional) via [University Health Services](#)
  - Wellbeing resources via [Counseling and Psychological Services](#)
  - Wellbeing resources via [Athletics and Recreation](#)
  - Wellbeing resources (spirituality and meaning making, social/community, and intellectual) via Student Affairs:
    - [Council of Religious Advisors](#)
    - [The Center for Student Diversity and Inclusion](#)
    - [Academic Development](#)
    - [Career and Professional Development](#)

- Wellbeing resources (financial/occupational) via the [HUB](#), including [financial literacy](#)
- Questions from a First Year:
  - I hear CMU is a super stressful school, and I just don't know if I can handle that.
    - CMU is as stressful as you make it, and there are plenty of initiatives on campus to help students destress and live mindful lives. For example, every Wednesday in the mindfulness room they have therapy dogs brought in for students to hang out with and pet! For more information check out the CMU Campus Wellness website
  - I used to meditate back home, is there a good spot around here for meditation?
    - Sure, the mindfulness room is a quiet space for students to relax without any work to distract them. As a CMU student, you also get free access to the Headspace app, a great meditation app, so check that out if you like guided meditation.

# Title IX

- Hours:
  - Monday-Friday: 9AM-5PM
- Location:
  - Cyert Hall 140
- Services provided:
  - Promotes gender equity on campus
    - Includes coordinating efforts towards preventing and responding to gender discrimination and sexual misconduct
    - Centralized reporting office for all forms of gender discrimination and sexual misconduct
    - OCs play role in prevention and response space
  - Provides resources and help to those affected by sexual misconduct
    - Both the complainant and the respondent
  - If asked to by the complainant, handles investigations of sexual misconduct so the case can be reviewed by the University Disciplinary Committee
  - Collects and distributes information on gender equity resources in the community
  - Hosts educational opportunities to learn how to support friends and family and recognize sexual misconduct
  - Can come to group meetings to educate your organization on sexual misconduct and consent
- Questions from a First Year:
  - After all of the material in the Building Healthy Communities session on Wednesday, I really want to talk more with someone about gender equity and sexual misconduct, where can I go to do that?
    - Our Title IX office loves to talk with people about gender equity and sexual misconduct and they relish the opportunity to help educate the students, you can visit them in Cyert Hall.

# Computing @ Carnegie Mellon

- Attendance required if class taken during the Fall semester
- Teaches you good computing skills and how to be safe online
- Course is taught during Mini 1, most students take it at this time
- Course is pass/fail in the fall and you need a 75% or better to pass
- To Access academic one-file for C@CM, you must be on campus wifi or use a VPN. Instructions for doing so are on computing service's website
- Blue progress bar in the OLI modules represents completeness of the activities in the module, not your grade
  - If you think you've completed everything but the progress bar ain't moving, hit the collapse all button
- Students should check their canvas for information on when to take their final during orientation if they're taking it early
- Students taking the class in the Fall will take their final exam at the end of mini 1
- Even if you take the course early, it will still be listed on your fall schedule. This is necessary to record grades
- If you started the course in the Fall and did not finish, you will have to start over in the Fall

# Housing and Dining Services

- Hours:
  - Monday-Friday: 8:30AM-5:30PM
- Location
  - 4700 Fifth Avenue
  - Rez on Fifth Second Floor
- Services Provided
  - Dining:
    - Handles all meal plans and works with all on campus dining options
    - Offers vegan, vegetarian, kosher, and halal dining options
    - Operates Nourish, an allergen-friendly kitchen
    - Can cater events
  - Housing
    - Cleans and supplies all on-campus residences
    - Handles all work orders for broken items or needed supplies, i.e. trash bags, toilet paper, etc
    - Supplies microfridge combos if rented by student
    - Can install window air conditioners for a fee
    - Provides laundry view, a service to see the status of all of the laundry machines in your residence hall
    - Provides wired and wireless internet and cable to all residence halls
      - Rez on Fifth has completely wireless internet
- Questions from a First Year:
  - Where can I use my dining plan?
    - You can use your dining plan at any on campus eatery, and there are several off campus businesses, such as the Subway on Craig Street, that accept Dinex. If you have any specific questions, you should check out the Dining Services website
  - Hey the light in my room went out, what should I do?
    - Through the starrez housing and dining portal, you can submit a work order to have the Housing department come in and change the light. The order may take some time to be processed but it will get done. If you have an emergency you can also call them directly