



**TEXAS WOMAN'S UNIVERSITY**

**Denton • Dallas • Houston**

# **Spring 2009 Opening of School FAQ Handbook**

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If you have questions not answered  
in this handbook, contact:

**Dr. Judith Bean**  
**Associate Vice President**  
**for Undergraduate Studies**  
**x2367**

### **REMINDER:**

Martin Luther King, Jr. Day (January 19, 2009)  
is a designated TWU holiday.

No classes will be held on that day  
and the university will be closed for the holiday.

Classes will not be held  
Monday, March 16 through Friday, March 20 for Spring Break.  
Class also will not be held on Saturday, March 21 and  
Sunday, March 22 due to the break.

### **Inclement Weather**

In the event of inclement weather, TWU students, faculty and staff should  
be on the alert for announcements regarding the university's operations.  
These messages will be posted on the TWU website's home-page at [www.twu.edu](http://www.twu.edu)  
and announced on local radio and television stations.

Inclement weather closing and opening announcements also will be  
available by calling any of the Severe Weather Hot Lines:

Denton	940-898-3430
Dallas	214-689-6631
Houston	713-794-2310

# Hours of Operation

## ADMISSIONS

ADM 105

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact x3188
- ▶ admissions@twu.edu

## Institute of Health Sciences – Dallas Center

### Admissions/Registration

Room 106 Parkland  
9 a.m.-6 p.m. Jan. 12-16; Jan. 20-23  
If no one in office, go to room 101.

- ▶ Contact: Karen Long-Trail, 82-6520

## Institute of Health Sciences – Houston Center Admissions/Registration

8 a.m.-5:30 p.m. Jan. 20-23

- ▶ Contact: Leslie Pearson,  
84-2320

## BOOKSTORE

Student Union [www.twu.bkstr.com](http://www.twu.bkstr.com)

Closed Jan. 11

8 a.m.-6 p.m. Jan. 12, Jan. 15  
8 a.m.-5 p.m. Jan. 13-14, Jan. 16  
10 a.m.-4 p.m. Jan. 17  
Closed Jan. 18-19

8 a.m.-7 p.m. Jan. 20-22

8 a.m.-5 p.m. Jan. 23

10 a.m.-4 p.m. Jan. 24

- ▶ Contact x3103

## Dallas and Houston

All textbooks will be available at the  
Majors Bookstores for the Dallas  
and Houston campuses. The TWU  
Denton Bookstore will service all  
other needs.

- ▶ Contact: x81-3103 or  
twu@bkstr.com

- ▶ Dallas Bookstore  
Majors Books  
2137 Butler Street  
Dallas, TX 75235  
(214) 631-4478

- ▶ Houston Bookstore  
Majors Books  
7205 Fannin Street  
Houston, TX 77030  
(713) 799-9922

## BURSAR/CASHIER

### Denton

ADM 101

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Pertinent Spring information  
available at x3570

## Dallas Center Cashier

Room 154A, Parkland\*

8:30 a.m.-12 p.m.; 1-6 p.m.  
Jan. 12-16; Jan. 20-23

All administrative offices are closed  
from 12-1 p.m.

\*If no one in office, go to room 101

- ▶ Contact: 82-6736 or 81-3572

## Houston Center Cashier

8:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Desiree Hodge,  
84-2329

## CAREER SERVICES

HDB 200

8 a.m.-5 p.m. Mon.-Fri.

- ▶ Contact Deidre Leslie, x2950  
Student Employment Issues,  
Contact Elizabeth Macdonald,  
x2951

## CENTER FOR STUDENT DEVELOPMENT AND ORIENTATION

First floor of Student Union

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact Kyle Voyles,  
x3626
- ▶ [www.twu.edu/o-sl/csd](http://www.twu.edu/o-sl/csd)

## COMMUTER SERVICES

Student Union 209

8 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact Amy O'Keefe,  
x3327 or commuter@twu.edu

## COMPUTER LABS

Spring Semester\*

### Library Computer Lab

8 a.m.-midnight Mon.-Thurs.

8 a.m.-10 p.m. Fri.

9 a.m.-6 p.m. Sat.

2 p.m.-midnight Sun.

### MegaLab

MCL Bldg.

8 a.m.-5 p.m. Jan. 12-16

Closed Jan. 19

7:30 a.m.-9 p.m. Mon.-Thurs.

7:30 a.m.-5 p.m. Fri.

### Student Union Computer Lab

Student Union 112

6 a.m.-midnight Sun.-Thurs.

6 a.m.-10 p.m. Fri.-Sat.

## Dallas/Houston Computer Labs

For hours call:

Parkland 82-6625

(214-689-6625)

Presbyterian 83-2470

(214-706-2470)

Houston 84-2113

(713-794-2113)

\*Hours may change during holidays

## Technical Assistance

- ▶ For technical assistance with the  
Pioneer Portal, Blackboard, class-  
room technology or to request  
equipment, call the I.T. Help Desk  
at x3971.

## I.T. Help Desk

7:30 a.m.-9 p.m. Mon.-Thurs.

7:30 a.m.-5 p.m. Fri.

8 a.m.-5 p.m. Sat.; Closed Sun.

## Technology Knowledge Base FAQ

<http://justaskit.twu.edu>

## FINANCIAL AID

ADM 1

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Governor Jackson,  
x3051; gjackson@twu.edu

## Dallas Center Financial Aid\*

Room 106, Parkland

9 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

\* If no one in office, go to  
room 101

- ▶ Contact: Karen Long-Trail,  
82-6520

## Houston Center Financial Aid

8 a.m.-5:30 p.m. Jan. 12-16;  
Jan. 20-23, Room 1300 C

- ▶ Contact: Jennifer Lewis,  
84-2315

## FOOD SERVICE OFFICE

### Student Union Underground 020

- ▶ Contact: John McRae,  
ARAMARK Director, x3663  
mcr-ae-john@aramark.com  
[www.twu.campusdish.com](http://www.twu.campusdish.com)

## HOUSING

Jones Hall 336

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact Nancy Murphy Chadwick,  
x3676; housing@twu.edu

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## ID OFFICE

Denton ID Office

Third floor Jones Hall, within  
University Housing Office

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Beth Lewis, x3565;  
nlewis@twu.edu

If necessary, the ID Office will schedule additional weekend/evening office hours during the first two weeks of classes to accommodate students who attend only evening or Saturday classes. Instructors are asked to contact the ID Office to arrange services.

## Dallas Parkland ID Office

Library in Fay Pannell Hall

12-5 p.m. Jan. 12-15  
8 a.m.-5 p.m. Jan. 16  
8 a.m.-9 p.m. Jan. 20-22  
8 a.m.-5 p.m. Jan. 23  
10 a.m.-2 p.m. Jan. 24

- ▶ Contact: Eula Oliphant, 82-6580  
eoliphant@twu.edu

## Houston ID Office, Room 2300 B

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Deborah Unruh,  
84-2157; dunruh@twu.edu

## INFORMATION TABLES

See page 7 for list

7:30 a.m.-6 p.m. Jan. 20-22

- ▶ Contact: Heather Davis x2367

## INTERNATIONAL EDUCATION

Jones Hall 200

8 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Juanita Duenez Lazo,  
x3338

## REGISTRAR

ADM 128

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Jim Stiles, x3036;  
jstiles@twu.edu

## STUDENT RECORDS

ACT 7 and 9

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Ronnie Valenzuela, x3016;  
vvalenzuela@twu.edu

## STUDENT UNION

### Building Hours

6 a.m.-midnight Sun.-Thurs.,  
6 a.m.-10 p.m. Fri.-Sat.

- ▶ Contact: Kyle Voyles, x3641;  
jvoyles@twu.edu

## Student Union Office Hours

Student Union 209

8 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: x3641
- ▶ [www.twu.edu/o-sl/studentunion](http://www.twu.edu/o-sl/studentunion)

## Student Life Office Hours

Student Union 206

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: Monica Mendez-Grant,  
x 3615; mmendezgrant@twu.edu

## Dallas Center Student Life

Room 107 Parkland

Room 22 Presbyterian

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: x82-6697

## Houston Center Student Life

Room 2300 B

7:30 a.m.-6 p.m. Jan. 12-16;  
Jan. 20-23

- ▶ Contact: x84-2157

## UNIVERSITY SCHEDULING

Office hours are

8 a.m.-5 p.m.

- ▶ Contact: Gregory Armor,  
x3991 or Brenda Klingner, X3990;  
universitiescheduling@twu.edu

## Admissions

- ▶ Contact x3188.

### Frequently asked question: Is it too late to be admitted for spring 2009?

- ▶ TWU cannot guarantee admission this late, but will do everything possible to process applications in time for fall classes.
- ▶ QuikAdmit (on-the-spot admissions) is conducted Jan. 12-16 and Jan. 20-21 on ACT 2 for students who have all the necessary credentials: application, fee, all official transcripts, test scores, etc. QuikAdmit applicants must meet their respective admissions criteria for acceptance. Students whose enrollment is dependent

upon financial aid should make other arrangements for payment of fall tuition or defer their application until next semester.

- ▶ Graduate students may only be admitted as non-degree at this late date. A few programs accept non-degree students only with permission of the department. Students may check with Student Records Processing (x3076) to determine if departmental permission is required. Students seeking admission in those departments should obtain written permission from the department and bring it or fax it (x3079) to Student Records Processing.
- ▶ Non-degree students are not eligible for financial aid.

## Academic Advising

- ▶ Most students meet with academic advisors within the college of their major; undecided students should contact the Office of Undergraduate Studies. Majors and college advisor contacts are listed online at:  
[www.twu.edu/aac/staff.asp](http://www.twu.edu/aac/staff.asp)

## Campus Construction

- ▶ Facilities Management is overseeing construction on the following buildings this semester:

### IHS-Dallas Parkland

Institute of Health Sciences – Dallas  
Campus

### Denton

Science Building Renovation and  
Expansion  
Fitness and Recreation Center

### **Denton Construction, continued**

Golf Course Golf Cart Barn and Buildings

Exterior Painting - Jones Hall

CFO Room 205 Auditorium Renovation

MCL 6th, 7th & 8th Floor Renovation

Music Building Roof Replacement

Mary Evelyn Blagg Huey Library Roof Replacement

Pioneer Hall Roof Replacement

Fine Arts Roof Replacement

Denton Campus Circulation Drainage and Infrastructure

Denton Campus Electrical Infrastructure

Stoddard Hall Life Safety, ADA, and Exterior improvements/ Roof Replacements, General Renovations

For more information or details, please visit the FMC website at [www.twu.edu/fmc/](http://www.twu.edu/fmc/).

## **Career Services**

- ▶ **Who is eligible for Student Employment?** Any TWU student who is enrolled in at least one credit hour is eligible to work on campus. If you are not enrolled, you are not eligible to work on campus.
- ▶ **How do students find out about jobs on campus?** On campus positions are listed on the Career Services website and on the job board at the Career Services Office. The Career Services Office is located in the Human Development Building, Suite 200. The website address is [www.twu.edu/o-cs](http://www.twu.edu/o-cs). Information about all open positions is listed, as well as a contact name and phone number of the hiring department(s). Students interested in a position should contact the hiring department(s) for information about the application process.
- ▶ **What steps should students take after being hired by a department?** Go to the Career Services office in the Human Development Building, Suite 200, to complete

the student employment paperwork. Students must fill out a work permit, W-4, direct deposit form and provide identification to complete the I-9 form. An original social security card is required. Without an original social security card, the employment paperwork cannot be processed, and the student will not be able to work on campus.

- ▶ **What is the difference between Work-Study and Non Work-Study?** Work-Study and Student Employment (also referred to as Non-Work Study) are student work programs available at TWU. Both of these programs allow students to work in part-time jobs both on and off campus. Work-Study awards are based on documented financial need and are limited to financial aid recipients who are awarded Federal or State Work-Study. The Work-Study award is part of an eligible student's financial aid award package. Student Employment is not limited to students with financial need and is not part of the student's financial aid award package.

## **Classrooms/Facilities**

- ▶ Notices and other materials should not be taped to doors or walls. Use bulletin boards instead.

## **Classroom Keys**

- ▶ Classroom keys will be provided to faculty. Contact your department chair or director. Permanently assigned keys, approved by a department chair or director, can be requested online in the Portal under the FM website icon. Instructors will open their classrooms.
- ▶ If a building is not open, contact DPS at x2911.
- ▶ For access codes to classrooms, have the department chair contact DPS at x2911.

## **Commuter and Non-Traditional Student Services**

Student Union 209

8 a.m.-5 p.m. Mon.-Fri.

- ▶ Contact: Amy O'Keefe, x3227; [aokeefe@twu.edu](mailto:aokeefe@twu.edu)
- ▶ Contact office for transportation information, off campus housing information, local child care information and activities for commuter students.
- ▶ Parking issues should be directed to DPS.

### **PUBLIC TRANSPORTATION**

- ▶ **DENTON-CONNECT**  
Service area: City of Denton  
Free with TWU Student ID  
Hours: Mon.-Sat.
- ▶ More information at [www.dcta.net/LinkBus.htm](http://www.dcta.net/LinkBus.htm); 940-243-0077
- ▶ **DENTON - COMMUTER EXPRESS**  
(Bus service between Denton and Dallas)  
Service area: Carrollton, Lewisville and Dallas  
Cost: \$5 one way (tickets purchased on bus or online), monthly pass, 20 ride pass, or annual pass can be purchased in Student Union Office or online.  
Hours: Mon.-Fri. (Morning and late afternoon)
- ▶ TWU bus stop: Picks up on west side of Bell Ave. in front of Stoddard Hall
- ▶ More information at: [www.dcta.net/](http://www.dcta.net/) 940-243-0077
- ▶ **DALLAS - DART**  
[www.dart.org](http://www.dart.org)
- ▶ **DART vanpooling**  
[www.dart.org/rideshare.asp](http://www.dart.org/rideshare.asp)
- ▶ **Trinity Railway Express (TRE)**  
[www.trinityrailwayexpress.org/](http://www.trinityrailwayexpress.org/)
- ▶ **HOUSTON Metro**  
[www.hou-metro.harris.tx.us/](http://www.hou-metro.harris.tx.us/)

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## CARPPOOLING

- ▶ AlterNet Rides  
Carpool database connecting riders and drivers. This free service can be accessed through your TWU Portal homepage.

## Computers/Technology

- ▶ **Blackboard** is the primary web based course delivery system for Texas Woman's University. To login, visit <http://online.twu.edu> or <http://twu.blackboard.com/> For assistance, in addition to calling the I.T. Help Desk at X3971, faculty can also call X81-3706.
- ▶ TWU's **Pioneer Portal** provides technology access to lab computers, email, registration, online payment and many more resources. All faculty, staff and students must have a Pioneer Portal account. To log in to your Pioneer Portal account, visit: <http://portal.twu.edu>
- ▶ For technical assistance with the Pioneer Portal, Blackboard, classroom technology, to request equipment or computer assistance, call the I.T. Help Desk at x3971.
- ▶ Support staff will be available for all classroom buildings. Requests for assistance may be made by stopping at the Information Table or using a courtesy phone to call the Help Desk (81-3971). The Help Desk will send a staff member to the classroom. You can also request assistance in the classroom from the instructor station by pressing the Help button on the touch panel near the podium.

## TECHNOLOGY KNOWLEDGE BASE FAQ

- ▶ <http://justaskit.twu.edu>

## MEDIA TECHNOLOGY REQUESTS

- ▶ Not all classrooms have the same technology. To request additional media, use the online Classroom Equipment Request Form: [https://portal.twu.edu/class\\_support/ioclassroom/classmedia\\_on-line\\_req\\_form.htm](https://portal.twu.edu/class_support/ioclassroom/classmedia_on-line_req_form.htm)

## Add/Drop/Withdrawal

- ▶ Prior to the first day of the semester, students may make changes to their class schedule (adding and dropping courses) without penalty by conferring with an advisor and making the appropriate change through the WebAdvisor system. This procedure is available through 5 p.m. Jan. 16, 2009.
- ▶ During late registration (Jan. 20-23), students may make changes to their schedule using the WebAdvisor registration system available through the Pioneer Portal. During this period there is a \$5 fee charged for each add and/or drop. Students who wish to add a course that is full must use the paper Add/Drop form and obtain instructor approval. This signed form is then processed through the Registrar's office.
- ▶ No classes may be added after 5 p.m. on the last day of late registration - Jan. 23, 2009.
- ▶ The 2009 Spring Academic Calendar includes deadlines for dropping a course without academic penalty after late registration.
- ▶ A student who is dropping all courses for a semester must withdraw from the university by contacting the Office of Student Life.
- ▶ After late registration and once a period of academic penalty (see the Academic Calendar) has begun, a distance learner who

wants to drop a class must contact the professor or academic unit of the course that they want to drop.

## Drop for Nonpayment

- ▶ Students who have not paid the minimum amount due prior to the first class day will have their classes deleted at 5 p.m. Jan. 13.
- ▶ Students whose classes are deleted may re-register and pay without a late fee until 5 p.m., Jan. 16. Students whose classes are deleted may re-register during late registration and pay the \$50 late fee.
- ▶ Students who registered during late registration must make appropriate payment by 6 p.m. Jan. 23. If not paid by this time, students courses will be deleted effective immediately.
- ▶ Students whose courses were deleted can go to the Registrar's office Jan. 26 - Feb. 4 to apply for reinstatement. If reinstatement is granted, then payment MUST be received in full at time of transaction. If payment is not received, all registration transactions will become void and student will be deleted from the class roll.
- ▶ After Feb. 4 – No reinstatements will be approved unless there is an error on the part of the university.

## Waitlist

- ▶ The waitlist functionality will be turned off on Jan. 15. Students still on a waitlist will be notified that they did not get into that course(s).

## Distance Education

A distance education (DE) course is defined by the Texas Higher Education Coordinating Board as a course in which more than 50% of the instruction is delivered electronically.

- ▶ Students who wish to enroll in DE courses must follow the same admissions, registration, and payment procedures as those students enrolled in face-to-face courses, except for the drop process. Please see below. All of these procedures can be done online so the student should not have to come to campus.
- ▶ During late registration, students can drop their courses online through WebAdvisor which can be accessed in their Pioneer Portal account. After late registration, students who want to drop an online class must contact the professor or academic unit. They do not have to come to campus.
- ▶ If a student wishes to drop all of his or her classes (even if all of them are classified as Internet courses) this process is considered a withdrawal and the student must contact Student Life. The student does not have to come to campus.
- ▶ If ALL of a student's courses are classified as Distance Education or Internet for any given semester, the Medical Service and Student Union fees are automatically waived. These students are NOT eligible for these services during that semester. Students can visit the DE website at [www.twuonline.com](http://www.twuonline.com) to find out how to become eligible.
- ▶ A new online student orientation (Getting Started as a Distance Learner) is available at [www.twuonline.com](http://www.twuonline.com) as well as on the TWU Blackboard login screen. Students new to DE or considering DE courses should be encouraged to view the orientation to get an idea of what to expect.
- ▶ Distance learners can park on campus for free one time per semester for a class meeting. See DPS for a complimentary, temporary parking permit.

- ▶ For questions about services available to distance learners, please contact the Office of Lifelong Learning at 940-898-3409. Current distance learners can also find up-to-date information regarding services and academic opportunities on the distance learner blog, TWU Connection, available at [twuconnection.blogspot.com](http://twuconnection.blogspot.com)
- ▶ Faculty should refer to the official class rolls – not the Blackboard roster – to determine if a student is officially enrolled in a DE course.

For additional information on DE at TWU, please contact the Office of Lifelong Learning at 81-3409 or [DE@twu.edu](mailto:DE@twu.edu).

## Financial Aid

- ▶ Students may still apply for financial aid or short-term tuition emergency loans online at [www.twu.edu/finaid](http://www.twu.edu/finaid).

## Food Service

- ▶ Contact: x3663

### DENTON: STUDENT UNION 2nd Floor

- ▶ **Baker's Dozen**  
7:30 a.m.-1:30 p.m. Jan. 5-9;  
Jan. 12-16  
Opens Jan. 20  
7 a.m.-2 p.m. Mon.-Thurs.  
7 a.m.-1 p.m. Fri.  
Closed Sat., Sun.
- ▶ **Chick-Fil-A**  
Opens Jan. 20  
10:30 a.m.-6 p.m. Mon.-Thurs.  
11 a.m.-1:30 p.m. Fri.  
11 a.m.-1:30 p.m. Sat.  
Closed Sun.
- ▶ **Garden Room**  
Opens Jan. 20  
8 a.m.-6:30 p.m. Mon.-Thurs.  
8 a.m.-2 p.m. Fri.

### Lower Level

- ▶ **The Underground**  
(All-you-can-eat dining room)

### Mon., Jan. 19

- ▶ 11 a.m.-1:30 p.m. Brunch in Underground
- ▶ 5-7 p.m. Dinner in Underground

### Beginning Jan. 20

- Mon. - Fri.  
7-9:30 a.m. Breakfast  
11 a.m.-2 p.m. Lunch  
4:30-7 p.m. Dinner
- Sat. - Sun.  
11 a.m.-1:30 p.m. Brunch  
5-7 p.m. Dinner

## CFO BUILDING

### 2nd Floor

- ▶ **The Kiosk**  
Opens Jan. 20  
7 a.m.-1:30 p.m. Mon.-Thurs.

## Guinn-Stark

### 1st Floor

- ▶ **The Commons** (located between Guinn-Stark residential towers)
- ▶ **The C-Store**  
Opens Jan. 17  
10 a.m.-6 p.m.  
Jan. 18 11 a.m.-11 p.m.  
Beginning Jan. 19  
11 a.m.-11 p.m. Mon.-Wed.  
11 a.m.-9 p.m. Thurs.  
5-9 p.m. Fri.-Sat.  
5-11 p.m. Sun.

## DALLAS-PARKLAND

- ▶ Opens Jan. 20  
7:30 a.m. – 2:30 p.m.,  
Mon. – Thurs.  
7:30 a.m. – 1:30 p.m., Fri.

## HOUSTON CENTER Cyber Cafe

- ▶ Opens Jan. 20  
7:30 a.m. – 4:30 p.m.,  
Mon. – Thurs.  
8 a.m. – 3 p.m., Fri.  
8 a.m. - 1 p.m., Sat.

## Housing

The key opening dates for all residence halls are:

- ▶ Jan. 14 at 1:30 p.m. all residence halls open for the semester.
- ▶ University Housing will accommodate any student seeking a residence hall room if space is available.
- ▶ All students wishing to arrive before Jan. 14 must make arrangements in advance by contacting University Housing at x3676 and ask for Tina Bolejack or Kenny Mauk.

- ▶ Refer student(s) to the housing office, 336 Jones Hall, x3676

## ID Cards

- ▶ Contact: Beth Lewis, x3565; nlewis@twu.edu
- ▶ A driver's license, passport or other form of photo ID is required to get a photo TWU ID.
- ▶ There is no charge for the first TWU ID.
- ▶ Replacement charge for ID card is \$10.
- ▶ All lost IDs should be reported to the ID Office immediately.
- ▶ **TWUOne Card** - see Refunds on page 8.

## Information Tables

**7:30 a.m. – 6 p.m. Jan. 20-22**

### DENTON

#### 1st Floor Lobby Areas

(unless noted)

- ▶ Student Union, 2nd floor
- ▶ Arts and Sciences Building
- ▶ Classroom-Faculty Office Building-2nd Floor
- ▶ Multi-Purpose Classroom Building
- ▶ Pioneer Hall
- ▶ Stoddard Hall
- ▶ Human Development Building
- ▶ Science Building (Department of Chemistry and Physics)
- ▶ ACT Mail Room

- ▶ Center for Student Development (SU 1st floor)
- ▶ Blagg-Huey Library Information Desk

### INFORMATION TABLES

#### DALLAS CENTER

**Parkland — Faye Pannell Hall**  
Room 106, 214-689-6520  
**Presbyterian — Dallas Education Building**  
Room 107A, 214-706-2381

#### HOUSTON CENTER

**Institute of Health Sciences**  
Lobby front desk, 713-794-2000

## International Students

- ▶ Current international students or new international students who have been accepted to the university should submit all immigration documents to the Office of International Education. New Student Orientation is mandatory for all new and transfer international students. Orientation is Jan. 12-16 for undergraduate and graduate students.
- ▶ Contact: Juanita Duenez-Lazo  
Director  
Box 425827  
Denton, Texas 76204  
Jones Hall, #200  
940-898-3338  
Fax 940-898-2048  
intloffice@twu.edu
- ▶ Extended hours for Fall Semester 2008:  
Jan. 12-16 - 8 a.m. – 6 p.m.  
Jan. 20-23 – 8 a.m. – 6 p.m.
- ▶ Prospective International Students: to request a university catalogue, application or information on academic programs, please contact the Office of Admissions:  
Erma Nieto-Brecht  
Director of Admissions  
ADM 105  
Box 425589  
Denton, Texas 76204  
940-898-3188  
Fax: 940-898-3081  
admissions@mail.twu.edu

- ▶ International Students who are currently seeking admission to the University should contact the: Office of Student Records  
Box 425649  
Denton, Texas 76204  
940-898-3076  
Fax: 940-898-3079  
admissions@mail.twu.edu

## New Freshman and Transfer Students Orientation

- ▶ New freshman and transfer student orientation will take place Wed., Jan. 14.
- ▶ Check-in begins at 7:30 a.m. in the Hubbard Hall.
- ▶ Orientation is mandatory for students with 12 or fewer credit hours.
- ▶ Register at the Center for Student Development, SU 1st floor, x3626 or online at [www.twu.edu/o-sl/orientation](http://www.twu.edu/o-sl/orientation)
- ▶ Walk-ins are accepted; pre-registration is preferred.

## New Graduate Student Orientation

- ▶ New graduate students are invited to complete the online graduate orientation at <http://www.twu.edu/gradschool/grad-orientation.asp>. The orientation will be valuable for new students in both face-to-face and distance classes. New international graduate students are required to attend the international student orientation Jan. 12-16.

## Lost and Found

- ▶ Lost and found items should be turned in to and claimed at the DPS office in Hubbard Hall or at the DPS office at each remote campus.

## Parking/Public Safety

### Denton Campus Parking Decals

- ▶ The Department of Public Safety (DPS), located in Hubbard Hall in Denton, is open 24 hours a day.
- ▶ Parking decals are required to park on campus. Decals may be purchased 24 hours a day online or at the DPS office.

### Dallas Center Parking Decals

- ▶ Parking decals may be purchased online for the Parkland and Presbyterian campuses.
- ▶ To purchase a parking decal, visit [www.twu.edu/dps/master.asp](http://www.twu.edu/dps/master.asp) and click on Online Permit Registration. Portal login is required.

### Houston Center Parking Decals

- ▶ Contact x84-2222

## Payment

- ▶ TWU students may now pay by credit card or web check online via the Pioneer Portal for any amount due for past or future semesters on their student account. (This does not include emergency loans or departmental fines.)  
  
To access this service, students should log in to their Pioneer Portal account and click on Pay Online.
- ▶ No registration statements (bills) will be mailed.
- ▶ Registration statements must be acquired via the WebAdvisor>MyE-Bill.
- ▶ Payments will not be accepted by phone during the period of Jan. 12-23.
- ▶ Denton cashier hours: 7:30 a.m.-6 p.m. Jan. 12-16; Jan. 20-23.
- ▶ All prior balances and the minimum payment of 25 percent of the total charges for the spring 2009 semester are due by 5 p.m. Jan. 13 or Jan. 16 in order to appear on the first day class

rolls if paying in person at the Denton, Dallas and Houston campuses. Payments may be mailed to TWU Office of the Bursar, PO Box 425439, Denton, TX 76204-5439. We accept MasterCard, Visa, Discover and American Express.

### Installment Payment Plan Agreement

- ▶ Enrollment in the Payment Plan is required for all persons who do not pay in full and who pay at least the 25% minimum by accessing WebAdvisor>PayMyBill>EnrollinPmtPlan.
- ▶ Contact: Bursar's Office x3570

## Late Registration

- ▶ If the minimum payment has not been made prior to the first day of the fall semester, classes will be deleted and students must re-register during late registration. A \$50 late registration fee will be assessed. TWU cannot guarantee students will be able to re-register for the same classes.
- ▶ Classes and late registration begin Tues., Jan. 20.
- ▶ Last day to register or add a class and make payment is Jan. 23 before 5 p.m. If payment has not been made, students will be deleted from the class roll.
- ▶ Students who were previously registered but deleted for non-payment may apply for reinstatement through the Registrar's Office Jan. 26-Feb. 4. Minimum payment must be received in full at the time of reinstatement. If payment is not received by 5 p.m. the day of reinstatement, all registration transactions will become void and the student will be dropped from the class roll.
- ▶ After Feb. 4, no reinstatements will be approved unless there is an error on the part of the university.

## INSTALLMENT DATES

### (if paying on installment option)

- ▶ Second installment payment — Feb. 20
- ▶ Third installment payment — March 27
- ▶ Final installment payment — April 24

## WITHDRAWAL REFUNDS

Withdrawal is dropping all classes for the entire semester.

- ▶ 80% refund — Jan. 20-26
- ▶ 70% refund — Jan. 27-Feb. 2
- ▶ 50% refund — Feb. 3-9
- ▶ 25% refund — Feb. 10-16
- ▶ No refund after Feb. 16

## DROP REFUNDS

- ▶ The last day to drop a class, remain enrolled in at least one credit hour and receive a full refund is Feb. 4, 2009. (Dropping of classes may result in the adjustment of awarded financial aid.)

## REFUNDS

- ▶ TWU has entered into an agreement with HigherOne, a company that provides financial services to the higher education community. In order to receive a refund from TWU, students must choose how they would like their refund delivered by following the process for activating the TWU OneCard. Refunds include scholarship checks and financial aid checks, as well as refunds for dropped classes and withdrawals. Student questions concerning refunds can generally be answered by the TWU OneCard website at <http://TWUone.com>.

## PIONEER ID CARD

- ▶ The TWU OneCard should not be confused with the TWU Pioneer ID Card, which serves as the TWU student, faculty and staff identification card, library card, student housing meal card and allows students, faculty and staff to deposit money onto the card for purchases on campus. For more information, contact X3565.

## Post Office Boxes

- ▶ Students who want to rent a post office box must complete a form at the post office, located in the Student Union. Post office hours of operation:  
Mon.-Fri. 10 a.m. to 1 p.m.
- ▶ Box rentals are available for \$35 for six months or \$70 for one year.
- ▶ A \$1 deposit is required for the key.
- ▶ Contact: 382-8511.

## Registration Blocks (Holds)

### REMOVING REGISTRATION BLOCKS

- ▶ Students may be prevented (blocked) from registering for a variety of reasons, such as not submitting complete academic records, not completing required orientation or TSI testing, not returning books due to the library, having a financial aid or disciplinary problem, having unpaid parking fines or having unpaid balances owed to other units of the university. (For a complete detailed list, contact the Registrar's Office.)
- ▶ Students attempting to register will receive information about the registration block through the WebAdvisor system. The system will indicate the reason for the block and the office to contact for removal.
- ▶ To remove the registration block, contact the appropriate office, resolve the problem, then proceed to register.
- ▶ The payment terms hold and the student health information hold must be lifted by the student through WebAdvisor.

## Accuplacer, THEA and Other Required Testing

- ▶ In accordance with the Texas Education Code, new students, unless exempt, must be tested to assess readiness for freshman level work in reading, writing and mathematics prior to enrolling in collegiate-level coursework. Transfer students also may be required to submit scores if they have not met compliance through recognized coursework. For details on recognized tests (Accuplacer, THEA and others), exemptions, passing scores and recognized coursework, students are encouraged to visit the Academic Advising website at [www.twu.edu/aac](http://www.twu.edu/aac).

### FOR FURTHER INFORMATION

- ▶ Students may use the internet [www.thea.nesinc.com](http://www.thea.nesinc.com) or visit the Academic Advising website at [www.twu.edu/aac](http://www.twu.edu/aac).
- ▶ THEA TEST DATES  
Feb. 28, 2009  
April 25, 2009  
June 27, 2009  
July 25, 2009
- ▶ ACCUPLACER TEST DATES  
Jan. 6, 2009      ACT 503  
Jan. 7, 2009      ACT 503  
Jan. 8, 2009\*     ASB 211  
Jan. 13, 2009     ACT 503  
Jan. 14, 2009     ACT 503  
Jan. 20, 2009     ACT 503  
Jan. 22, 2009     ACT 503

CHECK-IN TIME: 10 a.m.

\*Check-in is at noon.

### TWU NEW STUDENT PLACEMENT TESTING

- ▶ TWU placement tests are offered at new student orientations. Other test dates may be available throughout the semester. For more information, visit our website at [www.twu.edu/o-sl/orientation.html](http://www.twu.edu/o-sl/orientation.html) or [www.twu.edu/aac](http://www.twu.edu/aac).

- ▶ If placement scores are not available when advising begins, students will be placed in courses based on ACT/SAT, THEA and/or TAKS scores.

## University Scheduling

### ADDING SECTIONS AND INCREASING CAPS

- ▶ Department chairs and deans are urged to review enrollment in classes and if class enrollment caps can be increased or additional sections are needed, to contact University Scheduling Office as soon as possible to ensure room space. **Whenever possible, raise caps to the classroom capacity. Please notify the Bookstore of any added sections or closed courses/sections** as soon as possible at <http://www.twu.bkstr.com> (click on "Contact Us").

### WAITLISTED COURSE SECTIONS

- ▶ If a cap is raised on a course, the appropriate number of waitlisted students will be automatically notified via email of their 24-hour opportunity to register for the course through their "Manage Waitlist" feature of the WebAdvisor. If a waitlisted student does not register for the course within that time period, the offer expires and moves to the next student on the waitlist. Academic departments are reminded that waitlisted students should be notified by the department if a course section is cancelled or if a new section is added. Waitlist FAQs are available on the Portal start page - [https://portal.twu.edu/registration/wl\\_faq.asp](https://portal.twu.edu/registration/wl_faq.asp)
- ▶ Everyone should remember the classroom capacities can be viewed online and that the capacities are dictated by fire code regulations. Therefore, care should be taken to avoid having more students in a room than fire code limits allow.

## **BEGINNING CLASSES — ADEQUATE SEATING**

- ▶ When meeting classes for the first time, faculty should begin by announcing the name and section of the class to allow students who may be in the wrong room to leave and give seating to students who belong in that classroom. This could prevent the need to find additional seats.

## **CURRENT/ADDITIONAL SEATING**

- ▶ After dismissing any students who are in the wrong classroom, faculty should contact the department chair if there are not enough seats in the classrooms for the students – rather than taking chairs from other classrooms. Classes have been assigned to rooms at near fire code capacity in many cases, so that if seats are removed from one room, there will be a domino effect of shortages in other rooms.
- ▶ Currently a check of seating is being conducted in each classroom. The University Scheduling office will contact department offices if shortages are found in classrooms usually taught by the department.
- ▶ Additional seating for the first week will be available in each building. Department chairs will be notified of the location of additional chairs by Facilities Management. Requests to replace or deliver chairs should be sent to Facilities Management. Requests for large-size chairs should also be sent to Facilities Management.

## **MOVING CLASSES**

- ▶ During the first week of classes, the University Scheduling Office will need to focus on finding rooms for additional sections and moving any overflowing classes to larger rooms; therefore, requests to move classes

for other reasons should be postponed until the second week of class. After that date, department chairs should contact the University Scheduling Office to move a class, so that students can be reached in an emergency and the original room can be reassigned.

## **SEATING ARRANGEMENT**

- ▶ To assist in counting the seats in each room and maintaining adequate seating, faculty are requested to have students return seats into rows at the end of class if furniture was moved during class.

## **CORRECTING FACULTY/ INSTRUCTOR OF RECORD**

- ▶ Please complete the class schedule with names for each class [replacing “staff” and making changes where needed] before the 12th class day/ census day. Department chairs will receive a list from the scheduling office for this purpose. This is needed to ensure correct workload reports.

## **MEDIA TECHNOLOGY REQUESTS**

- ▶ Not all classrooms have the same technology. To request additional media, use the online Classroom Technology Request Form - [https://portal.twu.edu/class\\_support/ioclassroom/classmedia\\_on-line\\_req\\_form.htm](https://portal.twu.edu/class_support/ioclassroom/classmedia_on-line_req_form.htm)

## **ASK TWU**

- ▶ Ask TWU provides many answers to TWU-related inquiries.
- ▶ Go to [www.twu.edu](http://www.twu.edu) and look for the **ASK TWU** button.
- ▶ Type your question in the text box and click on the submit button.

# **Facilities Management**

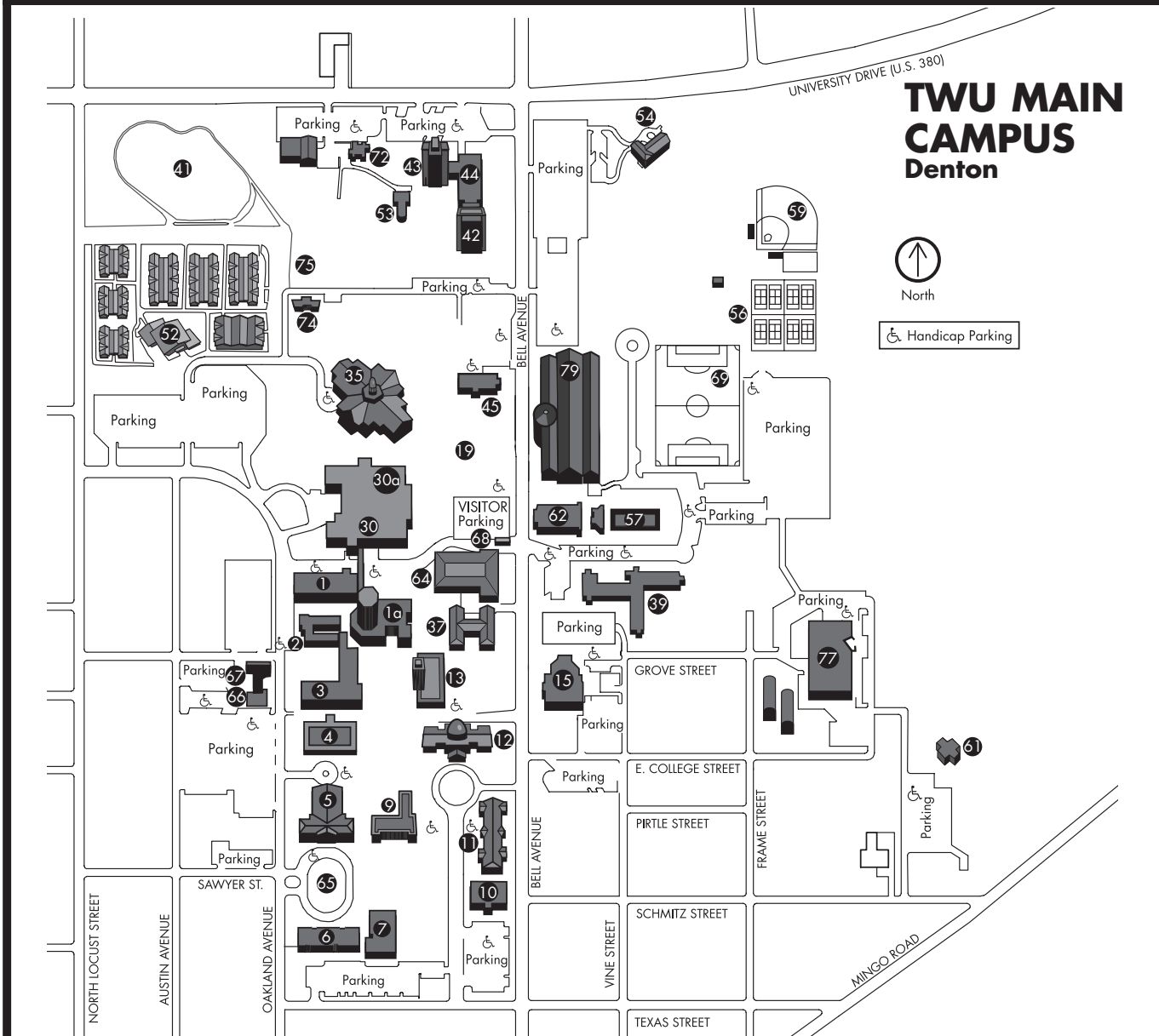
## **SUBMITTING A WORK ORDER, KEY, VEHICLE, OR MOVE REQUEST**

- ▶ Log onto your TWU Pioneer Portal Account.
- ▶ Navigate through the A-Z Sitemap and choose Facilities Management.
- ▶ Choose the appropriate link found on the lower, left hand side of the screen.
- ▶ Follow the instructions listed on the page for the appropriate request.

## **TIPS**

- ▶ Vehicle requests must be printed, filled out, signed, and faxed to 81-3148
- ▶ One can check the status of a key request by using the KEY STATUS link on the left navigation menu.
- ▶ If you have any questions, please feel free to call our main number at 81-3131 or Customer Service at 81-3137.

# Texas Woman's University Campus Map



## BUILDING KEY

1a	ACT	Administration and Conference Tower	74	Greenhouse	2	PB	Patio Building
1	ADM	Admissions Building — Admissions, Financial Aid, Scholarship and Registrar's offices	43	GH	79	PH	Pioneer Hall
72	AH	Alumni House	30	HH	65		Pioneer Woman Statue
19		Amphitheater		Safety, Services	30a	HH	Redbud Theater
3	ASB	Arts and Sciences Building	11	HDB	9	SCI	Science Building
35	BHL	Blagg-Huey Library	68		69		Soccer Field
7		Bralley Annex	45		59		Softball Field
13	CFO	Classroom Faculty Office Building	39	JH	42		Stark Hall
44		The Commons	53	LC	37	SH	Stoddard Hall
62	DGL	Dance-Gymnastics Laboratory Bldg.	52		64	SU	Student Union - Bookstore, Post Office
77		Facilities Management	15	MCL	56		Tennis Courts
75		Gardens	5	MUS	10	ULB	Undergraduate Laboratory Building
61		Golf Clubhouse	12	OMB	54	UH	University House
4	GRB	Graduate Research Building	57		6	ART	Visual Arts Building
					41		Walking Path