

University of New Haven

# ***GUIDE FOR NEW STUDENTS***

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Everything you need to know  
for your first weeks on campus



# WELCOME!

On behalf of the entire University of New Haven community, I would like to extend to you a warm Charger welcome! We are excited about getting to know you, learning about your interests and strengths, and being thrilled by the unique contributions you will make to our campus and, eventually, the world beyond our boundaries.

We know that the first few days and weeks will be challenging for you, so we've pulled together in one place the information you'll need to navigate the ins and outs here as well as answers to the many questions that are probably filling your mind right now and maybe overloading it just a bit.

Inside the Guide, you'll find:

- information about course schedules and advising
- who to contact for personal support and counseling
- a look at our beloved University traditions
- the top-ten things students should know — courtesy of students who have been there, done that
- the top apps you will be using, and much more

And, if you still have questions after going through the Guide, I'm always here to answer them for you. Just contact me at 203.932.7176 or at [ORAllen@newhaven.edu](mailto:ORAllen@newhaven.edu).

Once again, we are delighted that you are now part of the UNewHaven family!

Sincerely,

*ORAllen*

Ophelie Y. Rowe-Allen, Ed.D.  
*Dean of Students, Chief Diversity Officer*





# WHAT TO EXPECT DURING YOUR FIRST FEW WEEKS ON CAMPUS

## Finding your way around campus.

Scan the QR Code, or visit [newhaven.edu/map](https://newhaven.edu/map) for our interactive campus map. You can even get walking directions!



## #BlueAndGold Fridays

On Fridays, we wear blue and gold! Show your **#ChargerPride** by wearing University colors and apparel.

## What do I need to do before classes start?

- ☐ Buy your textbooks
- ☐ Learn how to read your Course Schedule; see [page 7](#) for a quick guide.
- ☐ Check out the academic calendar for important dates: [newhaven.edu/academics/calendar](https://newhaven.edu/academics/calendar)
- ☐ Log in to myCharger, where you will find campus updates, resources, and events calendar: [mycharger.newhaven.edu](https://mycharger.newhaven.edu)



# UNIVERSITY TRADITIONS



**Allingtown Clean Up** – Annual event that takes place during both the Fall and Spring semesters to bring the campus community together to clean up the surrounding neighborhood. This event is sponsored by the Office of Community Service.

**Charge In** – Part two of the orientation program at the University to help familiarize students with campus resources, student expectations, etc. This is also where students check in and/or move in if they are residential students.

**Charge Out** – Essential event that takes place during the Fall and Spring semesters for all graduating students, both undergraduate and graduate, to obtain the information they need prior to Commencement.

**Disable the Label** – Disable the Label is a full-day university-wide disability awareness day open to all members of the university community that provides an opportunity for students as well as all other members of the university community to be involved in disability awareness activities.

**Fall Fest** – Fall Fest is Residential Life's first signature program of the year. Students often enjoy an afternoon filled with entertainment, games, and fall treats on the Bixler/Gerber quad to celebrate the season as a community.

**Family Day** – Family Day is an annual event hosted for families to visit their student on campus and participate in a variety of programs for all ages. This is a great way for families to see their student after the first full month of classes.

**Holiday Fest** – An annual event in December to celebrate the various holiday traditions from cultures around the world.

**International Festival** – Annual University event in the Spring sponsored by International Student Services to showcase food, dance, and traditions of our international students.

**Midnight Breakfast** – Annual tradition where faculty and staff volunteer to cook breakfast in the Marketplace for students before each finals period.

**Midnight Madness** – Annual event that celebrates when the NCAA (National Collegiate Athletic Association) permits formal basketball practices for the Men's and Women's teams.

**Mosaic Reception** – Annual event sponsored by the Myatt Center during Welcome Week to welcome all new students of color and other students from underrepresented groups to the campus community.

**Snowball** – Annual winter formal dinner/dance for undergraduate students.





**Spring Weekend** – The biggest event of the spring semester, Spring Weekend, is the University's last weekend of activities and fun before finals begin. The annual concert hosts notable artists who fill the David A. Recreation Center to full capacity. Spring Concert artists of the past include A Boogie, Cheat Codes, Kid Ink, Timeflies, and Third Eye Blind. Other events during Spring Weekend include a notable comedian and the Spring Carnival. North Campus is packed with food trucks, inflatables, carnival rides, and interactive games.

**Twisted Thursdays** – Events hosted by the Center for Student Engagement, Leadership, and Orientation (CSELO) to provide a substance-free alternative for students on Thursday nights.



**Welcome Week** – Week-long set of activities and events sponsored by the CSELO to welcome students back to the University for a new academic year.

**Winter Fest** – Winter Fest is Residential Life's newest signature event. Students enjoy hot chocolate, winter activities, and entertainment while we transform the quad into a winter wonderland.



# ACADEMIC SUPPORT

## I'm not sure what resources are available to me, or I'm not sure which resource I should start with. Who should I contact?

You should begin by contacting or reaching out to the **Center for Student Success (CSS)** at 203.932.7237. The mission of CSS is to familiarize students with the multitude of resources available on campus and to help students make progress toward fulfilling their educational, social, and personal goals.

## Where should I go if I need academic support and tutoring?

The **Center for Learning Resources (CLR)** provides academic support to students, using metacognitive strategies to help them understand and apply effective learning methods. The **Writing Center** offers exceptional peer tutoring to students at all stages of the writing process. See page 8 for more information.

## How do I change my major?

Prior to the first day of classes their first year, new students can change their major by contacting the Admissions Office, at [transition@newhaven.edu](mailto:transition@newhaven.edu). After the first day of classes, students must complete the change of major form, which can be found on the Registrar forms page of myCharger. However, students should contact their academic advisor to discuss the impact that changing their major has on their degree completion plan.

## How do I change my classes after classes start?

Course schedules for new students are created by the Center for Student Success (CSS) based on a student's major, guidance from their faculty advisors, and information provided in placements and surveys. In order to change your schedule, you must contact CSS because new students have a hold on their accounts. Watch your email for information on how to reach CSS during the add/drop period (the first week of classes). Staff will be available in person or via Zoom.

## Can I retake a class I do not do well in?

Student can retake at total of five (5) classes during their time at the University; any one class can be retaken a total of three (3) times. A class repeated more than once counts as two (or more) of the five (5) attempts. The higher grade is counted in the grade point average (GPA) when students repeat a class in which they earned a C- or below. If student retakes a class in which they earned a C or higher, the grades are averaged into the GPA.

## Can I withdraw from a class after the add/drop period?

Classes dropped during the add/drop period are removed completely from the student's schedule and transcript.

Classes dropped after the last day of the add/drop period but prior to the withdraw deadline result in a "W" for the course and are noted as "W"s on the transcript. Withdrawing from too many courses can impact a student's eligibility for financial aid. Students should consult with their faculty advisor or the CSS before withdrawing from a class.

## Will I lose my merit scholarship if I don't do well in classes?

All students receiving financial aid must be making satisfactory academic progress (SAP) and be in good academic standing to be eligible to receive financial aid. If you do not make academic progress, then you will not be eligible to receive financial aid for the next school year until you are in good standing.

A student can appeal their academic ineligibility to be granted financial aid despite academic deficiencies. For more information, visit the student handbook at [newhaven.edu/studenthandbook](http://newhaven.edu/studenthandbook).

## Where should I go if I need reasonable accommodations, modifications to housing or dining, or IEP and/or 504 plan requests?

The **Accessibility Resources Center** provides comprehensive services and support that promote educational equity and ensure students are able to participate in all the opportunities available at the University. See page 8 for more information.

There are many policies and procedures that can make your first year of college seem overwhelming. The good news is there are resources here to help you navigate the processes. Two of those resources are your faculty advisor and the Center for Student Success.

Your faculty advisor is listed on your degree audit. The degree audit is the graduation cap icon on myCharger. You can email your faculty advisor directly from degree audit.

Students can make an appointment with the Center for Student Success through Navigate. You must download the Navigate App to do so (see page 23 for details). Many faculty advisors also have appointment availability in Navigate.

## Where can I find my schedule and how do I read it?

Your course schedule is created by the Center for Student Success (CSS) and is based on your major and information provided in placement exams and surveys.

### ACCESSING YOUR CLASS SCHEDULE:

Go to [mycharger.newhaven.edu](https://mycharger.newhaven.edu)

1. Choose the person icon from the top menu bar.
2. Choose Student.
3. Choose Registration.
4. Make sure "Fall 2021" is the selected as the term and hit "submit."
5. Choose "Concise Student Schedule."



### HOW TO READ YOUR SCHEDULE

Your schedule has abbreviations for the building name, day of the week, and course category. Some classes are half-term classes and start or end in October. Make sure you note the delivery format: on-ground, online, remote, hybrid, flex, or clinical/laboratory.

#### Delivery Format

**On-Ground:** All classes meet in-person.

**Online asynchronous (ONLI):** Fully online asynchronous course with no live required class sessions.

**Hybrid:** Students attend in-person for half of the scheduled course time and the other half of the class content is available online. Students are only required to attend in-person on their designated day(s) and students do not attend classes virtually.

**Remote synchronous (ONLI with specific meeting time):** Fully online synchronous course. Students attend virtually at the assigned class time.

**Flex:** Half of the students attend each class session in-person and the other half attends virtually at the same time. Flex courses do not have a fully remote attendance option.

**Clinical/Laboratory:** Practical courses that have an on-ground required component.

#### Days of the week

**M** = Monday      **R** = Thursday      **N** = Sunday  
**T** = Tuesday      **F** = Friday  
**W** = Wednesday      **S** = Saturday

#### Campus Buildings

BSAC	Bartels Student Activity Center
BREC	David A. Beckerman Recreation Center
BERG	Bergami Hall
BCKM	Buckman Hall
BCST	Bergami Center for Science and Technology
CHPL	Charger Plaza
CPBC	Charger Plaza Building C
DTLH	Dental Hygiene Building
DODD	Dodds Hall
ECHL	Echlin Hall
GRMC	German Club
HARI	Harugari Hall
HCLI	Henry Lee Institute
KAPL	Kaplan Hall
MAXY	Maxcy Hall
NASH	Nashville Site
NLON	New London
NTCH	North Hall
ONLI	Online
ORGC	Orange Campus
PRT0	Prato Italy Site
SHEF	Sheffield Hall
STHC	South Campus Hall
STDA	Study Abroad
WSHL	Westside Hall
YNHH	Yale New Haven Hospital
YSPH	Yale Sponsor Hospital



# ACADEMIC SUPPORT

## Here are some important offices you should know.

**Center for Student Success (CSS)** – The Center for Student Success (CSS) provides support services for students. CSS Success Advisors assist first-year students in getting acclimated as they make the transition from high school to college, connecting them to the resources necessary for their success. Success Advisors challenge upper-class students to further and more deeply explore connections between their majors and career interests and to continue to develop positive and meaningful relationships with faculty members.

Maxcy Hall 210 | 203.932.7237 | [CSS@newhaven.edu](mailto:CSS@newhaven.edu)

**Center for Learning Resources (CLR)** – The Center for Learning Resources (CLR) offers students free tutoring by peer and professional staff in a variety of courses.

Marvin K. Peterson Library, Lower level | 203.932.7215  
[CLR@newhaven.edu](mailto:CLR@newhaven.edu)

**Writing Center** – The Writing Center offers exceptional peer tutoring for undergraduate and graduate students. Bring in your assignment, ideas, and any writing you have done so far. From there we will give you the tips and direction to help you succeed!

Marvin K. Peterson Library | 203.932.7285  
[WritingCenter@newhaven.edu](mailto:WritingCenter@newhaven.edu)

**Accessibility Resources Center (ARC)** – The Accessibility Resources Center is a student's first step to receiving reasonable accommodations and accessing services that may be needed to provide the individual with the opportunity to be successful as a student with a disability, a student with a chronic health-related issue, or a student in need of veteran's accommodations when returning to or attending college for the first time. The services of this office are at no charge to students, and can be accessed upon determination of eligibility as a qualified student.

Sheffield Hall | 203.932.7332 | [ARC@newhaven.edu](mailto:ARC@newhaven.edu)

**Math Zone** – The Math Zone seeks to create an individualized educational experience in which students learn with the support of math instructors and tutors. Student learning is supplemented by an online platform that adapts when students demonstrate mastery and delivers precise instruction in areas of difficulty.

North Hall | 203.479.4105 | [MathZone@newhaven.edu](mailto:MathZone@newhaven.edu)

**Academic Service Learning** – Academic service learning is a form of experiential education where students participate in community service projects that enhance what is taught in the classroom within a graded, credit-bearing course. Students participate in community

service projects at local nonprofit and public organizations to address a defined need mutually agreed upon by the partner and the instructor. Service learning courses can be found by looking for the "S" designation on the course number.

Kaplan Hall 210 | 203.479.4588 | [ServiceLearning@newhaven.edu](mailto:ServiceLearning@newhaven.edu)

**The Marvin K. Peterson Library** includes three floors of quiet study space, an Information Commons, Library Cafe, group study rooms, comfortable seating, stacks, and reference areas. It has 8 iMacs, 71 desktops, 6 iPads, 4 high-speed black/white printers, a color printer, and 2 scanners. Wireless networking is available in all areas of the library. Students can also plug in their laptop computers to connect to the campus network at more than 100 ports.

Marvin K. Peterson Library | 203.932.7189  
[LibraryHelp@newhaven.edu](mailto:LibraryHelp@newhaven.edu)

## STUDENT SERVICES

**Student Technical Support** – Information Technology provides complete service for student-owned computers with no charge for labor. The Student Technical Support Office is located in the Campus Bookstore and provides hardware and software support for PCs, Macs and Unix machines, including hardware repair and software installation. The Student Technical Support office also administers the campus software licensing program.

Campus Bookstore | 203.932.8324  
[StudentTechSupport@newhaven.edu](mailto:StudentTechSupport@newhaven.edu)

**Campus Card Office** – All students are issued a card which includes the following features: picture ID, 16-digit ISO number, proximity chip, and access to online and in-house University of New Haven library services, as well as optional paid access to dining, vending, and third-party vendor services. All students are required to have a current Campus Card and must keep the card with them when on campus to identify themselves as a member of the University of New Haven community. Some events may require ID to be displayed to gain entry.

Campus Bookstore | 203.932.7062 | [CCard@newhaven.edu](mailto:CCard@newhaven.edu)

**Study Abroad/Study Away Office** – The University of New Haven offers study abroad and study away opportunities all over the world. ("Study away" includes some opportunities within the United States for which most processes for study abroad apply.) Through study abroad, students discover firsthand diversity beyond the borders of home. Students are challenged to critically examine both host cultures and their own in almost every way, including social relations, resource use, political systems – you name it! It's an exciting journey that should lead to intellectual growth and new confidence and independence.

Maxcy Hall 109 | 203.932.7175 | [StudyAbroad@newhaven.edu](mailto:StudyAbroad@newhaven.edu)





**Campus Bookstore** — The Campus Bookstore, located near the Bartels Campus Center, is the main source for purchasing required course textbooks and academic supplies. It also provides a full line of University of New Haven-imprinted clothing and merchandise, greeting cards, candy, stamps, gifts, and school and residence hall supplies.

Campus Bookstore | 203.932.7030 | [unh@bkstr.com](mailto:unh@bkstr.com)

**Mail Room** — University mail service and mailboxes.

Maxcy Hall Lower Level | 203.932.7201

[MailDepartment@newhaven.edu](mailto:MailDepartment@newhaven.edu)

**Career Development Center** — The Career Development Center provides complete career development services, resources, programs, and guidance to students through the integration of career development into academic, student life, and athletics, as well as stand-alone programming and events. We focus on educating students on potential major and career options, connecting with resources to learn about careers, preparing students for experiential opportunities, helping students learn from and leverage their experiences into marketable skills, and guiding them through the internship, job, and graduate school application process.

Bartels Student Activity Center | 203.479.4858

[CareerDevelopmentCenter@newhaven.edu](mailto:CareerDevelopmentCenter@newhaven.edu)

**Community Service Office** — The office organizes community service activities on campus; promotes community service opportunities to members of the University community; houses a database of community agencies and programs needing volunteer assistance; develops programs, forums, and workshops that focus on community service issues; and coordinates programs such as Alternative Spring Break, Allintown Clean-Up, and the President's Public Service Fellowship Program. All members of the University of New Haven community are encouraged to use the services of the office.

Bartels Hall Level 4 | 203.479.4585

[community\\_service@newhaven.edu](mailto:community_service@newhaven.edu)

**Student Employment Office** — The Student Employment office manages all aspects of employment for students from providing initial paperwork to payroll.

Bergami Hall | [SEO@newhaven.edu](mailto:SEO@newhaven.edu)

## ONE STOP

The One Stop is an integrated customer service office representing the offices of the Bursar, Financial Aid, and Registrar. This office is here to assist students and families with their student billing, financial aid, and registration questions.

**Registrar's Office** — The Office of the University Registrar is responsible for implementing policies, procedures, and systems in support of class scheduling, registration, transfer course approval, final grading, degree auditing, maintenance of academic records, and graduation. These policies, procedures, and systems will ensure the integrity and quality of the University of New Haven's mission.

One Stop Office, Bergami Hall | 203.932.7309

[Registrar@newhaven.edu](mailto:Registrar@newhaven.edu)

**Bursar's Office** — The Bursar's Office is responsible for all aspects of tuition billing, payment processing, and refunds.

One Stop Office, Bergami Hall | 203.932.7217

[Bursar@newhaven.edu](mailto:Bursar@newhaven.edu)

**Financial Aid Office** — Financial aid offers a comprehensive financial aid program, with students receiving assistance in the form of grants, scholarships, student loans, and part-time employment.

One Stop Office, Bergami Hall | 203.932.7315

[FinancialAid@newhaven.edu](mailto:FinancialAid@newhaven.edu)

# TOP THINGS STUDENTS SHOULD KNOW



- 1 Always check your email!** You might be surprised by what's happening on campus.
- 2 Familiarize yourself with campus and use every resource and opportunity available to you.** This includes the Rec Center, classes, buildings, facilities, and more.
- 3 Take the opportunity to go to many of the events on campus!** Sometimes you get free swag. Don't be shy with introducing yourself.
- 4 Have a good sleep schedule.** It isn't a flex to say you stayed up until three in the morning to study. You will be tired, and your health and well-being will suffer (and so will your grades or campus involvement!).
- 5 Learn to say no.** You can't do it all, and you should only do activities that you genuinely enjoy. Only do the amount of involvement that you can fit into your schedule, and you CAN turn down offers and opportunities that you don't think will provide you with any personal, academic, career growth. Put yourself first always.
- 6 Don't be afraid to reach out to our resources.** This includes faculty office hours, the Center for Student Success, the Center for Learning Resources (CLR), the Writing Center, and more. If you use the CLR, some professors give extra credit for it.
- 7 Office hours** with your professor help a lot. Connect with your professors and advisors often!
- 8 From 4–8 p.m. you can use a meal equivalency swipe, which equals \$7 on meals at Moe's and WoW** if you didn't use a dinner swipe. Your dining dollars will cover the rest of the cost.
- 9 The Writing Center** helps a lot! Make sure you make an appointment ahead of time.
- 10 Ask your professors** which textbooks are really required before renting or purchasing them.
- 11 Counseling and Psychological Services (CAPS)** holds group therapy sessions (men's, women's, LGBTQ+).
- 12 The Makerspace** is open to everyone, so go design a t-shirt and make cool stuff.



# TOP THINGS STUDENTS NEED TO KNOW AS A FIRST-GENERATION STUDENT



**1** **There are so many student organizations at the University, and it is so important to get involved in a few of them!** I never knew how important student organizations were going to be — they have helped me in developing friendships, building leadership skills, and feeling a sense of belonging on campus.

**2** **There are some amazing campus resources to support me as a first-generation student once I get to campus.** It was important to get to know what each office did and the variety of places I could turn to if needed.

**3** **I have always struggled with asking for help, but seeking out faculty during their office hours for extra support has been vital to my academic success here at the University of New Haven.** Faculty are here to help us succeed and want to see us excel in their classes. Asking for help did not seem so overwhelming after all!

**4** **I was assigned an advisor when I came to the University, but I never understood the importance of meeting with them to ensure that my academics were progressing in the right direction.** Advisors are just another great resource and support system in place to help students succeed at the University of New Haven.

**5** **I kept hearing "Go to the Bursar's office" or "Go to the Registrar's Office," but I never knew the difference between the two!** The Registrar's Office is here to help you with all your academic needs and forms, while the Bursar's Office helps with all your billing questions. They both can be found in what the University calls the One Stop.

**6** **How do I select a major?** As a first-generation student, I never understood that it was okay to select a major based on my passions and interests. If you don't know what those are until the end of your first semester or first year, that is okay, too!

**7** **It seems like I have to take a lot of credits at the University, but it is not as overwhelming as it seems.** Most classes are 3-4 credits, and all programs are structured in order for me to finish in four years. I never understood the value of a credit.

**8** **There are so many great resources not only at the University of New Haven, but also in the city of New Haven!** You will never be bored! There is so much to do and take advantage of in four years.

# STUDENT SUPPORT

## If I need help resolving a personal difficulty, who can provide support?

Counseling and Psychological Services (CAPS) offers a variety of services to enrich your mental health and ensure you make the most of your experience as a student. Counseling services are free, confidential, and available to currently enrolled students.

## Who can I call if I'm in crisis?

You can call Counseling and Psychological Services (CAPS) at our main number, 203.932.7333. During regular business hours (M–F, 8:30–4:30) you can be connected to a clinician. After hours, you will be connected to an answering service who can contact an on-call clinician.

## I'm a veteran. Where can I go for support?

Our dedicated Military & Veteran Services Team in the Veteran Student Services Office works with our military/student veterans to help them excel in the classroom, connect with other service members, and provide access to all of the services and resources they are entitled to.

## Do students have to pay when visiting Health Services for sickness?

There is no fee charged for being seen at Health Services. However, if medication is prescribed to the student, the student is recommended to go to a pharmacy off campus to have the prescription filled. The student is responsible for any cost or copays. Lab or x-ray procedures are billed to the student's private insurance.

## What if I get ill or injured after hours?

For students who are ill after the clinic has closed, there are several Urgent Care or Walk-In Clinics in the area. If the situation is an emergency, students who live on campus should contact their Resident Assistant or Resident Director, University Police, or call 911. The student will then be evaluated by EMS personnel and transported to a local emergency room.

## If I become ill or injured, where can I go for medical care?

Health Services is the primary on-campus provider of care in cases of illness or injury. Health Services staff include registered nurses, nurse practitioners, part-time physicians, and a certified nurse midwife for the Women's Clinic. Registered nurses are in the office every day to see students during office hours, Monday–Thursday, 8:30 a.m.–5 p.m. and Friday 8:30 a.m.–4:30 p.m. Prescribing clinician hours are posted on the office door daily. These hours vary day to day, so it is recommended the student call prior to coming to verify that day's hours.

## Report It!

Report It! is the University's primary resource for community members who wish to report a crime or an incident of concern. If you see concerning behavior, don't ignore it.

### REPORT ONLINE

[newhaven.edu/ReportIt](http://newhaven.edu/ReportIt)  
[newhaven.edu/BiasReporting](http://newhaven.edu/BiasReporting)

### REPORT ANONYMOUSLY

Submit through LiveSafe App

### OFFICE OF THE DEAN OF STUDENTS

203.932.7432 • [deanofstudents@newhaven.edu](mailto:deanofstudents@newhaven.edu)

**REPORT IT!**  
**Don't ignore it!**

**UNIVERSITY POLICE: 203.932.7070 (Emergency) • 203.932.7014**



## How do I get involved on campus?

### JOIN A CLUB OR ORGANIZATION.

The Center for Student Engagement, Leadership, and Orientation (CSELO) recognizes **more than 150 Recognized Student Organizations (RSOs)**. Students can access a full list of Recognized Student Organizations by visiting Charger Connection, which can be found in the MyCharger portal. We encourage you to explore Charger Connection as a way to find out about events happening on campus. Each RSO has its own page on Charger Connection to share details about the meeting times, organization contact information, and upcoming activities.

Make sure to stop by the Involvement fair on to learn about the clubs and involvement opportunities the University has to offer. Our clubs and involvement opportunities are open to all students — residential and commuter.

### PARTICIPATE IN EVENTS AND ATTEND ATHLETICS GAMES.

Our Recognized Student Organizations and CSELO offer many events throughout the year. Make sure to explore Charger Connection at [chargerconnection.newhaven.edu](https://chargerconnection.newhaven.edu) to find out what's happening on campus. With 18 varsity sports on campus, there are many games to go to. Get season tickets to football games, and visit [newhavenchargers.com](https://newhavenchargers.com) for game schedules.

### GET ACTIVE.

ChargerRec offers a variety of programming, including team Intramural Sports, Adventure Recreation, Personal Training, Club Sport practices and competitions, and GroupX classes. Check out the ChargerRec page on myCharger for the latest information, or stop into the David A. Beckerman Recreation Center.



## Don't miss events on Campus!

Download the Corq app to stay up to date with all of the upcoming campus events. Make sure to check your email every Thursday for Charlie's Events Roundup, which features the week's events on campus.



# STUDENT SUPPORT

## Employment on campus

There are a number of ways for students to gain valuable work experience while earning a few extra dollars to pay the bills and enjoy campus life. Opportunities for students to work include:

- **Federal Work Study** is awarded to full-time registered students who demonstrate financial need as determined by their FAFSA. Eligible students are able to select from a wide range of positions, including jobs in Residential Life, Athletics, and various Administrative offices. Students also have the option to work off campus in a Community Service capacity. Generally, students work between 6-8 hours a week but can work a maximum of 20 hours per week. Currently, students are paid the minimum wage set by the State of Connecticut. Students are not permitted to work in multiple Federal Work Study positions.
- **Institutional Student Employment (Non-Federal Work Study)** is offered by individual offices and departments to registered students. Non-Federal Work Study students are paid on a weekly basis and may work up to 20 hours per week. Students with multiple jobs are still held to the 20 hours a week maximum.

To get started, stop by the Student Employment Office (SEO), located in Bergami Hall, or email us at [SEO@newhaven.edu](mailto:SEO@newhaven.edu).

## Diversity & Inclusion

### MYATT CENTER FOR DIVERSITY AND INCLUSION

The Myatt Center for Diversity and Inclusion assists the University in promoting cultural diversity, awareness, and sensitivity throughout the campus community. Its programs, services and activities promote cultural identity and understanding within a multicultural environment.

All members of the University community — regardless of background — are welcome and encouraged to stop by and chat with the Director, browse the Myatt Center, and attend the Center's sponsored events.

Gerber Hall | 203.932.7427 | [CDI@newhaven.edu](mailto:CDI@newhaven.edu)

### GENDER IDENTITY

University community members are permitted to access University facilities that align with their gender identity. Access to campus facilities includes, but is not limited to, restrooms, locker rooms, and residence halls. For more information, please refer to the student handbook at [newhaven.edu/studenthandbook](http://newhaven.edu/studenthandbook).

### CHOSEN NAME

Incoming students may choose to identify a chosen first name on their application materials, as provided by Admissions. Current

students, upon matriculation, may notify the Registrar's Office of a request to add a chosen first name to their University records.

There are certain on-campus offices and circumstances that require the use of an individual's legal name. For more information, please refer to the student handbook at [newhaven.edu/studenthandbook](http://newhaven.edu/studenthandbook).

## Here are some important offices you should know.

### HEALTH & WELLNESS

**Health Services** — Health Services provides initial care and diagnosis for minor injuries and illnesses and referral and follow-up care for more serious conditions. The office, in most cases, is the primary provider of on-campus medical care of students. Health Services also provides care and counseling in health-related matters. Health Services is open to ALL University students without charge.

Sheffield Hall | 203.932.7079 | [HealthServices@newhaven.edu](mailto:HealthServices@newhaven.edu)

**Counseling and Psychological Services** — Counseling and Psychological Services (CAPS) provides free, confidential consultation and counseling for any concern a student may have. The Center is staffed by licensed clinical psychologists, social workers, and counselors who provide confidential individual and group therapy, as well as crisis intervention. Psychiatric services and medication management are available from our part-time psychiatrist.

Charger Plaza | 203.932.7333

Paige Bartels, LCSW, Director | [PBartels@newhaven.edu](mailto:PBartels@newhaven.edu)

**Spiritual Life and Campus Ministry** — The Office of Spiritual Life & Campus Ministry provides students, faculty, and staff with opportunities for the development and expression of religious ideas and values and the work that flows from them. The office serves as a clearinghouse on matters of religious services, programs, and enrichment opportunities that are available in the communities surrounding our campus.

South Campus Hall 205 | 203.931.6040

[CampusMinistry@newhaven.edu](mailto:CampusMinistry@newhaven.edu)

**ChargerRec** — The David A. Beckerman Recreation Center is a 56,600-square-foot student recreation center that features two multipurpose group fitness studios; weight room and fitness center; functional fitness space; racquetball court; two hardwood activity courts for basketball, volleyball, and badminton; a multiactivity court for basketball, volleyball, indoor soccer, floor/roller hockey, and various other activities; jogging track; juice bar; locker rooms (men's, women's, and individual use) and lounge areas. ChargerREC offers competitive club and intramural sports programs.

David A. Beckerman Recreation Center | 203.931.2965

[ChargerRec@newhaven.edu](mailto:ChargerRec@newhaven.edu)





**Veteran Student Services** – The Veteran Success Center offers a place for military-affiliated students to gather between classes, use a computer and free printer, and learn about the plentiful resources available to veterans on campus and within the community.

Maxcy Hall, South Porch 2 | 203.931.2907

[VeteranServices@newhaven.edu](mailto:VeteranServices@newhaven.edu)

**The Office of University Immigration Services (UIS)** – UIS provides document services and visa advising to the University's diverse international student and scholar population throughout their visa status life cycle from the issuance of the I-20 or DS-2019 until the end of post-program periods of practical training. The UIS is here to help navigate compliance to often complex visa regulations and to service the immigration needs of F-1 and J-1 students and scholars, their dependents, as well as other non-immigrant visa-holders who seek advice.

One Stop, Bergami Hall | 203.932.7475 | [UIS@newhaven.edu](mailto:UIS@newhaven.edu)

**Residential Life** – The mission of the Office of Residential Life is to create a safe, supportive, inclusive, and engaged learning environment that enhances students' holistic development. We provide opportunities for students to create community and implement a vision for their future.

Bixler Hall, 1st Floor | 203.932.7076 | [ResLife@newhaven.edu](mailto:ResLife@newhaven.edu)

**C-Store** – Campus convenience store. Sheffield Hall, 1st Level

## STUDENT ACTIVITIES

**Center for Student Engagement, Leadership and Orientation (CSELO)** – CSELO is responsible for initiating programs, activities, and services that serve the educational, social, and cultural needs of the University community. The office works cooperatively with the Undergraduate Student Government Association (USGA), Graduate Student

Council (GSC), Evening Student Council (ESC), and other Recognized Student Organizations (RSOs) to coordinate and plan such programs and serves as the primary administrative liaison and advisor to the USGA, media, and Greek organizations.

Bartels Hall Level 4 | 203.479.4582 | [CSELO@newhaven.edu](mailto:CSELO@newhaven.edu)

## OFFICES

**Dean of Students Office** – The Dean of Students Office provides support and advocacy for students. We answer questions; provide information about and referrals to campus resources; assist in students' adjustment to the university; promote programs that address student needs, concerns, and interests; and help students in resolving problems of any type.

Bartels Hall, Level 4 | 203.932.7432

[DeanOfStudents@newhaven.edu](mailto:DeanOfStudents@newhaven.edu)

**Undergraduate Admissions** – We are here to help you prepare for a successful and rewarding experience as a Charger and a lifetime of success.

Steven and Anemone Kaplan Hall | 203.932.7319

[Admissions@newhaven.edu](mailto:Admissions@newhaven.edu)

## SAFETY & TRANSPORTATION

**Campus Police** – The University of New Haven Police Department is a fully sworn, accredited police department and is responsible for providing 24-hour police services to help ensure the personal safety of all University students, faculty, staff, and guests.

Campus Bookstore, Lower level

**Emergency: 203.932.7070** | Routine: 203.932.7014

[PD@newhaven.edu](mailto:PD@newhaven.edu)

## RESIDENT STUDENTS

### What is the role of an RA?

Resident Assistants (RAs) are student staff specially trained to assist students who live in each residence hall. RAs plan programs and activities to help you get to know each other and build a sense of community and a positive feeling within your hall. RAs are on duty in the evenings and available to assist their community members should a concern or urgent situation arise as well as to address incidents involving University policies. RAs are a great resource if you have any questions or concerns or are just looking to get more involved on campus.

### I have problem with my room.

#### How do I get it repaired?

Your student should log into myCharger and click the Facilities icon to submit a work ticket to request a repair.

### What is the campus guest policy?

For all policies, make sure you read the student handbook at [newhaven.edu/studenthandbook](http://newhaven.edu/studenthandbook)

### What should I do if I'm not getting along with my roommate?

You should contact your Resident Assistant (RA). The RA, in conjunction with the Resident Director (RD)/Coordinator, will help you navigate the conflict and mediate if necessary. Our ultimate goal is to assist students in resolving their conflicts. If necessary, our staff can also assist with a room move based on the vacancies available on campus.

## COMMUTER STUDENTS

### Where can I go in between classes?

There are multiple locations on campus that offer study or lounge space for commuter students.

The **Bartels Campus Center** is located at the heart of campus. This building offers students lounge space, Jazzmans Café, and commuter lockers so you can store your belongings during the day.

The **Marketplace** is the dining hall located in Bartels Campus Center. This is a centralized hub for students to grab a bite to eat. Commuter students should consider the commuter meal plan, which will allow you to save money and hang out with friends.

The **Bartels Student Activity Center (BSAC)** is located in the Bixler/Gerber Quad. This space offer lounge chairs, a meeting room, computer cubicles, a refrigerator, and microwave.

The **Marvin K. Peterson Library** is a great space for students who need silent study space, access to computers, or a quick coffee break.

The **Undergraduate Student Lounge** on the 3rd floor of the Maxcy North Porch is another great space for students seeking a study or casual lounge space. The lounge offers various computer stations.

The **Westside** lobby offers study or casual lounge chairs and features comfy furniture, a fireplace, and commuter lockers.

### How can I get involved on campus as a commuter student?

All programs, events, and Recognized Student Organizations (RSOs) are open to all residential and commuter students. We encourage commuter students to make the most of their college experience by participating in on-campus events, joining a RSO, staying on campus to utilize resources, and stepping out of their comfort zone to meet new people. If you are on campus for class, we encourage you to stick around after class to see what programs and events are available.



# GETTING AROUND

## Shuttle And Transportation Services

Students can make use of a number of transportation services offered by the University — most, free of charge.

We provide a robust system of shuttles to help students, faculty, staff, and visitors navigate travel quickly between University-sponsored parking lots, main campus, local railroad and bus stations, downtown New Haven, and points west of campus on Boston Post Road, including major shopping centers. The University also has additional transportation options for students with the ChargerGo bus pass and Zipcar availability on campus.

For shuttle routes and schedules, visit the student resources section of myCharger.

### ACCESSIBLE VAN SERVICE

The Accessible Van Service is a free service available to students, faculty, staff, and the general public. The service provides safe and timely campus transportation. Our accessible van is equipped with a manual wheelchair ramp, and our drivers are trained in the use of this vehicle and the requirements for safe wheelchair accessibility.

The Accessible Van Service gives priority to those passengers with temporary or permanent disabilities. Student passengers with permanent disabilities or temporary medical conditions must register through the Accessibility Resource Center (ARC). All passengers must provide adequate documentation as required by ARC to use this service.

Once registered, those requesting a pick-up must call University Police Dispatch at 203.932.7014.

### CHARGERGO PASS

The ChargerGo Pass is a special transportation pass for University of New Haven students that is valid for unlimited trips during each semester on all CTtransit local buses. The ChargerGo Pass gives you transportation freedom!

ChargerGo is available only for students who do not have a parking permit. ChargerGo bus passes are \$40 per semester and are only available to students during the fall and spring semesters.

Register for a ChargerGo Pass at [parking.newhaven.edu](https://parking.newhaven.edu)

### ZIPCAR AT THE UNIVERSITY OF NEW HAVEN

Need a car? Borrow a Zipcar! New Haven has partnered with Zipcar to bring self-service, on-demand car sharing to the area. To use Zipcars, simply register as a member, reserve a car online or by phone, use your Zipcard to enter the car, and drive away. When you're done, return the car to the same location where you picked it up.



As a member you get:

- Access to Zipcars 24/7.
- Discounted hourly rates for students age 18 and older.
- Gas, insurance, and maintenance are included for free!
- Join for only \$25 a year, and receive \$35 in driving credit your first month.

To register, go to [zipcar.com/universities/university-of-new-haven](https://zipcar.com/universities/university-of-new-haven)

## Parking

All persons who will be parking a motor vehicle on property owned or controlled by the University of New Haven, or who are in local University-sponsored housing, are required to display a valid University of New Haven parking permit on their vehicle. Vehicles not properly displaying a valid parking permit will be ticketed and may be towed. Registering for a permit online is not sufficient to satisfy the permitting requirement. The parking program is in effect on weekdays, and all permit holders must park in their designated lots Monday through Friday.

Register for a parking permit at [parking.newhaven.edu](https://parking.newhaven.edu). For full rules and regulations, to view the parking maps, and to learn how to register for your parking permit, go to the parking section under Student Resources in myCharger.

### Live Shuttle Tracker

On-campus shuttles are based on a continuous loop schedule. Please use the shuttle tracker to track shuttle/van locations.



# PARENTS AND FAMILIES



## Play a critical role in your student's success

At the University of New Haven, the parents and families of our students are an integral part of our campus community. Your support, encouragement, and guidance continue to be instrumental in our students' personal and professional development, and we want you play an active role in their academic journey and what promises to be a transformational educational experience.

Make sure to visit our parents and families website for more information and resources at [newhaven.edu/families](https://newhaven.edu/families).

## ACCESSING YOUR STUDENT'S GRADES AND INFORMATION.

The University of New Haven complies with The Family Educational Rights and Privacy Act of 1974 (FERPA). FERPA is a federal law that affords parents the right to have access to their children's education records, the right to seek to have the records amended, and the right to have some control over the disclosure of personally identifiable information from the education records. When a student turns 18 years old, or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student.

Students will need to sign a FERPA waiver to allow certain people to have access to their records, if they so choose. We understand that you are their family and are in charge of paying the bills, but this is a federal requirement for all students in all colleges, not just here at the University of New Haven.

Your student can access the form through their MyCharger account and complete it online. For more information on FERPA, please visit [newhaven.edu/about/departments/registrar/ferpa/index.php](https://newhaven.edu/about/departments/registrar/ferpa/index.php)

## We have a website just for you!

Scan the QR Code, or visit [newhaven.edu/families](https://newhaven.edu/families) for more information and resources. You can also sign up for our closed facebook group which allows you to interact with fellow Charger parents and family members.





### **How do I add money to my student's ID card?**

You can add money to your student's ID card online. You must log into eCard (<https://newhaven-sp.transact-campus.com/eAccounts>) to use this method and pay with a credit or debit card (Visa/Master Card).

### **What can I do if I'm concerned about my students' mental well-being?**

If a parent is concerned about their student's mental well-being, they have several options. The first is to encourage their student to consider contacting Counseling and Psychological Services (CAPS) to explore this supportive service. In addition, parents are welcome to contact CAPS at 203.932.7333 with any questions or concerns; or contact relevant campus partners if they are worried about their student. Parents are not able to schedule appointments for their student, as we encourage students to take responsibility for their own mental health.

### **How should my student handle a concern they have with a faculty member?**

Your student can come to the Dean of Students Office located on the 2nd floor in Bartels Hall and ask for a Student Grievance Form. We will explain the form to them and what the next steps will be.

### **My student is having an issue with their living arrangement or their roommate. What should they do?**

Your student should contact the Office of Residential Life at 203.932.7076. They will be able to guide your student with what steps need to be taken.

### **I am concerned my student isn't adjusting to college. I spoke with them, and they are upset. I am also not sure if they are attending classes. Can you help?**

The Dean of Students Office will also reach out to students to personally meet with them and offer support or connect them to campus services.

If your student is a residential student, each residence hall has numerous Resident Assistants (RAs). We will contact the Office of Residential Life who will work with your student's RA to develop a plan of action that best supports your student's needs.

### **Who staffs the Health Services Office?**

Health Services staff include registered nurses, nurse practitioners, part-time physicians, and a certified nurse midwife for the Women's Clinic. Registered nurses are in the office every day to see students during office hours, Monday–Thursday, 8:30 a.m.–5 p.m. and Friday 8:30 a.m.–4:30 p.m. Prescribing clinician hours are posted on the office door daily. These hours vary day to day, so it is recommended the student call prior to coming to verify that day's hours.

### **Can parents or guardians get information regarding a student's visit(s) to Health Services?**

A student's visit to Health Services is confidential. We understand that parents/guardians are very concerned about the student's well-being, but we cannot openly discuss anything about the student with you unless we have permission from the student to do so. In most cases, we encourage the student to give Health Services verbal permission to speak to their parent. However, the decision is left up to the student and may be different on case-by-case basis.

### **Can my student's younger sibling come up to visit?**

Siblings are welcome to visit for the day; however, siblings under the age of 18 are not permitted to spend the night in the residence halls. More information regarding the Guest Policy can be found in the Student Handbook in the Office of Residential Life section at [newhaven.edu/studenthandbook](https://newhaven.edu/studenthandbook).

# SUCCESS STARTS HERE!

## THINGS TO DO BEFORE YOU GRADUATE

- ☐ Go to a Welcome Week event
- ☐ Join a club or Recognized Student Organization (RSO) and get to know others with similar interests
- ☐ Invite your family to Family Day
- ☐ **Participate in Homecoming (#TheBlueOut)**
- ☐ Join a ChargerRec club sport or intramural sport
- ☐ Attend a home sporting event
- ☐ Attend residence hall programs
- ☐ Join a Greek organization
- ☐ Meet with your academic advisor regularly
- ☐ Become a Resident Assistant (RA)
- ☐ Apply to be a Diversity Peer Educator
- ☐ Make the Dean's List
- ☐ Participate in the Alternative Spring Break Program
- ☐ Apply to the President's Public Service Fellowship
- ☐ Eat at all the various food locations on campus
- ☐ **Participate in Spring Weekend**
- ☐ Eat at Louis' Lunch – home of the first hamburger – in New Haven
- ☐ Read *The Charger Bulletin* regularly



- ☐ Attend one of the great financial literacy programs on campus
- ☐ Meet your Dean of Students
- ☐ Attend the theater productions
- ☐ Take a free GroupX class at the David A. Beckerman Recreation Center
- ☐ Explore the area using a ChargerGO pass or one of the campus Zipcars
- ☐ Attend the International Festival in the spring
- ☐ Visit the multifaith Meditation and Spirituality Center
- ☐ Stop by the Myatt Center for Diversity and Inclusion and interact with others from various backgrounds.
- ☐ **Try pizza from one of the famous New Haven locations and decide which is better (our favorites include Zuppardi's Apizza, Frank Pepe Pizzeria Napoletana 'Pepe's', Sally's Apizza, and Modern Apizza).**
- ☐ Participate in SURF (Summer Undergraduate Research Fellowship)
- ☐ Visit the food trucks on Long Wharf in New Haven
- ☐ Get your University of New Haven swag at the campus bookstore
- ☐ Visit the Center for Learning Resources, and take advantage of the free tutoring they offer
- ☐ Become a Wellness Peer Educator
- ☐ Frequent Charger Connection to keep up-to-date on campus events
- ☐ "Go Out" for the Marching Band
- ☐ Know all six of the competencies in the CLE (Competency Leadership Experience) Program







- ☐ Attend the Midnight Breakfast before finals in the fall and spring
- ☐ **Take a selfie with Charlie the Charger**
- ☐ Attend the Sankofa Ball
- ☐ Take a RAD Class
- ☐ Attend a session on time management with your Academic Peer Mentor
- ☐ Apply for a student leader position
- ☐ Vote in the USGA election
- ☐ Learn all about our campus Library and how to conduct research
- ☐ Live in at least four different residence halls on campus
- ☐ Go to Jeffery's Fusion for lunch in Harugari Hall
- ☐ Be a Welcome Wagon volunteer
- ☐ Be an upstander, not a bystander
- ☐ **Study Abroad in Prato, Italy, and eat gelato**
- ☐ Attend the Snowball in December
- ☐ Visit our Orange campus
- ☐ Visit the New Haven Green and take a crypt tour
- ☐ Attend WestFest
- ☐ Meet with your academic advisor regularly
- ☐ Hang out in Jazzman's Café
- ☐ Participate in Founders Day
- ☐ Make snow angels on Kayo Field



- ☐ Participate in community service
- ☐ Participate in the Up till Dawn St. Jude's fundraiser
- ☐ Be a part of the Chargerthon
- ☐ Meet the University Police staff
- ☐ Attend a career fair
- ☐ **Play yard games in the Residential Quad**
- ☐ Participate in the Upstander Walk
- ☐ Go to the West Haven beach
- ☐ Hike Sleeping Giant
- ☐ Volunteer at graduation
- ☐ Take a selfie with the Charger Statue
- ☐ Complete the University of No Hate module
- ☐ Meet Brue the staff therapy dog in CAPS
- ☐ Host a study group in the grass in the Maxcy Quad
- ☐ Have a photoshoot in your cap and gown on campus
- ☐ **GRADUATE!**



# RESOURCES

## Emergencies

Sometimes situations arise that are considered crises or emergencies. The following departments can help get a quick response in an emergency situation:

University Police: 203.932.7070

Counseling Center: 203.932.7333

Dean of Students: 203.932.7432

Health Services: 203.932.7079

Residential Life: 203.932.7076



## Student Handbook

The Student Handbook, which includes the University Code of Conduct, is available at [www.newhaven.edu/studenthandbook](http://www.newhaven.edu/studenthandbook).

The Student Handbook is a resource guide, a reference for you to come back to whenever you need it. The handbook was created with advice from students, to be a source of accurate information about the University, its services and activities, procedures for getting things done, and people on campus who can assist you.

It is the responsibility of all University students to become familiar with the contents of this handbook. The Policies and Regulations section, for instance, contains important University policies covering such concerns as grading, the student conduct system procedures, and much more. The Residential Life section contains information specific to resident students and their guests.

## Academic Calendar

The academic calendar can be viewed at [newhaven.edu/academics/calendar](http://newhaven.edu/academics/calendar)

### SPRING 2023 IMPORTANT DATES

<b>Classes Begin</b>	Tuesday, January 17
<b>Open Drop/Add Deadline</b>	Tuesday, January 24
<b>Residence Halls Close</b>	Friday, March 10 at 10 p.m.
<b>Spring Break</b>	Saturday, March 11– Sunday, March 19
<b>Course Withdrawal Deadline</b>	Tuesday, March 21
<b>Reading Day (No Classes)</b>	Tuesday, May 2– Wednesday, May 3
<b>Exams</b>	Thursday, May 4– Wednesday, May 10
<b>End Term</b>	Wednesday, May 10
<b>Residence Halls Close</b>	Saturday, May 13 at 10 p.m.

## COVID-19

The latest COVID-19 information and policies can be found at: [newhaven.edu/covid19](http://newhaven.edu/covid19)



## Here are some apps you'll use frequently.

### NAVIGATE

Navigate is a mobile app that provides necessary information about the university that will help get you from orientation to graduation. The app can help you explore the right major, navigate resources from financial aid to dining halls, and stay on top of important dates and deadlines — all in the palm of your hand. Through Navigate, you will be able to:



- View campus resources and calendars in one location.
- Access your class schedule.
- Receive push notifications with important updates and happenings.
- View reminders and registration hold information.
- Opt-in to find study buddies in your classes.
- Receive alerts from instructors when you are struggling in classes and kudos when you are doing well. Alerts and kudos are coordinated through the Center for Student Success Care Team.
- Message your advisor.
- Schedule appointments with offices on campus as well as faculty instructors and advisors.

#### Access Navigate

**Option 1:** Download the app from the App Store or Google Play by searching "Navigate Student" or using these QR codes.



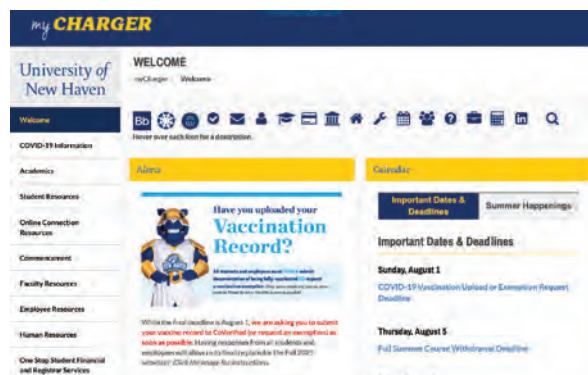
**Option 2:** From a computer or your phone web browser: <http://newhaven.navigate.eab.com>, or use the QR code to make an appointment directly.



### CANVAS

Canvas is a computer-based platform where faculty and staff conduct classes, share information, and establish classrooms where students share information and upload assignments, take tests, etc. Canvas can be accessed through the myCharger Portal at [mycharger.newhaven.edu](http://mycharger.newhaven.edu) and selecting Canvas from the icons on the top of the page. Specific instructions on logging into Canvas are provided in the account letter provided to each student.

### MYCHARGER



myCharger is the University's internal portal system providing access to events, information, and resources to the campus community. You'll find links to Canvas, Navigate, Degree Audit, ePay, My Financial Aid, myHousing, Charger Connection, and more! Go to [mycharger.newhaven.edu](http://mycharger.newhaven.edu) and log in with your university account.

### LIVESAFE APP

With the LiveSafe app, you have a fast and direct connection to the University of New Haven Police Department, 24 hours a day, 7 days a week. Not just for emergencies, the app can help you — and us — be more proactive in keeping everyone in our community safer.



#### Get the App!

1. Download the app on your iPhone or Android.
2. Select "University of New Haven" as your affiliation.
3. Fill in your user profile.
4. You're set! Start using the app to stay safe every day.



University of  
New Haven