Student success cannot be measured by the number of programs offered by the university, but by the number of students that are navigated into those services and the impact those experiences have on their time at Western Michigan University. The WMU Student Success Programs & Services Directory was created in response to the 2015 Faculty and Staff Survey to gather, into one internal document, a comprehensive list of student success programs and services at WMU.

The Student Success Directory is to be utilized internally by Western Michigan University faculty and staff to navigate students into programs and toward services designed to help them succeed in college. This document is organized in two ways. First, programs are organized A – Z to make finding a specific one much easier. Second, programs are organized into a table to illustrate the population(s) served—this is helpful in navigating a student whose situation may require more specific assistance.
# STUDENT SUCCESS PROGRAMS & SERVICES DIRECTORY

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PROGRAMS AND SERVICES
BY POPULATION SERVED*

ACADEMIC SERVICES & PROGRAMS FOR ALL STUDENTS

• ACADEMIC RESOURCE CENTER
• BRONCO STUDY ZONE
• LEARNING ASSISTANT PROGRAM
• MATH TUTOR LAB
• PEER ACADEMIC SUCCESS COACHING
• PHYSICS HELP ROOM
• STATISTICS TUTOR LAB
• STEP STUDENT SUCCESS CENTERS
• STUDENT SUCCESS SERVICES
• STUDY ABROAD
• UNIVERSITY LIBRARIES
• WRITING CENTER

ACADEMIC SERVICES AND PROGRAMS FOR SPECIFIC STUDENTS GROUPS*

• ALPHA PROGRAM (ACADEMIC POTENTIAL)
• ATHLETIC ACADEMIC SERVICES (STUDENT ATHLETES)
• BRONCOS FIRST (INCOME ELIGIBLE)
• CELCIS (ENGLISH LANGUAGE LEARNERS)
• COLLEGE ASSISTANCE MIGRANT PROGRAM (MIGRANT & SEASONAL FARMWORKERS)
• COLLEGE OF ARTS & SCIENCES ACADEMIC ADVISING (CAS STUDENTS)
• COLLEGE OF AVIATION ACADEMIC ADVISING (COLLEGE OF AVIATION STUDENTS)
• COLLEGE OF EDUCATION & HUMAN DEVELOPMENT ACADEMIC ADVISING (CEHD STUDENTS)
• COLLEGE OF EDUCATION & HUMAN DEVELOPMENT STUDENT SUCCESS & RETENTION OFFICE (CEHD STUDENTS)
• COLLEGE OF ENGINEERING & APPLIED SCIENCES ACADEMIC ADVISING (CEAS STUDENTS)
• COLLEGE OF FINE ARTS ACADEMIC ADVISING (CFA STUDENTS)
• COLLEGE OF HEALTH & HUMAN SERVICES ACADEMIC ADVISING (CHHS STUDENTS)

*FOR SPECIFIC DETAILS ABOUT SPECIAL GROUPS SERVED, REFER TO THE PROGRAMS/SERVICES PROFILE FOR THE APPLICABLE PROGRAM
PROGRAMS AND SERVICES
BY POPULATION SERVED*

ACADEMIC SERVICES AND PROGRAMS FOR SPECIFIC
STUDENTS GROUPS*

• COLLEGE OF HEALTH & HUMAN SERVICES LEARNING RESOURCE CENTER
  (CHHS STUDENTS)
• COLLEGE OF HEALTH & HUMAN SERVICES OFFICE OF STUDENT ENGAGEMENT & SUCCESS
  (CHHS STUDENTS)
• DISABILITY SERVICES FOR STUDENTS (STUDENTS WITH DISABILITIES)
• EXPLORATORY ADVISING (EXPLORATORY MAJOR STUDENTS)
• EXTENDED UNIVERSITY PROGRAM ACADEMIC ADVISING (EUP STUDENTS)
• FOUNDATION SCHOLARS (ACADEMIC POTENTIAL, INCOME ELIGIBLE)
• GRADUATE COLLEGE (GRADUATE STUDENTS)
• HAWORTH COLLEGE OF BUSINESS ACADEMIC ADVISING (HCOB STUDENTS)
• HAWORTH COLLEGE OF BUSINESS COMMUNICATION CENTER (HCOB STUDENTS)
• INTELLECTUAL SKILLS DEVELOPMENT PROGRAM (ACADEMIC POTENTIAL)
• KALAMAZOO PROMISE SCHOLARS PROGRAM (KALAMAZOO PROMISE SCHOLARSHIP RECIPIENTS)
• LEE HONORS COLLEGE ACADEMIC ADVISING (LHC STUDENTS)
• LEE HONORS COLLEGE PEER STUDENT SUCCESS TEAM (LHC STUDENTS)
• MARTIN LUTHER KING JR. STUDENT SCHOLARS ACADEMY (MLK G.O.L.D. SCHOLARSHIP RECIPIENTS)
• MENTORING FOR SUCCESS PROGRAM (STUDENTS IN CAMP, DSS, MLK & SEITA)
• PHOENIX PROGRAM (ACADEMIC POTENTIAL, HCOB STUDENTS)
• RECLAIM THE W (ACADEMIC POTENTIAL)
• SEITA SCHOLARS PROGRAM (STUDENTS WHO EXPERIENCED FOSTER CARE)
• STEM TALENT EXPANSION PROGRAM (STEP PROGRAM) (CEAS STUDENTS)
• TRIO FUTURE EDUCATORS SUCCESS PROGRAM (FESP) (1ST GENERATION,
  INCOME ELIGIBLE, OR STUDENTS W/DISABILITY & CEHD TEACHING MAJORS)
• TRIO STUDENT SUPPORT PROGRAM PROGRAM (1ST GENERATION, INCOME
  ELIGIBLE, OR STUDENTS W/DISABILITY)

*FOR SPECIFIC DETAILS ABOUT SPECIAL GROUPS SERVED REFER TO
THE PROGRAMS/SERVICES PROFILE FOR THE APPLICABLE PROGRAM
SERVICES AND PROGRAMS FOR ALL STUDENTS

- ADMISSIONS
- CAREER AND STUDENT EMPLOYMENT SERVICES
- CENTER FOR COUNSELING & PSYCHOLOGICAL SERVICES (CPSS)
- CHILDREN’S PLACE LEARNING CENTER
- FINANCIAL AID
- FRATERNITY AND SORORITY LIFE
- FUTURE ALUMNI SUPPORT TEAM
- INSTITUTIONAL EQUITY
- INVISIBLE NEED PROJECT
- LESBIAN, BISEXUAL, GAY AND TRANSGENDER (LBGT) STUDENT SERVICES
- MULTICULTURAL AFFAIRS
- OFFICE OF DIVERSITY & INCLUSION
- OFFICE OF FAMILY ENGAGEMENT
- OFFICE OF STUDENT ENGAGEMENT
- OFFICE OF STUDENT ENGAGEMENT REGISTERED STUDENT ORGANIZATIONS (RSO)
- OMBUDSMAN
- REGISTRAR’S OFFICE
- SERVICE LEARNING
- SINDECUSE HEALTH CENTER
- SINDECUSE HEALTH CENTER COUNSELING SERVICES
- SINDECUSE HEALTH CENTER HEALTH PROMOTION AND EDUCATION
- STUDENT ACTIVITIES AND LEADERSHIP PROGRAMS (SALP) STUDENT LEADERSHIP EXPERIENCE
- TECHNOLOGY HELP DESK
- UNIVERSITY RECREATION
- WALKER INSTITUTE FOR RACE & ETHNIC STUDIES
- WMU SIGNATURE PROGRAM
SERVICES AND PROGRAMS FOR SPECIFIC STUDENTS GROUPS*

- College of Engineering and Applied Sciences Career and Student Employment Services (CEAS Students)
- Fall Welcome (First Year and Transfer Students)
- First-Year Seminar (First Year Students)
- Haworth College of Business Spurs Program (HCOB Students)
- Immigration Services (International Students)
- International Admissions and Services (International Students)
- Office of Military and Veterans Affairs (Veterans, Service Members & Their Families)
- Orientation (First Year & Transfer Students)
- Residence Life Learning Communities (Students Living on Campus)
- Transfer Student Services (Transfer Students)
- Zhang Career Center at the Haworth College of Business (HCOB Students)

*For specific details about special groups served refer to the Programs/Services profile for the applicable program

PROFESSIONAL DEVELOPMENT FOR FACULTY & STAFF MEMBERS

- Fostering Success Coach Training
Academic Resource Center

For more than 30 years, the Academic Resource Center has served students taking math and science courses. Offering specialized tutoring, Supplemental Instruction by peer leaders who have recently completed the same class. Additionally, the Academic Resource Center serves all students with our College Success Seminars - which covers topics such as time management, note taking, test taking, etc. The Academic Resource Center office is open from 8 a.m. to 5 p.m. Monday through Friday. These services are free of charge to all Broncos!

Contact Information
Campus Location: 1235 Ellsworth Hall
Phone Number: (269) 387-4442
Website: wmnich.edu/tutoring

Admissions

Western Michigan University’s commitment to student success starts with Admissions. Offering tours of campus and a taste of the Bronco experience six days of week, Admissions welcomes:

- Early/middle college participants and high school dual-enrolled students
- Transfer students
- LGBT students
- Military students
- Parents and families

Transfer and dual-enrolled high-school students can check out the Admissions website for in-depth information as to which of their credits will transfer and when an Admissions representative will be in their area.

Contact Information
Campus Location: 2318 Siebert Administration Building
Phone Number: (269) 387-2000
Website: wmnich.edu/admissions
Alpha Program

The Alpha program was established in 1985 as a step-to-success program that assists academically-promising first-year Broncos who have been accepted to WMU on conditional enrollment. Each year, at least 200 students are served through advising, course instruction, mentoring, and academic progress monitoring.

An additional component of Alpha is the Western Success Preparation (WSP) course. This accelerated intensive counts for a full 1-credit and concludes the week prior to Fall Welcome Week. Students selected for this course can expect full-day seminars on career prep, study skills, financial aid, and college math/writing/reading skills. This free class promises a great head-start for the student’s first year at Western and a seamless transition into Fall Welcome and the Alpha Program.

Contact Information
Campus Location: 1276 Ellsworth Hall
Phone Number: (269) 387-4426
Website: wmich.edu/alpha

Athletic Academic Services

The Athletic Academic Services exists to provide all WMU athletes a comfortable and supportive environment in which student-athletes can strive to achieve academic success. Supportive staff and tutors are available to assist with academic needs, and a computer lab is located on-site. The study table program is offered for student-athletes and required for all freshmen student-athletes. For additional support, student athletes can become part of the CHAMPS/Life Skills program to learn the necessary everyday skills needed to achieve success on and off the field.

Contact Information
Campus Location: Ellis Athletic Academic Advising Center, 2nd Floor Read Fieldhouse
Phone Number: (269) 387-3086
Website: wmubroncos.com/sports/2008/6/24/1483007.aspx
**Bronco Study Zone**

Bronco Study Zone has been serving all WMU students since 2014 with a comfortable learning space in which students can receive academic support. With generous hours, the Bronco Study Zone offers drop-In tutoring, group collaboration, and assistance when coping with test anxiety. Show your Bronco Card to gain entrance to the Zone!

Sundays 1-10pm, First Floor, Eicher Hall  
Monday-Thursday 8am - 10pm, 3374 Rood Hall  
Fridays 8am - 5pm, 3374 Rood Hall

**Contact Information**  
Campus Location: 2nd Floor, Waldo Library  
Phone Number: (269) 387-4352  
Website: [wmich.edu/bronco-study-zone](http://wmich.edu/bronco-study-zone)

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**Broncos FIRST**

Broncos FIRST was established in 2014 and is supported by a federal grant. Broncos FIRST serves selected Pell-eligible first-year students. The Broncos FIRST program is a year-long first year seminar course with an integrated mentoring experience. The course is designed to provide support in acclimating to the university, strengthen some academic skills, provide social support and increase knowledge regarding financial literacy and career readiness. Opportunities for mentoring are provided through a Community Mentoring group comprised of local professionals as well as a Professional Learning Community comprised of WMU faculty and staff. Students are randomly assigned to one of the two mentoring experiences and stay with their respective groups throughout the course of the academic year. Broncos FIRST is not just a program, it is a student success experience!

**Contact Information**  
Campus Location: 000E Walwood Hall  
Phone Number: (269) 387-1719  
Website: [wmich.edu/changeresearch/broncosfirst](http://wmich.edu/changeresearch/broncosfirst)
Career & Student Employment Services

Career and Student Employment Services was established in 1994 to serve all WMU students with their career-related goals, including their exploration of career options, development of career plans, preparing for job searching, interviewing, negotiating, and identifying internships and jobs.

Not only a service for students, Career and Student Employment Services assists students’ families in supporting their young Bronco through the career-development process. Resources are available for families through the website, which offers talking points to start the conversation and tips on this important campus resource.

Local employers are also engaged through Career and Student Employment services through volunteer opportunities for practice interview days, application to be an internship or community service site, and opportunities to hire students and alumni through WMU’s Handshake jobs portal.

Contact Information
Campus Location: 1401 Ellsworth Hall
Phone Number: (269) 387-2745
Website: wmich.edu/career
Center for Counseling and Psychological Services

The Center for Counseling and Psychological Services (CCPS) is a service, training and research component of the Department of Counselor Education and Counseling Psychology (CECP). CCPS has two locations, one in Kalamazoo on WMU’s main campus, and one in Grand Rapids at WMU’s downtown Grand Rapids Location.

The three-part mission of the centers is to provide affordable counseling and psychological services to Western Michigan University students and residents of the greater Kalamazoo and Grand Rapids communities, enhance training opportunities for master’s and doctoral students, and promote research opportunities for department faculty and students.

Master’s and doctoral degree students affiliated with the department provide the counseling and psychological services, under the supervision of faculty members who are professional counselors or psychologists. Individual counseling for persons experiencing personal, educational, and/or vocational concerns is the primary service offered by the staff throughout the year. Other services such as couple/partner counseling, family therapy, group counseling and psychological assessment are offered periodically. CCPS in Kalamazoo is the site for career counseling services for WMU students enrolled in UNIV 1020, as well for as the university student body at large.

Contact Information
Kalamazoo Campus Location: 3341 Sangren Hall
Phone Number: (269) 387-5105

Grand Rapids Campus Location: 200 Ionia Avenue, SW
Phone Number: (616) 771-4171

Website: wnmich.edu/cecp/ccps
Center for English Language and Culture for International Students (CELCIS)

The Center for English Language and Culture for International Students (CELCIS) was established in 1975 to provide instruction in English as a second language (ESL) for Broncos who are non-native speakers. CELCIS acts as a resource for international students by providing a year-round intensive English language program and ESL bridge courses which are offered through the College of Arts and Sciences and the Graduate College. Additionally, training and consultation is available to international teaching assistants and faculty through WMU’s Graduate College and Office of the Provost.

Contact Information
Campus Location: 0536 Ellsworth Hall
Phone Number: (269) 387-4800
Website: wmich.edu/celcis

Children’s Place Learning Center

The Children’s Place Learning Center serves children of WMU students, faculty/staff, and the greater Kalamazoo community. Children 18 months to 12 years will experience child-initiated learning within a culturally diverse community which strives to bridge the gap between home and school to meet the unique needs of the children and families. Children are respected and accepted as teachers aid in developing the child’s sense of curiosity and experimentation in a play-based curriculum.

Providing a high-quality learning experience, the Center earned a 4-star rating by Michigan’s Great Start to Quality and is NAEYC Accredited. The center participates in the Great Start to Readiness and KC Ready 4’s program to offer affordable pre-kindergarten education to all children aged 4. The program provides speech, hearing and language screening, and opportunities for parents to engage with their children, staff and other families.

Contact Information
Campus Location: Lower Level, Woodlawn Place
Phone Number: (269) 387-2277
Website: wmich.edu/childcare
College Assistance Migrant Program (CAMP)

The College Assistance Migrant Program is a federally funded program through the Office of Migrant Education that provides academic and financial support to assist migrant and seasonal farmworkers or their children in successfully completing their first undergraduate year at Western Michigan University and continuing in their post-secondary education. Established at WMU in 2012, the program provides students with financial assistance, leadership development, academic and supportive services. These services can include academic guidance, career and academic counseling, cultural and educational events and field trips, integration into campus life and tutoring and mentoring activities.

Program participants also receive follow-up services after successful completion of their first year.

Contact Information
Campus Location: 2231 Ellsworth Hall
Phone Number: (269) 387-4407
Website: wmich.edu/camp

College of Arts & Sciences Academic Advising

The College of Arts and Sciences (CAS) office of advising at Western Michigan University facilitates student success for all CAS students by creating an ongoing partnership between students and advisors. Advisors are available to assist with making academic progress towards a degree by understanding degree requirements, referring students to WMU resources, and helping students understand the value of a liberal arts education. Additional resources can be found on the CAS Advising website such as applying for graduation, study abroad, student success services for CAS students, and transfer student-specific resources.

Contact Information
Campus Location: 2318 Friedmann Hall
Phone Number: (269) 387-4366
Website: wmich.edu/arts-sciences/advising
College of Aviation Academic Advising

WMU has offered aviation programs for more than 75 years. The College of Aviation was officially established in 1999. In addition to preparing students to be professional pilots through our aviation flight science program, we also offer an aviation maintenance technology program and an aviation management and operations program.

Contact Information
Campus Location: 2210 Kohrman Hall
Phone Number: (269) 387-0347
Website: [wmich.edu/aviation/advising](http://wmich.edu/aviation/advising)

College of Education and Human Development Academic Advising

Western Michigan University’s College of Education and Human Services (CEHD) provides academic advising with a mission to partner with students to meet the personal, educational and professional goals through creation of a comprehensive graduation plan. Drop-in advising is offered during the mornings Monday-Friday from 8:30am – 11am with advising appointments available (in advance) in the afternoons.

Contact Information
Campus Location: 2421 Sangren Hall
Phone Number: (269) 387-3474
Website: [wmich.edu/education/advising](http://wmich.edu/education/advising)

College of Education and Human Development Student Success & Retention Office

The mission of the College of Education and Human Development is to assist students with meeting their greatest potential. The Student Success and Retention Office services the whole student through various initiatives such as success coaching, seminars, experiential activities, and mentorship opportunities.

Contact Information
Campus Location: 2421 Sangren Hall
Phone Number: (269) 387-2960
Website: [wmich.edu/education/academics/student-success](http://wmich.edu/education/academics/student-success)
College of Engineering and Applied Sciences
Academic Advising

The College of Engineering and Applied Sciences offers advising services specific to each of the majors offered within the college, even if the student is undecided or still exploring their options within the field of engineering.

Contact Information
Campus Location: E-102 Floyd Hall (Parkview Campus)
Phone Number: (269) 276-3270
Website: wmich.edu/engineer/advising

College of Engineering and Applied Sciences
Career and Student Employment Services

This satellite location of Career and Student Employment Services is located conveniently in the same office at the College of Engineering’s Advisors. Though this office serves mainly students within the College of Engineering and Applied Sciences, all students are welcome to utilize its services. Drop-in career advising is especially helpful to students who are looking for help with:

• Resume critique
• Cover letter writing
• Practice interviewing
• Internship and job searches
• Networking advice

Contact Information
Campus Location: E-102 Floyd Hall (Parkview Campus)
Phone Number: (269) 387-2745
Website: wmich.edu/engineer/advising/career
College of Fine Arts Academic Advising

At the College of Fine Arts, academic advising is a key component of a student-centered approach and the shared responsibility of students, advisors, faculty, and the university community. Academic advising fosters meaningful partnerships that promote personal growth, academic excellence, critical thinking, social responsibility, creativity, cultural appreciation, and career development.

Fine Arts advisors are available to speak to students about any of the fine arts programs at WMU and can assist students in making academic decisions consistent with their interests, needs, and goals.

Contact Information
Campus Locations:
2132 Dalton Center (for School of Music), phone: (269)387-4672
2003 Gilmore Theatre Complex (Departments of Dance and Theatre), phone: (269)387-6171
2104 Richmond Center for Visual Arts (for Frostic School of Art), phone: (269)387-2440
Website: wmich.edu/finearts/advising-admission

College of Health and Human Services Academic Advising

The College of Health and Human Services (CHHS) advising office provides comprehensive academic advising services specific to each major offered within the college. At CHHS, academic advising is a partnership with the student and their family, advisor, faculty and university community. We are committed to providing support to enhance the learning process and to assist students in achieving their professional, academic and lifelong goals.

Academic advisors are available to speak to students Monday-Thursday from 9:00am-3:00pm by appointment, or on Fridays from 8:30am-11:30am and 1pm-4pm as a walk-in.

Contact Information
Campus Location: Health and Human Services Building, located at the intersection of Oakland and Oliver avenue. (East Campus)
Phone Number: (269) 387-2656
Website: wmich.edu/hhs/advising
College of Health and Human Services Learning Resource Center

The Learning Resource Center is a place to meet with other students for study groups, dialogue, exploration, conferences and career guidance. The Learning Resource Center is designed to enhance the educational experience for health and human services students.

The LRC is staffed by students and complements the college by providing access to learning materials and computers. The collection includes assorted software, textbooks, basic reference books, DVDs, videos, journals and includes a two-hour reserve program. Services and resources include:

- Computer lab
- Student printing, copying, and fax services
- Digital cameras, video cameras and TVs
- Waldo Library drop box
- Private study and exam rooms
- Proctored exams
- Low-vision assistance

Contact Information
Campus Location: Health and Human Services Building, first floor. (East Campus)
Phone Number: (269) 387-8486
Website: wmich.edu/hhs/student-resources/learning-resource-center

College of Health and Human Services Office of Student Engagement and Success

The College of Health and Human Services’ Office of Student Engagement and Success, established in 2015, is a learner-centered relationship-based support program designed to assist students in reaching their full academic potential. Built on a belief that student success must address the whole individual, initiatives are designed to stimulate growth for students in their academic, financial, social, occupational, physical and emotional lives. This program serves both undergraduate and graduate students with health and human sciences majors.

Contact Information
Campus Location: Health and Human Services Building, Suite 1400 (just before the computer lab). (East Campus)
Phone Number: (269) 387-8468
Website: wmich.edu/hhs/success
Disability Services for Students

Disability Services for Students (DSS) supports and advocates for students with disabilities, with a commitment to ensuring that every student has access to and equal opportunity to excel in every aspect of the university experience. DSS has over 1,000 students registered with the office and receiving academic accommodations.

A student with a disability is any student who has a physical or cognitive impairment which substantially limits one or more major life activities. Major life activities can include but are not limited to: walking, seeing, hearing, speaking, breathing, learning, and working.

Services are customized to individual needs, including:

- Learning Disabilities/ADHD - Test Accommodations (extended time, individual testing room, reader/scribe), text material in alternate format, copies of lecture outlines and overheard material
- Deaf and Hard of Hearing - Loan of FM amplification equipment, ASL interpreter, and CART
- Mobility Impairments - Accessible map information, provision for snow removal, test accommodations, and referral for library research and retrieval
- Blind and Visual Impairments - Text material in alternate formats, adaptive computer lab, testing accommodations (test reader/scribe, enlarged print, and extended time)
- Other Disabilities and Services - Advocacy for students with chronic health condition or psychological disabilities, on-campus transportation for students with temporary issues (such as broken legs and other mobility limitations) and assistance with long-term transportation for other mobility limitations.

Contact Information
Campus Location: Woodlawn Place (2210 Wilbur Ave)
Phone Number: (269) 387-2116
Website: wnmich.edu/disabilityservices/about
**Exploratory Advising**

The purpose of Exploratory Advising, established in 1978, is to disseminate information about classes and majors so that students gain the knowledge and tools needed to make educated decisions regarding their academic careers and to explore possible majors in a meaningful, productive way. Exploratory Advising serves all undeclared undergraduate students, partners with academic and student affairs departments across campus to educate students in the areas of course selection and registration, general education requirements, good academic standing and major exploration. Advising is also provided to students waiting to audition for fine arts programs and engineering students completing prerequisites.

**Contact Information**
Campus Location: 1275 Ellsworth Hall
Phone Number: (269) 387-4410
Website: [wmich.edu/exploratoryadvising](http://wmich.edu/exploratoryadvising)

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**Extended University Programs**

Extended University Programs (EUP) of Western Michigan University provides higher education and professional development opportunities beyond the main campus. EUP encompasses eight regional locations across the State of Michigan as well as online programs, lifelong learning, conferencing, and degree completion through the University Studies program. The success of all WMU student has always been a focus of EUP, and they are committed to providing support services to enhance the learning process and to assist students in achieving their professional, academic, and lifelong goals. EUP provides University leadership in lifelong learning and innovation through educational technologies and outreach. EUP serves as a bridge to engage diverse populations.

**Contact Information**
Campus Location: 3rd Floor, Ellsworth Hall
Phone Number: (269) 387-4200
Website: [https://wmich.edu/extended](https://wmich.edu/extended)
Fall Welcome

Fall Welcome, established in 2005, is a three-day program that assists first-year and transfer students with their academic and social transitions to WMU. First-year students have the opportunity to meet their roommate, connect with resources, and navigate the campus. Building on the foundation created at summer orientation, Fall Welcome connects students with WMU, other students, faculty, and staff. All first-year students are required to attend Fall Welcome and transfer students are encouraged to participate as well.

Contact Information
Campus Location: 2070 Siebert Administration Building
Phone Number: (269) 387-2167
Website: wmich.edu/firstyear/fall-welcome

Financial Aid (Bronco Express)

The Student Financial Aid Office serves all students with information on financial aid, funding information, planning, and financial education. Knowing that college financial decisions can impact the whole family, Financial Aid partners with Office of Family Engagement to provide as much information and support as possible to families and their Bronco.

The Bronco Express is a response to student requests for one, convenient year-round location to take care of everyday University business.

At Bronco Express, students can:
• Apply for financial aid and check financial aid status
• Make payments on accounts (cash or check)
• Check account balances and receive clarification of charges
• Ask basic registration questions
• Make an appointment with a financial aid counselor.

Bronco Express is available to serve students Monday, Tuesday, Thursday, Friday: 8am-5pm and Wednesday: 10am-5pm. Walk-ins are welcome, no appointment is necessary. For circumstances that require additional advising, Bronco Express will help students schedule an appointment with a student financial aid counselor located in the Student Financial Aid office in the Faunce Student Services building.

Contact Information
Campus Locations:
Room G09, Lower Level Bernhard Center (Broncos Express)
2510 Faunce Student Services Building (Financial Aid Office)
Phone Number: (269) 387-6000
Website: wmich.edu/finaid_wmich.edu/broncoexpress
First-Year Seminar

First-Year Seminar (FYS), established in 2005, is a transition course for first year students. The two-credit hour course offers students the opportunity to work in partnership with both a faculty or professional staff member and an upper class student. FYS meets during the fall semester. During the course of the semester, students are supported through their transition into campus life, and assisted in developing a strong academic foundation. Social engagement is also paramount to the success of the program, connecting students with their peers as well as faculty and staff.

Contact Information
Campus Location: 2070 Seibert Administration Building
Phone Number: (269) 387-2167
Website: wmich.edu/firstyear/seminar

Fostering Success Coach Training

The Fostering Success Coach Training and Certification is designed for professionals working with students who have experienced foster care or have lived through multiple adverse childhood experiences, as defined by the Adverse Childhood Experiences study. The Fostering Success Coach Training program was developed in 2013 as an effort to teach professionals the Fostering Success Coaching Model. Training provides intense skill development, and effectively equips professionals with practical tools to partner with students. It also provides a network of other coaches to learn from and with, and expert consultation opportunities. The Fostering Success Coaching Model was developed at Western Michigan University, a four-year university, through its campus-based support program for students from foster care. This training is available to WMU faculty and staff.

Contact Information
Campus Location: 4245 Health and Human Services Building
Phone Number: (269) 387-8384
Website: wmich.edu/fosteringsuccess/outreach/training
Foundation Scholars

Foundation Scholars are WMU students who have been awarded the Foundation Scholarship. WMU established the Foundation Scholarship program in 2015 to expand college access for new first-year students. To be eligible for the award, students must have a high school grade point average of 3.7 or higher at the end of their junior year. The scholarship is based on both merit and financial need, and is designed to provide a financial “foundation” to the recipients so they can focus on their academic studies. This is a $60,000 award ($15,000 annually).

Criteria for scholarship recipients:
- 3.7+ cumulative GPA on a 4-point scale at end of junior year
- For first-time, full-time freshmen entering fall 2017
- Admissible to WMU
- Have verified financial need based on one or more of the following criteria:
  - Student is enrolled in or eligible to participate in the Federal Free or Reduced Price Lunch program (FRPL)
  - Student is a ward of the state, an orphan, or in foster care
  - Student is homeless
  - Student is undocumented

Contact Information
Campus Location: Seibert Administration Building
Phone Number: (269) 387-2000
Website: wmic.edu/admissions/foundation

Fraternity and Sorority Life

The Student Engagement leadership experience is designed to meet the varying levels of leadership development needs for all students at WMU, whether they are the emerging leader, or the more seasoned student leader. The Leadership programs are co-curricular, meaning that the purpose is to add experiences, opportunities, and an added dimension to life outside of the classroom. The ultimate goal is for us to help students develop into a well-rounded leader and be able to transfer the leadership skills that they acquire to life beyond and outside of Western Michigan University.

Programs offered include the Leadership and Involvement Conference, Emerging Leaders, Leadership Certificate program, Leadership Retreats, workshops, Strengths assessments, as well as workshops/retreats on demand. Student staffs and student organizations can request workshops/retreats through the LeadCorp Interns.

Contact Information
Campus Location: 223 Bernhard Center
Phone Number: (269) 387-2182
Website: wmic.edu/studentengagement/greek-0
**Future Alumni Support Team**

The Future Alumni Support Team (FAST) is a registered student organization (RSO) that provides students the opportunity to network with current WMU Alumni, other students, and the Kalamazoo community. The organization’s primary goal is to prepare students for the transition from WMU student to alumni through the presentation of evening seminars about Life after WMU and programming to get students engaged in their future.

**Contact Information**
Campus Location: Heritage Hall  
Phone Number: (269)387-8838  
Website: [mywmu.com/FAST](http://mywmu.com/FAST)

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**Graduate College**

The Graduate College, promotes academic excellence by taking the lead in shaping graduate policy, assisting faculty in guiding and mentoring graduate students, and integrating services that support students in their personal and professional development.

These services include:
- Orientations, in-person or online
- Responsible conduct of research and ethics training
- Dissertation and thesis support
- Grants for research and travel
- Workshops on topics such as:
  - Choosing an academic advisor
  - Time and financial management
  - Tips for healthy living, strategies for dealing with stress
  - Strategies for job search and career advancement

**Contact Information**
Campus Location: 120 West Walwood Hall (East Campus)  
Physical Address: 741 Oakland Drive Kalamazoo, MI 49008  
Phone Number: (269) 387-8212  
Website: [wmich.edu/grad](http://wmich.edu/grad)
Graduate Center for Research and Retention

The Graduate Center for Research and Retention provides a wide variety of retention and career development services to assist Western Michigan University graduate students on their trajectories toward degree completion. This office provides sustained individual mentoring, guidance, and advising support to graduate students in all disciplines. Its work represents an integrated approach to graduate student retention and success, and has, in the past, conducted research on time to degree and participated in national projects concerned with doctoral attrition and retention.

Through its initiatives, it ensures best practices in graduate education and implements programmatic interventions to enhance opportunities for degree completion and professional development for all Western graduate students. In addition, it provides conflict resolution in a confidential setting for students and faculty, dissertation and thesis coaching, proposal development and writing support, development of the CV or resume, salary negotiation guidance, as well as many other resources.

This unit oversees all Graduate College awards for graduate student research and travel, as well as dissertation completion awards, fellowships, and prizes.

Contact Information
Campus Location: 260 Walwood Hall
Phone Number: (269) 387-8249
Website: wmich.edu/grad/about/research-retention

Haworth College of Business Academic Advising

Haworth College of Business (HCoB) Academic Advising provides advising to HCoB students and is a key component of a learner-centered, research university and a shared responsibility among the student, advisor, faculty, and university community. Advisors can assist with major/minor information, or provide general academic advising. Additionally, advisors can assist with transfer student needs, career questions, or study abroad interests.

Undergraduate walk-in advising available Tuesday, Wednesday, and Thursday, 8-11:30a.m. and 1-3:30 p.m. For advising during other times, call to set up an appointment!

Contact Information
Campus Location: 2350 Schneider Hall
Phone Number: (269) 387-5075
Website: wmich.edu/business/advising

ISM student advising appointments: ismadvising.org
Haworth College of Business Communication Center

Haworth College of Business Communication Center, established in 2012, to assist all business students in strengthening and professionalizing oral, visual and written communication skills—for assignments, scholarship or graduate school applications, employment opportunities, or any other situation.

Consultants of the College of Business assist with:
• Conceptualizing or exploration of ideas.
• Understanding of focus, purpose, audience, and voice.
• Creative and critical thinking.
• Information gathering.
• Organization and content development.
• Written and oral language skills.

Additional Services:
• Career preparation workshops (such as “Five Ps to Professional Presentations”)  
• Research writing workshops

Contact Information
Campus Location: 3445 Schneider Hall  
Phone Number: (269) 387-6414  
Website: wmich.edu/business/academics/communication

Haworth College of Business SPuRS Program

The Student Professional Readiness Series (SPuRS) was established in 2016 for all HCoB students. The mission of this program is to help students develop all the necessary skills they need to be successful in their career. To graduate with Bachelor of Business Administration, all students must participate in the activities of the SPuRS program. The program focuses on enrichment opportunities outside of the classroom and supports the development of career readiness competences.

The SPuRS program focuses on helping business students develop interpersonal and professional skills as well as leadership attributes and professional competencies through co-curricular programming.

Pillars of Engagement for the SPuRS program:
• Personal and interpersonal knowledge
• Professional insight
• Leadership and Service

Contact Information
Campus Location: 2350 Schneider Hall  
Phone Number: (269) 387-5050  
Website: wmich.edu/business/academics/spurs
**Immigration Services**

Immigration Services is a unit within Western Michigan University’s Diether H. Haenicke Institute of Global Education that offers comprehensive immigration advising and services to WMU international academic students, visiting scholars, international faculty and staff, and their WMU hosting or sponsoring departments.

**Contact Information**
Campus Location: 3110 Faunce Student Services Building
Phone Number: (269) 387-5865
Website: [wmich.edu/immigration/about](http://wmich.edu/immigration/about)

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**Institutional Equity**

Institutional Equity promotes equal opportunity, equity and access in employment and education for all members of the University community and provides compliance oversight for University policies related to federal and state civil rights laws and regulations prohibiting protected class discrimination, harassment and retaliation.

The office is available to assist students of all backgrounds and identities by providing a safe environment, education, information and resources to address and resolve issues related to discriminatory, harassing and retaliatory behaviors, including sex and gender-based violence and other forms of sexual misconduct. Report prohibited behaviors in person, over the telephone or online at [wmich.edu/equity/reporting-forms](http://wmich.edu/equity/reporting-forms).

**Contact Information**
Campus Location: 1220 Trimpe Building
Phone Number: (269) 387-6316
Website: [wmich.edu/equity](http://wmich.edu/equity)
Intellectual Skills Development Program

Intellectual Skills Development Program was established more than 30 years ago to identify new students who do not meet entry-level competencies in reading, writing and mathematics and to provide assistance for incoming freshmen by placing them in courses that fit their need. Reading, writing, and math placement courses are based on ACT or SAT and high school GPA.

The skill-building courses offered are:
- ENGL 1000, Basic Writing (4 credits, graded as credit/no credit only).
- LS 1040, Effective College Reading (2 credits).
- MATH 1090, Pre-Algebra (2 credits)

Contact Information
Campus Location: 1260 Ellsworth Hall
Phone Number: (269) 387-4411
Website: wmich.edu/placement

International Admissions and Service

The Haenicke Institute for Global Education International Admissions and Services serves as a hub for international students. Haenicke Institute International Admissions works in partnership with international Broncos to assist them through the process of applying to WMU, gaining a visa, and maintaining their immigration status while attending class in the United States. This office also helps connect our international students to resources to assist in their transition to Western by offering orientation, connection to ESL services, student engagement activities and resources.

Contact Information
Campus Location: 3110 Faunce Student Services Building
Phone Number: (269) 387-5865
Website: wmich.edu/internationaladmissions
**Invisible Need Project**

The Invisible Need Project (INP) serves students with unmet needs, while strengthening the culture of giving at Western Michigan University. The Project engages the entire campus community, encouraging faculty, staff, administrators, and fellow students to come together to help students in need through donations of food, time, or money. Students in need can access the campus food pantry every two weeks, or apply for one of two relief funds – the Student Emergency Relief Fund for unexpected financial emergencies or the Staufer Emergency Medical Fund to assist with medical expenses at the Sindecuse Health Center.

**Contact Information**

Campus Location: Second Floor Faunce Student Services Building (Students check-in at Student Affairs Front Desk, food pantry located in 2316 Faunce)

Phone Number: (269) 387-4742

Website: [mywmu.com/invisibleneed](http://mywmu.com/invisibleneed)

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**Kalamazoo Promise Scholars Program**

The Kalamazoo Promise Scholars Program supports Kalamazoo Promise scholarship recipients. The program assists students by providing one-on-one coaching and connection to resources on campus and beyond. The program partners with Kalamazoo Public Schools and various organizations within the community to create foundations for students to develop academically, personally, and professionally. The KPSP peer mentor program helps new WMU students navigate their transition to the university and develop skills essential to success in college and their future career.

Kalamazoo Promise students have access to “Our Space”, a student-centered space, for study and socializing. “Our Space” us open to the entire WMU community and is located in 1320 Trimpe.

**Contact Information**

Campus Location: 1320 Adrian Trimpe

Phone Number: (269) 387-6313

Website: [wmich.edu/kalamazoopromise](http://wmich.edu/kalamazoopromise)
Learning Assistant Program

The Learning Assistant Program offers direct assistance to students in gateway courses via in-class assistance and study sessions to review course objectives and develop effective study techniques. A Learning Assistant will be present in the classroom during class, and will lead three study sessions each week for the students in their assigned section.

The Learning Assistant Program is available to any WMU student registered in one or more of the following courses:

- BIOS 1120
- PSY 1000
- PHYS 2050, 2070
- MATH 1110, 1220
- CHEM 1100

Contact Information

Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4252
Website: [wmich.edu/arts-sciences/learning-assistant-resources](http://wmich.edu/arts-sciences/learning-assistant-resources)

Lee Honors College Academic Advising

The Lee Honors College Peer Student Success Team provides academic and social support to incoming honors students, all of whom are paired with a Peer Student Success Team member. Team mentors can help identify and address the concerns of new Western students. Mentors also hold office hours and offer basic information about Western Michigan University, Kalamazoo, and the Lee Honors College.

Contact Information

Campus Location: Lee Honors College
Phone Number: (269) 387-3230
Website: [http://wmich.edu/honors/advising](http://wmich.edu/honors/advising)

Lee Honors College Peer Student Success Team

The Lee Honors College Peer Student Success Team provides academic and social support to incoming honors students, all of whom are paired with a Peer Student Success Team member. Team mentors can help identify and address the concerns of new WMU honors students. Mentors offer basic information about Western Michigan University, Kalamazoo, and the Lee Honors College.

Contact Information

Campus Location: Lee Honors College
Phone Number: (269) 387-3230
Website: [wmich.edu/honors/student-opportunities/organizations/psst](http://wmich.edu/honors/student-opportunities/organizations/psst)
Lesbian, Gay, Bisexual, and Transgender Student Services

The Office of LBGT Student Services, established in 2002, offers support, education and advocacy around issues of gender identity/expression and sexual orientation to the WMU community. LGBT Student Services collaborates with student organizations, university departments and local organizations to provide the WMU campus community with access to health resources, activities, and support services. The office serves lesbian, bisexual, gay, transgender, questioning, queer, intersex and agender students and educate the broader campus community on ways to better serve the LBGTQIA community.

Offering a number of programs, the Office of LBGT Student Services educates and engages the WMU community on issues impacting the LBGT community. Past programs, events, and activities have included:

- Fall Fab Fest
- Coffee and Conversation
- Lavender Graduation
- Out at WMU: Face of Pride
- Pride Alumni Network
- Safe on Campus Training Program
- SpeakOUT! Training Program
- Student Advisory Council
- Summer Internship Program.

Contact Information
Campus Location: 1321 Adrian Trimpe
Phone Number: (269) 387-21323
Website: wmich.edu/lbgt
Martin Luther King Jr. Student Scholars Academy

The Martin Luther King Jr. Student Scholars Academy, established in 1968, is a four-tier comprehensive program designed to offer academic, social, and professional development support and services to assist program participants from the first year through graduation. Each tier is designed to address particular developmental milestones associated with that phase of each student’s matriculation.

Fifty first-year students who receive the Western Michigan University MLK G.O.L.D. Scholarship are selected to participate in the MLK Student Scholars Academy. Students awarded this scholarship receive $4,000 annually ($16,000 total award). To be eligible this scholarship and program students must have demonstrated a commitment to diversity through involvement in their schools, communities, churches, organizations and personal life and will contribute to the diversity of our campus community.

Students must also:
- Have a 3.0+ GPA on a 4.0 scale at end of junior year.
- Submit all required admissions materials to WMU by deadline
- Be a first-time, full-time freshman

Collectively, the four-tiered WMU-MLK Student Scholars Academy serves approximately 100-150 students which represent a wide variety of diverse backgrounds each academic year.

Contact Information
Campus Location: 2260 Ellsworth Hall
Phone Number: (269) 387-4420
Website: wmich.edu/mlkacademy
Math Tutor Lab

The Department of Mathematics offers two (2) tutor lab for students. One lab, located in 2227 Rood Hall offers tutoring for students taking math 1140, Excursions in Mathematics and Math 1160, Finite Mathematics. The second tutor lab is located in 3378 Rood and tutors students in Pre-Algebra, Algebra 1 & 2, Pre-Calculus, and all versions of Calculus up to and including Calculus 2. The Math tutor labs offer one-on-one or group tutoring and computers on-site to give you hands-on help. Tutors are trained to assist students logically through the process of problem solving by determining road blocks within the student’s understanding of the individual problem. This facilitates a more organic understanding of the complexities of mathematics.

Contact Information
Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4510
Website: wmich.edu/math/computer-tutor-labs

Mentoring for Success Program

The Mentoring for Success Program, established in 2007, is designed to promote participants’ success at Western Michigan University through increased acceptance rates into participants’ intended majors and increased graduation rates. Peer mentors provide academic support through one-on-one and small-group mentoring sessions. They may tutor, facilitate discussions, help mentees locate resources, and promote life skills development. This program strives to ensure that all program participants are given the full opportunity to discover and develop their talents, interests, and unique potential, and to provide a learning-centered and student-centered environment that presents the context for intellectual, cultural, professional, and personal growth during the college experience.

Mentoring for Success serves the following populations:
• College Assistance Migrant Program (CAMP) participants
• Martin Luther King Jr. Student Scholars Academy participants
• Michigan GEAR UP participants

Contact Information
Campus Location: 2285 Ellsworth Hall
Phone Number: (269) 387-3316
Website: wmich.edu/peermentoring
Multicultural Affairs

The Division of Multicultural Affairs, established in 1968, supports the University’s efforts in the attraction, persistence and graduation of diverse students through programs and services. This division serves as an information resource on the role and value of diversity in education for Western Michigan University and the greater Kalamazoo communities. Multicultural Affairs strives to ensure that all students are given the full opportunity to discover and develop their talents, interests, and unique potential, and to provide a learning-centered environment that presents the context for intellectual, cultural, professional, and personal growth during the college experience. They ensure this through programs, services, and initiatives that address cross-cultural competency and personal empowerment.

Areas of Focus:
- Events and programs that promote cultural awareness
- Support for student organizations
- Networking opportunities
- Mentor and peer mentor programs
- One-on-one tutoring
- Academic progress monitoring
- Employment and internships
- Scholarship information

Contact Information
Campus Location: 2260 Ellsworth Hall
Phone Number: (269) 387-4420
Website: wmich.edu/multicultural
Office of Diversity and Inclusion

The Office of Diversity and Inclusion (ODI) is a resource for all Western Michigan University faculty, staff, and students. ODI offers a number of programs to the WMU community on various topics including, but not limited to, race, gender, sexual orientation, disability and religious tolerance.

Available programs and services include:

- Disability Film Series
- Gender Identity Training
- Everyone Counts Diversity Learning Communities - These communities were established to engage faculty, part-time instructors, staff members and graduate students with appointments in discussions and project development that focuses on diversity. These learning communities serve to equip participants with the skills needed to implement course objectives and campus programming centered on diversity in addition to seeking ways to address any institutional systemic barriers.
- Real Talk Diversity Series - This series serves as a catalyst to promote, celebrate, and increase awareness about diversity at WMU, to recognize cultural differences as well as similarities, and to encourage cross-cultural interaction. The programs are meant to raise awareness, stimulate dialogue, and eliminate false ideologies.
- Safe on Campus Training – This training program is available to all faculty, students and staff at WMU to help them learn to be a better advocate and ally to lesbian, bisexual, gay and transgender people.

ODI works with students and registered student organizations to provide:

- One-on-one consultations
- Registered student organization meeting presentations or workshops

ODI also hosts events and sponsors programming that supports the mission of the office, including MLK Celebration Events.

Contact Information
Campus Location: 1003 Adrian Trimpe
Phone Number: (269) 387-6313
Website: wmnch.edu/diversity
Office of Family Engagement

The Office of Family Engagement serves parents, guardians, and families to promote and encourage student learning, responsible independence, and personal development through the transition from high school to college and throughout the college years. The program provides comprehensive information, advice, and reassurance for families to better understand the University experience and effectively support student success, as well as sponsors educational and social events for students and families.

Contact Information
Campus Location: 2415 Faunce Student Services Building
Phone Number: (269) 387-4820
Website: wmich.edu/families

Office of Military and Veterans Affairs

The Office of Military and Veterans Affairs was established in the spring of 2009 to assist in creating a smooth transition from “service to student.” OMVA assists Veteran Broncos in understanding their GI benefits, disability resources, and academic support programs for which they may be eligible. Additionally, student counseling and career services are offered along with student organizations Student Veterans of America and Vetsuccess on Campus. Through the Office of Military and Veterans Affairs, service members and their families are offered in-state tuition rates to attend WMU.

Contact Information
Campus Location: 1255 Ellsworth Hall
Phone Number: (269) 387-4444
Website: wmich.edu/military

Ombudsman

The Office of the Ombudsman serves faculty, staff and students by serving as a neutral, confidential and independent third party to listen to and discuss problems/concerns, and identify options to resolve issues. The Office provides information on resources within the University, opens avenues of communication, investigates complaints and gathers information. The office also facilitates processes for hardship/non-attendance withdrawal appeals, course grade appeals and program dismissal appeals.

Contact Information
Campus Location: 2420 Faunce Student Services Building
Phone Number: (269) 387-0718
Website: wmich.edu/ombudsman
Office of Student Engagement (OSE)

The Office of Student Engagement has been serving all WMU students for over 20 years. The vision of the Office of Student Engagement is to be recognized as an expert provider of intentional engagement and leadership development opportunities. The mission of the office is to engage the campus, empower students, and develop leaders.

The goals of the Office of Student Engagement are to:
- Engage students to develop meaningful connections with the campus community.
- Empower students to maximize their leadership potential to build a culture of excellence.
- Facilitate intentional learning experiences that are an integral component of the student experience.

OSE oversees Registered Student Organizations (RSOs), Fraternity and Sorority Life, Leadership Programs, Bronco Bash, the Student Media Group, and Homecoming.

Contact Information
Campus Location: 223 Bernhard Center
Phone Number: (269) 387-2115
Website: wmich.edu/studentengagement

Office of Student Engagement: Registered Student Organizations (RSOs)

WMU has over 350 Registered Student Organizations (RSOs) that focus on a variety of interest areas. The Campus Activities Board (CAB), Western Student Association (WSA), Graduate Student Association (GSA), and student media groups, are just a few examples of student organizations at WMU. Participation in an RSO enhances and enriches student life, creating a space of belonging and a positive self-image, in addition to learning opportunities. Students are able to create RSO of their choice if they have not found one that fits their need. To learn more about the RSO’s at WMU students can log into their GoWMU accounts and click “Experience WMU” in the top navigation bar.

Contact Information
Campus Location: 223 Bernhard Center
Phone Number: (269) 387-2115
Website: wmich.edu/studentengagement/rso
Orientation

The Orientation program, established in 1960, provides a comprehensive experience which will aid new students in their transition to the institution, expose new students to the educational opportunities within WMU, integrate new students into the academic and campus life of the institution, increase the retention rate of new students, assist parents and families of new students to understand the University environment and services and enhance family awareness of issues facing college students. New student orientation is a 2-day process which typically takes place over the summer with a group of student orientation leaders. During the orientation process, students register for classes, meet with an advisor, and can even declare a major (if they’re ready).

Contact Information
Campus Location: 2070 Seibert Administration Building
Phone Number: (269) 387-2167
Website: wmich.edu/firstyear/orientation

Peer Academic Success Coaching

The Peer Academic Success Coaching Program helps students perform to the best of their abilities and attain the highest standards of academic excellence. Through the coaching process, students work collaboratively with an assigned coach to develop a plan of action to optimize academic performance and receive support to take the steps necessary to enhance the students’ learning experience at WMU.

Services:
- Two hours each week of one-on-one sessions with a coach to build study habits and receive individualized content tutoring
- Assistance in developing short-term, mid-range and long-term goals
- Help to remain accountable for progress toward the achievement of those goals
- Assistance with specific academic issues

Contact Information
Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4252
Website: wmich.edu/arts-sciences/academics/student-success/peer-coaching
**Phoenix Program**

The Phoenix Program was established in 2013 to assist dismissed/readmitted students and students on probation after their first semester at Haworth College of Business. The Phoenix program offers College of Business Success Courses (UNIV 1030) and one-on-one coaching with concentrated academic advising and/or career and life coaching. Students are also encouraged to utilize the Bronco Study Zone which provides tutoring and success seminars.

**Contact Information**
Campus Location: 2350 Schneider Hall
Phone Number: (269) 387-5075
Website: [wmich.edu/business/advising/readmission](http://wmich.edu/business/advising/readmission)

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**Physics Help Room**

Physics Help Room provides academic support to students enrolled in all 1000-2000 level physics courses. The help room is staffed with Physics graduate students and occasionally course learning assistants and instructors. Students can expect assistance with concerns related to physics homework/problem solving, and physical concepts.

**Contact Information**
Campus Location: 3302 Rood Hall
Phone Number: (269) 387-4940.
Website: [wmich.edu/physics/help-room-schedule](http://wmich.edu/physics/help-room-schedule)

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**Reclaim the W**

Reclaim the W, established in 2015, is a program for second-year students who have been dismissed at the end of their second semester at WMU. Eligibility for the program is determined based on the student’s grade point average and input from the advising directors. Students are invited to apply for the program. If selected for the program, students will register for the Reclaim the W course (UNIV 1030) and be offered conditional enrollment to WMU during their second year. Upon successful completion of the program (2.0 Grade Point Average), students will be admitted without conditions.

**Contact Information**
Campus Location: 1260 Ellsworth Hall
Phone Number: (269) 387-4413
Website: [wmich.edu/registrar](http://wmich.edu/registrar)
Registrar’s Office

The Registrar’s Office is responsible for maintaining the integrity of academic records for all individuals who pursue their education at Western Michigan University. Academic records include, but are not limited to, student academic information, records of enrollment, academic status, degree completion and directory information.

The Registrar’s Office sets the University Calendar and offers a wealth of resources for students like the Academic Success Guide (formerly the First-Year Success Guide) as a quick-reference for incoming first-year, transfer, and international students, as well as information on registration, academic policies, requesting transcripts, and withdrawing from courses.

Contact Information
Campus Location: 3210 Seibert Administration Building
Phone Number: (269) 387-4300
Website: wmich.edu/registrar

Residence Life Learning Communities

Learning Communities, established in 2005, are an opportunity for Western Michigan University undergraduate students to live on a floor with peers who share similar interests, schedules or majors. These learning communities help facilitate study groups, social connections and exposure to a more seamless university experience.

Residence Life offers seven Academic Learning Communities (such as Fine Arts House and Science Scholars), five Honors-Based Learning Communities, and two Interest-Based Learning Communities (such as Spectrum House--LBGT and ally students), and two Transfer Learning Communities.

Contact Information
Campus Location: Third Floor Faunce Student Services Building
Phone Number: (269) 387-4735
Website: wmich.edu/housing/info/communities
Seita Scholars

The Seita Scholarship, established in 2008, is a full-tuition scholarship that supports Western Michigan University students who have lived some or all of their teenage years in foster care. Students who receive the scholarship are enrolled in the Seita Scholars Program and receive assistance in accessing additional financial resources, scholarships, and arranging for year-round housing on campus.

Seita Scholars participate in:
- A specialized First-Year Seminar course led by an instructor and student leaders
- Graduation preparation seminars
- Identity groups

Seita Scholars are connected with peer mentors and career mentors and are supported by campus coaches who provide 24-hour on call support. They also receive academic assessment, support, and monitoring.

Contact Information
Campus Location: 1111 Faunce Student Services Building
Phone Number: (269) 387-8344
Website: wmich.edu/fosteringsuccess/seita

Service-Learning

Service-learning provides all WMU students with opportunities to practice course content in the real world. The Service-Learning Office:
- Works with professors and instructors, students and community organizations to create and maintain service-learning projects for their classes.
- Assists students who are seeking service-learning opportunities.
- Creates opportunities for students to get involved in their community.
- Facilitates career exploration through direct experience in the student’s field of interest.
- Provides opportunities for students to network with others in their chosen fields.

Contact Information
Campus Location: 1260 Ellsworth Hall
Phone Number: (269) 387-4455
Website: wmich.edu/servicelearning
Sindecuse Health Center

Sindecuse Health Center offers convenient, cost-saving services with an experienced multi-disciplinary staff dedicated to patient health. Providing evaluation and treatment for a variety of illnesses and injuries, preventative health check-ups, periodic health monitoring, as well as health education opportunities that enhance the individual and community. Sindecuse is WMU’s resource for physical therapy, massage therapy, nutrition counseling and wellness workshops.

Contact Information
Campus Location: Sindecuse Health Center
Phone Number: (269) 387-3287
Website: https://wmich.edu/healthcenter

Sindecuse Health Center Counseling Services

The counselors at Sindecuse Health Center help students identify challenges and make changes to manage the emotional and social difficulties that might complicate college life. They collaborate with other clinicians to coordinate care and offer short-term individual, couples and group counseling for a diverse student population facing complicated decisions or challenging situations. Counseling services are provided for students at no cost.

Contact Information
Campus Location: Sindecuse Health Center
Phone Number: (269) 387-1850
Website: wmich.edu/healthcenter/counseling

Sindecuse Health Center Health Promotion and Education

The team of health professionals and nationally certified student peer educators at Sindecuse Health Center advocate for environments and behaviors that sustain a healthy campus community. Training, workshops, interactive health resources, and individual appointments are available. A wide variety of program and services are offered such as Bystander Intervention, HIV testing and counseling, Theatre for Community Health, Wellness workshops, etc.

Contact Information
Campus Location: Sindecuse Health Center, upper level
Phone Number: (269) 387-3263
Website: wmich.edu/healthcenter/healthpromotion
STEM Talent Expansion Program (STEP) and STEP Student Success Centers

The College of Engineering and Applied Sciences (CEAS) has implemented the STEM Talent Expansion Program (STEP) to help students develop the academic skills, habits, and connections needed to successfully complete a degree within CEAS. Since its inception in 2004, STEP has resulted in a 39% increase in retention to the College of Engineering and Applied Sciences.

95% of incoming CEAS students are placed into a cohort of 15-25 students, based on math placement and major. These students take the same 3-5 courses together in the fall semester and 2-4 courses in the spring. Each cohort is led by a STEP faculty or staff mentor. Students form study groups naturally from seeing familiar faces in multiple classes which helps to ease the transition from high school to college.

STEP employs 20+ tutors in three STEP Student Success Centers (SSCs) located in two residence halls--Eldridge/Fox (Engineering House) and French Hall. A third SSC is located at CEAS in Floyd Hall. STEP Student Success Centers serve all students in need of academic help in many STEM courses, including math, physics, and chemistry. Both residence hall locations offer evening tutoring between 7pm-1am. The Floyd Hall location offers daytime tutoring which includes support for upper-level engineering and applied sciences courses.

STEP hosts events aimed at community building for new students. Early Intervention, another support program, provides personalized academic support for students who underperform in critical STEM courses. Students identified by non-attendance reports are also contacted to direct them to STEP resources and other campus resources as needed.

STEP is committed to increasing recruitment and retention of women students in STEM. STEP offers a one-credit seminar, ENGR 4950: Women and Leadership in Engineering and Applied Sciences, for incoming freshmen and transfer students. This course features advice and guidance based on the experiences of WMU-CEAS alumnae. Students learn about internships, RSO opportunities, and explore all majors offered at CEAS. Enrolled students are also assigned an e-mentor who is a WMU-CEAS alumna.

Contact Information
Campus Locations:
Main Office: E-102 Floyd Hall (CEAS)
Tutoring locations: P110 and P118 Eldridge/Fox (Valley III Residence Hall—home of Engineering House); G-09 French Hall; Floyd Hall, Room B-122 (Parkview Campus)
Phone Number: (269) 276-3316
Website: wmich.edu/step/
Student Success Services

The College of Arts and Sciences Student Success Services was established in 2013 to enhance and provide academic support for programs offered at WMU. These programs include: The Bronco Study Zone, Learning Assistant Program, and Peer Academic Success Coaching. These programs and services are available to all Broncos.

Contact Information
Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4252
Website: wmich.edu/student-success

Study Abroad

Study Abroad, established in 1990, for all WMU students to help all students develop cross-cultural skills. A study abroad experience provides alumni with an advantage in the job market upon graduation, and cultivates life-long learning.

Students who are ready to explore study abroad options are encouraged to take the following steps in preparation to apply:

- Attend an information session—offered daily, hosted by Western Michigan University study abroad alumni.
- Program search—browse programs and apply online.
- Advising hours—walk in during fall and spring semesters or make an appointment.

Contact Information
Campus Location: 2nd Floor, Ellsworth Hall
Phone Number: (269) 387-5890
Website: wmich.edu/studyabroad
Technology Help Desk

The Help Desk has been providing services on WMU campus for over 30 years. The Help Desk serves all WMU students. Staff are available to assist both telephone and walk-in customers and serve as your first point of contact for computer hardware, software, and mobile device related questions or problems.

The Help Desk provides technical support for:

- Anti-virus/virus
- Classroom technology
- Computer, laptop, and mobile devices
- Email, hardware, and software

Contact Information
Campus Location: 2nd Floor University Computer Center, located next to Waldo Library
Phone Number: (269) 387-4357
Website: wmich.edu/helpdesk

Transfer Student Services

Transfer Student Services is one of five units in First-Year Experience, established in 2007, with the purpose of identifying institutional practices, policies and procedures that impact transfer student success. Two of the signature services provided is the Transfer Transition Program (TTP), which is an orientation program for transfer students starting in either summer session or the fall semester, and Spring Orientation for students starting in the spring semester. Starting fall 2017, Transfer Student Services will officially launch the Transfer Ambassador Program (TAP). TAP consists of 10 current students (Transfer Ambassadors) who will be responsible for reaching out to incoming transfer students and planning program/events specifically for transfer students as they make their transition to WMU.

Contact Information
Campus Location: 2070 Siebert Administration Building
Phone Number: (269) 387-2167
Website: wmich.edu/firstyear/transfer
TRiO Future Educators Success Program (FESP)

The TRiO Future Educators Success Program (FESP), established in 2010, serves undergraduate students in any Teacher Education Program who are first generation college students, income eligible, or a student with a disability. TRiO FESP promotes the success, retention and graduation of future teachers from Western Michigan University.

Students in TRiO receive quick, easy access to academic advising and priority registration. They also receive mentoring/tutoring, leadership opportunities, career guidance and engagement opportunities.

Contact Information
Campus Location: 2302 Sangren Hall
Phone Number: (269) 387-3500
Website: wmich.edu/trio-future-educators

TRiO Student Success Program (SSP)

TRiO Student Success Program (SSP), established in 1984, serves first-generation, income eligible, and students with disabilities in their transition to college until graduation. TRiO SSP provides services to help students improve class performance and find the necessary resources (academic, financial, career, etc.) on campus and in the community so that they graduate and achieve their life goals.

TRiO SSP services:
- First Year Experience classes
- Academic and holistic advising
- Priority registration to participants
- Scholarships
- Peer-mentoring

Contact Information
Campus Location: 1st Floor of Ellsworth Hall
Phone Number: (269) 387-4440
Website: wmich.edu/triostudentsuccess
University Libraries

University Libraries supports students as they prepare for class, engage in independent study, work collaboratively, need a quiet space or a convenient meeting location in a relaxed setting. Waldo library is open between 7:30am-2am most days, with computers and printing available. Service-oriented librarians and student assistants are there to help with any and all information needs, and can deliver in-person, phone, text and e-mail help; simply walk in or click ‘Ask Us’ on the Libraries’ Web pages. Alternatively, consultations maybe scheduled with a particular subject librarian.

Waldo Library and its three branches (Swain Education Library in Sangren Hall, Maybee Music and Dance Library in Dalton Hall and Zhang Legacy Center) collectively provide more than two million books, online articles, streaming videos, audio, searchable databases and online subject and class guides. Some online texts and class readings are available through the Libraries course reserves system. Print versions of textbooks for other classes are available from the main or branch circulation desks for 2 hour in-library use. Most of the Libraries’ books can be borrowed for a full semester. Can’t find what you need? Just ask.

Contact Information
Campus Location: Waldo Library
Phone Number: (269) 387-5059
Website: wmich.edu/library

University Recreation

The Student Recreation Center, established over 30 years ago, houses University Recreation offices and programs. The mission of University Recreation at Western Michigan University is to provide learning and development opportunities while preparing the University community for a positive, healthy, active life through recreational programs and services.

Students, faculty, and staff can access exercise equipment, swim laps at the pool, register for personal training, and even meet with a trainer who can tailor programs to meet personal goals.

Contact Information
Campus Location: Student Recreation Center
Phone Number: (269) 387-4732
Website: wmich.edu/rec
Walker Institute for Race & Ethnic Studies

The Walker Institute was established in 1989. The mission of the Walker Institute is to engage in research, teaching and service to promote understanding of race and ethnic relations, with a special emphasis on the causes of disparities and the contexts in which conflicts as well as shared purposes and perspectives arise. The institute offers an academic minor in Race and Ethnic relations for undergraduate students. Furthermore, the Walker Institute aims to create more equitable and inclusive communities and institutions, especially in this region of the state and throughout Michigan.

A signature program of the Walker Institute is its community forums on race, class, and criminal justice. For each forum, a research presentation is prepared by a member of the WMU community or community-at-large to facilitate an educated dialogue.

Contact Information
Campus Location: 1104 Welborn Hall
Phone Number: (269) 387-2141
Website: wmich.edu/walkerinstitute

WMU Signature Program

WMU Signature, which officially launches Fall 2017, offers a student-initiated trajectory to explore and develop one’s passions, talents, and interests through co-curricular experience. It provides a faculty and staff informed framework for students to intentionally focus their engagement. Upon completion of their WMU Signature Pathway, students will receive recognition with a university endorsed designation on their transcript and diploma. These meaningful transformative experiences are created by the experts around campus - faculty and staff.

Why WMU Signature? WMU Signature is an opportunity for students to be recognized for the learning that occurs outside of the classroom. By participating, students will be able to connect the dots between all of their experiences, while gaining transferable skills to better market themselves to future employers or institutions.

Contact Information
Campus Location: 160 Bernhard Center
Phone Number: (269) 387-2127
Website: wmich.edu/signature
Writing Center

The WMU Writing Center, established over 30 years ago, helps students understand effective writing choices by discussing invention, audience, and style concerns. This program draws on theory, best practices, research, and assessment to work with writers from any discipline and at any stage of their writing process on any genre. Any student, faculty, staff, or administrator taking classes or employed at or through any WMU campus (including students who are studying abroad or enrolled in internships) may take advantage of the Writing Center at their campus location or via Skype and telephone.

Contact Information
Campus Location: 1343 Ellsworth Hall
Phone Number: (269) 387-4615
Website: wmich.edu/writingcenter

Zhang Career Center at the Haworth College of Business

The Zhang Career Center, established in 2008, facilitates career exploration and professional development for all business students through programming and advising designed to increase career readiness competencies that employers seek. The career center hosts career fairs, networking events, a required course for transfer students, and various developmental events focusing on career fair preparation and business etiquette. Students can prepare and connect with employers to secure professional externships, internships, and employment opportunities.

As part of the student-focused career development pathway, Zhang Career Center offers several additional services to support Haworth College of Business students, including opportunities for career self-study through resources on their website and Career Development guide as well as internships and jobs posted on the Bronco Jobs (Handshake portal). Broncos seeking a more personalized experience can receive career advising, apply for a business externship, and can take a self-assessment of personal skills to explore the many career options that may be available.

Contact Information
Campus Location: 3020 Schneider Hall
Phone Number: (269) 387-2711
Website: wmich.edu/business/career