INTRODUCTION

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. Third, programs are categorized within the 5 core dimensions of Plan It 4-Ward to showcase how the programs and services can support students.
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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
• 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)
• CENTER FOR ENGLISH LANGUAGE AND CULTURE FOR INTERNATIONAL STUDENTS (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 ADMISSIONS & 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/University Studies (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)
- Reclaim THE W (Academic Potential)
- SEITA Scholars Program (Students Who Have Experienced Foster Care)
- STEM Talent Expansion Program (STEP) (CEAS Students)
- Trio Future Educators Success Program (FESP) (1ST Generation, Income Eligible, or Students W/ Disabilities & CEHD Teaching Majors)
- Trio Student Support Program Program (1ST Generation, Income Eligible, or Students W/ Disabilities)

*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
- Division of Multicultural Affairs
- Financial Literacy, Educational Planning and Outreach
- Fraternity and Sorority Life
- Health Promotion and Education
- Invisible Need Project
- Leadership and Volunteer Services
- Lesbian, Bisexual, Gay and Transgender (LBGT) Student Services
- Office of Diversity & Inclusion
- Office of Family Engagement
- Office of Student Engagement
- Ombudsman
- Registered Student Organizations (RSO)
- Registrar’s Office
- Service Learning
- Sindecuse Health Center
- Sindecuse Health Center Counseling Services
- Student Financial Aid
- Technology Help Desk
- University Recreation
- Walker Institute for Race & Ethnic Studies
- WMU Signature Program
PROGRAMS AND SERVICES BY POPULATION SERVED*

SERVICES AND PROGRAMS FOR SPECIFIC STUDENTS GROUPS*

- Adult Learner (Students age 22 and older)
- College of Engineering and Applied Sciences Career and Student Employment Services (CEAS Students)
- Fall Welcome (First Year and Transfer Students)
- First Year Experience (First Year Students)
- Haworth College of Business Spurs Program (HCOB Students)
- Immigration Services (International Students)
- International Admissions and Services (International Students)
- New Student Orientation (First Year Students)
- Office of Military and Veterans Affairs (Veterans, Service Members & Their Families)
- Osher Lifelong Learning Institute (Adult Learners)
- Residence Life Learning Communities (Students Living on Campus)
- Transfer Student Services (Transfer Students)
- Zhang Career Center (HCOB Students)

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

PROFESSIONAL DEVELOPMENT FOR FACULTY & STAFF

- Fostering Success Coach Training
WHAT IS PLAN IT 4-WARD?

Plan It 4-Ward is a tool that can be used to help students develop a/an:

- Comprehensive, personalized academic plan and experiences during their time at WMU.
- Plan that supports and reinforces financial well-being through consistent education and application.
- Plan that bridges personal interests and career aspirations through intentional educational and experiential opportunities beginning their first year through graduation.
- Integrated experiences that compliments a student’s overall WMU experience through involvement, participation, and engagement.

HOW CAN PLAN IT 4-WARD BENEFIT STUDENTS?

- Students have access to the expertise and resources of multiple offices across campus designed to support and assist students as they progress through university.
- Students are not working alone to accomplish their goals.
- Students are focused, conscientious, and intentionally minimizing their time to graduation.

HOW DO STUDENTS USE PLAN IT 4-WARD?

- Use Plan It 4-Ward as a strategy to make continued progress toward graduation
- Meet with a support team regularly to maintain consistent progress toward graduation
- Consistently review and update each section of their Plan It 4-Ward tool as necessary

In this directory, programs are categorized within the 5 core dimensions of Plan It 4-Ward. Icons are placed within the program or service description to showcase which of the 5 core dimensions the program or service supports.
Plan for Success. Use this comprehensive tool throughout your time at WMU to help plan around 5 core dimensions of college and beyond.

**FINANCIAL**
What do I expect my costs to be? How am I planning to pay for college?  
wmich.edu/finaid/costs

**ACADEMIC**
Which majors interest me? Why? What academic strategies do I use to do well?  
wmich.edu/academics

**WELLBEING**
How do I cope with stress? Where can I go when I’m not feeling at my best?  
wmich.edu/students/health

**CAREER**
What am I passionate about? What experiences and skills should I gain?  
wmich.edu/career/students

**ENGAGEMENT**
How will I get involved outside of class? What student organizations interest me?  
wmich.edu/students/engagement
The Academic Resource Center enhances teaching and learning by enabling a diverse student population to maximize their potential for academic success and excel throughout their experiences at Western Michigan University and beyond. The Academic Resource Center coordinates a free campus-wide tutoring service that has been developed to guide the work of students as they make their way through certain courses of study that have been identified as having particularly challenging coursework. All sessions are free and do not require advance registration.

The center provides the following programs and services:
- College success seminars
- Supplemental instruction

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

Admissions
Western Michigan University’s commitment to student success starts with Admissions. Prospective students can speak with an Admissions Counselor, who will help them get on their way to being a Bronco! Admissions offers tours of campus and a taste of the Bronco experience six days a week, as well as Open Houses and Admitted Student Events to help jumpstart their academic journey at Western Michigan University!

Contact Information
Campus Location: 2318 Siebert Administration Building
Phone Number: (269) 387-2000
Website: wmich.edu/admissions
Adult Learner

Whether a student identifies as an adult learner, contemporary, or non-traditional student, WMU knows that you have unique needs. The Office of Student Transitions (OST) is here to help students make a smooth transition to university life and to support them as they make progress to graduation.

All new beginning students age 22 and older are required to attend Transfer and Contemporary Learner Orientation, and a $50 transition fee will be billed to their student account. The fee covers orientation, program materials and meals.

In addition, OST will offer a hybrid First-Year Experience course for new students age 22 and older. This course will meet face-to-face a few times during the semester; however, it will mostly be conducted online. Students will become acclimated with university resources, learn how to enhance study and writing skills, engage in personal development, and develop connections with peers. Students should discuss with their adviser to register for this class.

Campus and community resources can be found on their website.

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

Alpha Program

The Alpha program goal is to help conditionally admitted students develop social and academic skills, behaviors and attitudes that lead to college success during their first year. The Alpha Program is designed to guide first-year students in developing skills, behaviors and attitudes that lead to college success. The Office of Admissions admits students to the Alpha Program who are able to thrive with the opportunity and support that the program provides. Upon enrolling at Western, first-year Alpha students become part of a community of fellow Alpha students, upper-class Alpha student mentors and supportive faculty and staff. The program helps students navigate the transition to college, cultivate a sense of belonging at WMU, and develop a healthy social and academic identity.

Contact Information
Campus Location: 1276 Ellsworth Hall
Phone Number: (269) 387-426
Website: wmich.edu/alpha
**Athletic Academic Services**

The athletic academic services program exists to provide a comfortable and supportive environment in which student-athletes can strive to achieve academic success. The Ellis Center houses the academic services staff, computer labs, tutoring program, composition specialists, study table and the CHAMPS/Life Skills program. The mission of this athletic academic service program is to assist student-athletes in reaching their full potential by providing them with the necessary tools and skills to achieve academic success.

**Contact Information**
Campus Location: 2nd Floor, Read Fieldhouse
Phone Number: (269) 387-3086
Website: [wmubroncos.com/sports/2008/6/24/1483007.aspx](http://wmubroncos.com/sports/2008/6/24/1483007.aspx)

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**Bronco Study Zone**

The Bronco Study Zone is a space for all Western Michigan University students that offers a comfortable learning environment. In the BSZ students can receive drop-in academic course assistance designed to enhance learning and attain academic success.

The BSZ offers an array of resources to support students as well as structure and organization to help keep them on track. If the BSZ is unable to meet a requested need, students are referred to the appropriate campus resource.

**Contact Information**
Campus Location: 3374 Rood Hall (Monday-Friday), 1st floor Eicher Hall (Sunday)
Phone Number: (269) 387-4252
Website: [wmich.edu/arts-sciences/academics/student-success/bronco-study-zone](http://wmich.edu/arts-sciences/academics/student-success/bronco-study-zone)
Career & Student Employment Services

The mission of Career and Student Employment Services (CASES) at Western Michigan University is to empower students to develop the skills necessary for reaching their career goals. Career and Student Employment Services offers comprehensive career development and engagement between students and employers for internships and jobs. The office provides career advising, assistance with resumes, cover letters, interviewing, salary negotiation, job search strategies, job fairs, campus employment. CASES also delivers workshops and presentations, and reports on WMU graduates’ career outcomes.

Career and Student Employment Services offers programs and services to provide students with the opportunity to explore career options, gain professional experience, find a job, and meet employers. In addition, Career and Student Employment Services also provides resources to help students with resumes, CVs, and cover letters, as well as with their interviewing skills. The office also provides career resources for international students, LGBT students, students of color, students with disabilities, and veterans.

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). The centers, one in Kalamazoo and one in Grand Rapids, provide practical training opportunities for graduate students while offering affordable mental health services to residents of southwest Michigan. The tri-part mission of the centers is to provide 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.

Personal and career counseling appointments are free for WMU students, and offered on a sliding scale fee for community residents. Contact the CCPS for information about fees for career assessments and psychological testing.

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

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

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

The mission of the Center for English Language and Culture for International Students at Western Michigan University, established in 1975, is to provide instruction in English as a second language for non-native speakers who will use English to study at an American college or university or in their workplaces. CELCIS offers language instruction and cultural orientation in:

- A year-round, intensive English language program
- English as a second language bridge courses offered through the College of Arts and Sciences
- Training and consultation to international teaching assistants and faculty through WMU’s Graduate College and Office of the Provost.

Contact Information
Campus Location: 0531 Ellsworth Hall
Phone Number: (269) 387-4800
Website: wmich.edu/celcis

College Assistance Migrant Program (CAMP)

The Western Michigan University College Assistance Migrant Program (WMU CAMP) is federally funded by the U.S. Department of Education’s Office of Migrant Education. WMU CAMP is a first-year program designed to provide supportive services to migrant and seasonal farmworkers (or their dependents) by assisting in the successful completion of their first year of college and persistence toward degree attainment. Services provided include intrusive academic guidance, supportive services, individualized education planning, leadership development, tutoring and mentoring activities, and financial assistance based on need. In order to be eligible students must have a migrant or seasonal farmworker background, be a permanent resident or U.S. Citizen, have under 24 credits earned after high school graduation, and enroll at WMU as full-time students.

Contact Information
Campus Location: 2256 Ellsworth Hall
Phone Number: (269) 387-4407
Website: wmich.edu/camp
College of Arts & Sciences Academic Advising

The College of Arts and Sciences advising office at Western Michigan University facilitates student success by creating an on-going partnership between students and advisors. Advisors provide knowledge regarding degree requirements, WMU resources and the value of a liberal arts education. The office offers general academic advising and major-specific advising. Appointments are available Monday through Friday.

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

College of Aviation Academic Advising

The College of Aviation Advising Office at Western Michigan University serves undergraduate students with majors focusing on aviation flight science, aviation technical operations, and aviation management and operations. Academic advisors aid students in choosing courses that will fulfill major and general education requirements. All questions concerning courses or class schedules should be directed to the advising office. Students should visit an academic advisor each semester to ensure they are fulfilling requirements and making progress toward graduation. Appointments are available Monday through Friday and walk-ins are welcome Monday through Thursday from 8:30 to 11 a.m. and 1 to 4 p.m.

Contact Information
Campus Location: 2230 Kohrman Hall
Phone Number: (269) 387-0347
Website: wmich.edu/aviation/advising
The College of Education and Human Development’s Office of Admissions and Advising at Western Michigan University serves undergraduate students with majors focusing on human development and teacher education programs. Their vision is to improve the human condition by empowering students to achieve their personal, academic and professional goals. Their mission is to align advising theory, research and practice with the National Academic Advising Association guidelines by assisting students in developing academic plans through the dissemination of accurate advising information; to empower students to take ownership of their academic journey and to collaboratively share in the responsibility between advisor and student through a holistic and appreciative advising approach; and to create a culture of success where all students can easily access services and where the diversity of every student is welcomed, respected and valued. The office is open Monday through Friday, 8 a.m. to 5 p.m.

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

The Student Success Center works with all undergraduate students in the College of Education and Human Development to assure that all students have what they need to ultimately reach their full potential. The Student Success Center offers:

- Motivation Mondays mobile text-messaging campaign (students can text @CEHD to 81010 to join at any time)
- Student success appointments and CliftonStrengths coaching appointments
- The Multicultural Meet and Greet
- Success Workshops and Additional Resources

For more information on available programs, please visit the website or sign up for the text-messaging campaign.

Contact Information
Campus Location: 2421 Sangren Hall
Phone Number: (269) 387-3474
Website: 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. The advising office is open Monday through Friday, 8 a.m. to 5 p.m.

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 on Parkview Campus. Although specifically serving students within the College of Engineering and Applied Sciences, this satellite office is available to all students. 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

Drop-in career advising is available at Cafe Critique and hours can be found on the Career and Student Employment Services website (below). In-person appointments can be made through Handshake.

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 each of the three fine arts programs at WMU and can assist students in making academic decisions consistent with their interests, abilities and goals.

Contact Information
Campus Locations:
  2132 Dalton Center (School of Music)
  2003 Gilmore Theatre Complex (Departments of Dance and Theatre)
  2104 Richmond Center for Visual Arts (Frostic School of Art)
  3141 Dalton Center (College of Fine Arts Retention Specialist)
Phone Number: (269) 387-5810
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. Advisers answer questions, offer guidance and ensure students fulfill all of the requirements for their chosen area of study.

Advising hours are available by appointment Monday through Friday, 8 a.m. to 5 p.m. Walk-in advising is available during the academic year from September - April on Fridays.

Contact Information
Campus Location: Health and Human Services Building, Room 2125
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 programs 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
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 Office of Student Engagement and Success in the College of Health and Human Services is a learner-centered, relationship-based support program designed to help students reach their full academic potential. Because CHHS believes student success must address the whole individual, initiatives are designed to stimulate growth opportunities for students in their academic, financial, social, occupational, physical and emotional lives.

The Office of Student Engagement and Success offers academic success coaching, a program designed to empower students by identifying their learning needs and discovering the pathway to greater academic and collegiate achievement. A trained academic coach will meet with students one-on-one to help examine perceived barriers to success, develop a personalized plan of action, learn and implement new strategies and skills, and take full advantage of campus resources.

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

The mission of Disability Services for Students at Western Michigan University is to make education accessible. A student is a student, regardless of the issues, challenges or conditions faced. DSS advocates for the student to be provided with the appropriate tools to allow that person the opportunity to reach their goals and potential. Those tools, academic accommodation or adjustment, facilitate learning while maintaining the integrity of course content and outcomes.

The vision for DSS is to guide the institution into universal design of facilities, programs and activities so that there is opportunity and encouragement for full participation by a diverse student body, including those with disabilities. Diversity at Western Michigan University encompasses inclusion, acceptance, respect and empowerment. This means understanding that each individual is unique and that our commonalities and differences make the contributions we have to offer all the more valuable.

DSS strives to:
- Promote the services of the office through participation in university showcases, outreach with area school districts and disability awareness presentations across the campus community.
- Provide the necessary tools or accommodations to students with disabilities so they have the opportunity to be productive in their learning.
- Participate on university committees to give voice to concerns of the students with disabilities.
- Disseminate information addressing compliance with disability laws and discrimination.
- Remain current with universal design and best practices within the realm of national standards of service providers.

Contact Information
Campus Location: Woodlawn Place (2210 Wilbur Ave)
Phone Number: (269) 387-2116
Website: wmich.edu/disabilityservices
Division of Multicultural Affairs

The Division of Multicultural Affairs (DMA) strives to ensure that students, particularly those who are part of the programs within DMA, are given the full opportunity to discover and develop their talents, interests, and unique potential. Students are provided with a learning-centered environment that presents the context for intellectual, cultural, professional, and personal growth during the college experience. DMA fosters community development, leadership, and a campus climate that respects and appreciates the history, culture, and traditions of all students.

There are three primary programs housed in DMA: Martin Luther King Jr. Student Scholars Academy, Mentoring for Success, and the College Assistance Migrant Program. All programs work toward the same goal of supporting students’ academic success, retention, successful progression toward graduation, and personal and professional development.

Student Support is carried out through:
• Academic course review and coaching
• Academic progress review
• Integration into campus life
• Diversity and cultural programs
• Research exposure
• Career and intern exploration
• Leadership development
• Study abroad opportunities
• Graduation preparation
• Entrance to profession
• Tutoring
• Mentoring

Contact Information
Campus Location: 2260 Ellsworth Hall
Phone Number: (269) 387-4420
Website: wmich.edu/multicultural
Exploratory Advising

The mission of Exploratory Advising 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 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. Exploratory Advising serves:

- Students choosing to further explore their options before declaring a major
- Prospective fine arts majors waiting to audition for their intended program
- Prospective engineering majors completing prerequisite courses for their intended program
- Any student or prospective student looking for general information on undergraduate majors

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

Extended University Programs/University Studies

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’s mission is to extend the reach of Western Michigan University beyond Kalamazoo through innovation, access, and outreach. Leading innovation through community engagement and the delivery of responsive contemporary programming, EUP seeks to identify, develop, and provide access to learner-centered pathways for diverse populations. EUP’s advisors help students navigate their path to graduation by helping select their concentrations, choose their electives, and make a plan to finish their degree. Appointments are available over the phone or in-person.

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

Fall Welcome is a five-day program that assists first-year, transfer and adult learner students with their academic and social transitions to WMU. Building on the foundation created at summer orientation, Fall Welcome will connect students with WMU, other students, faculty, and staff. All first-year students are required to attend Fall Welcome and new transfer and adult learner students are encouraged to register and attend. During Fall Welcome, students will be prepared for the first day of class at WMU and the fall semester. In addition, Fall Welcome will help students navigate campus and become acquainted with campus resources.

Contact Information
Campus Location: 3501 Ellsworth Hall
Phone Number: (269) 387-2167
Website: wmich.edu/transitions/fall-welcome

Financial Literacy, Educational Planning and Outreach

Financial literacy at WMU is defined as the ability to use knowledge and skills to manage financial resources effectively for a lifetime of financial well-being. Educational planning is defined as the use of collaborative educational and financial advising resources with defined strategic guidelines used to obtain a timely degree completion.

The Financial Literacy, Educational Planning and Outreach unit is a single point of service to assist Western Michigan University students, families and the local community with financial guidance. The unit provides students with information about building a financially stable future, including financing their education, knowledge and understanding about student loans, debt and repayment, credit basics, budgeting, saving and investing. The unit collaborates with other departments across campus and local community organizations to maximize the resources and services we offer. It is a part of the Student Financial Aid office and shares the same mission by being a part of WMU’s central source for financial aid funding, information, planning and education.

Contact Information
Campus Location: 2510 Faunce Student Services
Phone Number: (269) 387-6019
Website: wmich.edu/financialliteracy
First Year Experience

First Year Experience is a transition seminar course for first-year students. This two-credit hour course gives first-year students a shared opportunity to successfully make the academic and social transition to university life. FYE activities and programs are designed to prepare students for their first year and beyond at WMU. Students receive instruction in the course from a WMU faculty or staff member and an upper-level, undergraduate student leader who both facilitate this unique university experience. To register for First Year Experience, students attend New Student Orientation in June and register during their academic advising session.

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

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: 1111 Faunce Student Services
Phone Number: (269) 387-8383
Website: www.fosteringsuccesscoaching.com
Foundation Scholars

Foundation Scholars are recipients of the Foundation Scholarship who have a GPA of 3.7 or higher at the end of their junior year, are first-time full-time freshman, admissible to WMU, and have verified financial need. Initiated in 2015, the program supports students who have demonstrated personal resilience and outstanding academic performance despite economic and other hardships. Students receiving the award become part of a community of scholars who support each other and work toward common goals.

The program offers the following programs for Foundation Scholars:
- Service learning opportunities
- Study abroad
- Movie and dinner nights
- Annual speaker series

Contact Information
Campus Location: 3501 Ellsworth Hall
Phone Number: (269) 387-2167
Website: wmich.edu/transitions/foundationscholars

Fraternity and Sorority Life

The mission of Fraternity and Sorority Life is to cultivate a fraternity and sorority community of excellence with a particular focus on the areas of academic achievement, leadership development, community engagement, and lifelong membership. By developing these skills, the organization hopes to empower their students to conduct themselves in a manner that reflects the values and standards associated with membership in a fraternal organization, while complementing and enhancing the educational mission of Western Michigan University.

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

The Gateways to Completion program is an exciting initiative to help WMU students achieve success early on in their academic career in gateway courses. Gateway courses are considered to be classes that are high-risk with high enrollment and are often foundational to major subject areas. Gateways to Completion engages a faculty and staff team to redesign challenging foundation level courses in the following subjects: biological sciences, chemistry, math, physics, and psychology.

“Developed with insight of a distinguished national Advisory Committee, the comprehensive G2C approach provides instructors with a structured, evidence-based course self-study process with unparalleled advice and support from the nation’s leader in higher education student success.” The G2C process improves planning and offers engaging pedagogies, analytic tools, and expertise from the Gardner Institute.

Contact Information
Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4257
Website: wmich.edu/arts-sciences/academics/student-success/g2cresources

Graduate College

The Graduate College, as the institution’s primary advocate for graduate study, 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 becoming accomplished and ethical scholars, researchers and professionals.

Graduate College staff members are available to answer your questions, connect you with current graduate students, and provide you with the technical support and intellectual guidance you need to complete your degree.

These services include:
- Orientations, including online
- Responsible conduct of research and ethics training (RCR)
- Writing workshops – posted on our website
- Dissertation and thesis support provided through workshops
- Grants for research and travel
- Success workshops

Contact Information
Campus Location: 120W Waldwood Hall
Phone Number: (269) 387-8212
Website: wmich.edu/grad
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. Academic advising fosters meaningful partnerships that promote personal growth, academic excellence, critical thinking, social responsibility, creativity, cultural appreciation and career development. Academic advising facilitates self-directed life-long learning. Academic Advising offers general academic advising, assistance with curriculum planning, and information about pre-business courses. In addition, the office provides career advising, transfer student information, and study abroad advising.

Undergraduate walk-in advising available Tuesday, Wednesday, and Thursday, 8 to 11:30 a.m. and 1 to 3:30 p.m. Appointments are available on Mondays and Fridays.

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

Haworth College of Business Communication Center

The mission for the Haworth College of Business communication center at Western Michigan University, established in 2012, is to advance undergraduate and graduate business students’ professional oral, written and visual communication skills through one-on-one or group consultant appointments, workshops and class instruction, and through partnerships with faculty and student professional organizations. The Haworth College of Business communication center aspires to ensure that Haworth College of Business’ students are recognized as effective professional communicators in their classes but also by business professionals and recruiters, resulting in excellent employment opportunities and job placement rates.

Consultants can assist students 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.

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. SPuRS is a co-curricular graduation requirement in the Haworth College of Business at Western Michigan University, ensuring that all undergraduate B.B.A. students earn their spurs and graduate with the career readiness competencies desired by employers as defined by the National Association of Colleges and Employers.

The SPuRS program guides business students in cultivating interpersonal skills, leadership attributes, and professional competencies through co-curricular programming. SPuRS was developed based on employer feedback and prepares students to successfully launch from college to career.

Contact Information
Campus Location: 2320 Schneider Hall
Phone Number: (269) 387-5131
Website: wmich.edu/business/academics/spurs

Health Promotion and Education

The mission of the Office of Health Promotion and Education is to create a culture of wellbeing and social justice to enhance the success of all members of the campus community. We offer a range of programs and services that support health and wellness, including Alcohol and Other Drugs Risk Reduction, Western H.E.R.O.E.S. bystander intervention, F.I.R.E. Sexual Assault Peer Education, FIRE Place Resource and Support Center, Gentlemen United, Sexual Health Peer Education, Theatre for Community Health, and Wellness Workshops.

Contact Information
Campus Location: Sindecuse Health Center, Room 3120
Phone Number: (269) 387-3263
Website: wmich.edu/healthpromotion
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, foreign-national faculty and staff, and their WMU hosting or sponsoring departments. The immigration advisors keep abreast of changing U.S. immigration regulations to help students and scholars maintain legal status and to take advantage of various immigration benefits available, such as various types of employment authorization, reinstatement of status after a violation, reduced course load authorizations for medical or academic difficulty, program extensions and transfers, and change of status petitions.

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

Institutional Equity

The Office of Institutional Equity promotes an environment of equal opportunity, equity, access, and excellence for all members of the University community, and provides compliance oversight regarding applicable laws, regulations, and policies to ensure a welcoming, safe, civil, and inclusive environment.

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.

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

The mission of the Intellectual Skills Development Program is to identify, as soon as possible, new students who do not meet entry-level competencies in reading, writing and mathematics and to provide for their achieving competency as soon as possible after enrollment. The program offers skills building courses, including:

• ENGL 1000, The Writing Process (4 credits, graded as credit/no credit only).
• LS 1040, Effective Reading for College Students (2 credits).
• MATH 1090, Pre-Algebra (2 credits)

Contact Information
Campus Location: 1260 Ellsworth Hall
Phone Number: (269) 387-4403
Website: wmich.edu/placement

International Admissions and Services

The Office of International Admissions and Services recruits and facilitates the admission and enrollment of students from around the world who would like to obtain an education at Western Michigan University. International Admissions staff provide assistance and support to international students on campus to help them achieve their educational goals, while maintaining a positive living and learning experience. International Admissions also serves as a liaison between international students and various University departments. Services provided enhance multicultural understanding and facilitate interactions among international students and the University, as well as regional communities. Their mission is to:

• Cultivate a campus community that fosters and promotes campus wide international and intercultural understanding by serving as WMU’s primary center for matters concerning international students.
• Assist international students in gaining meaningful academic and socio-cultural experiences while studying and living within WMU’s campus community and the southwest Michigan community-at-large.

Contact Information
Campus Location: 3110 Faunce Student Services
Phone Number: (269) 387-5865
Website: wmich.edu/internationaladmissions
Kalamazoo Promise Scholars Program

The mission of the Kalamazoo Promise Scholars Program is to increase retention and graduation rates for Kalamazoo Promise recipients who attend Western Michigan University by providing direct support from campus coaches, university departments and community resources (including parents), peer mentors, Kalamazoo Public Schools staff, and business partners.

The Kalamazoo Promise Scholars Program offers guidance on navigating the academic and personal challenges of college life, connecting students with campus and community resources and providing knowledge, awareness and skills for students to succeed in college, careers, and the community. The program also works to provide additional opportunities to students including studying abroad, attending conferences, and other programming designed to enhance student resumes. The “Our Space” student lounge, located in 1320 Adrian Trimpe Building, is an area that was designed with Promise students in mind. It is a place to rest, study or socialize between classes.

Contact Information
Campus Location: 1320 Adrian Trimpe Building
Phone Number: (269) 387-6314
Website: wmich.edu/kalamazoopromise
Appointments: calendly.com/katrinamgoodall

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: Faunce Student Services Building – Kiva Room (look for the gold door in the back of the building)
Phone Number: (269) 387-0706
Website: wmich.edu/invisibleneed
Leadership and Volunteer Services
The Office of Student Engagement’s leadership experiences are designed to meet the varying levels of leadership development needs for students at WMU. It is their philosophy that leadership is not positional, but something that is developed. Their programs are designed to meet students wherever they are on their self-defined leadership journey. The Leadership programs are co-curricular, meaning that the purpose is to add experiences, opportunities, and an added dimension to your life outside of the classroom. The ultimate goal is to help students develop leadership skills during their time at Western that they can transfer to their career and personal life.

Programs offered include the Leadership and Involvement Conference, Leaders Unplugged backpacking trips, and a variety of Leadership Retreats, as well as workshops/retreats on demand. Students, staff, and student organizations can request workshops/retreats through the LeadCorp Interns.

Contact Information
Campus Location: 223 Bernhard Center
Phone Number: (269) 387-2182
Website: wmix.edu/studentengagement/leadership

Learning Assistant Program
The Learning Assistant Program offers direct assistance to students in gateway courses via in-class assistance and by facilitating study sessions to review course objectives and develop effective study techniques. Learning assistants assist the professor in lecture to help create small learning communities within large lectures to allow for group work and active learning. Outside of class, learning assistants hold 2-3 one-hour review sessions per week which offer additional instruction to supplement the lecture.

The Learning Assistant Program is available to any WMU student registered in one or more of the following courses:
• BIOS 1120 or 1600
• CHEM 1100, 1120, or 3750
• MATH 1220
• PHYS 2050 or 2070
• PSY 1000

Contact Information
Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4352
Website: wmix.edu/arts-sciences/learning-assistant-resources
Lee Honors College Academic Advising

Lee Honors College, established in 1963, provides advising for students who are enrolled in honors courses. The advising staff can assist with questions regarding both Western Michigan University and honors college requirements. Honors advisors provide information regarding scholarships, internships and other co-curricular activities. Students will receive an annual honors audit outlining their progress toward completion of honors requirements.

Contact Information
Campus Location: Lee Honors College
Phone Number: (269) 387-3230
Website: 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 Western students. Mentors meet one-on-one by appointment 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: wmich.edu/honors/student-opportunities/organizations/psst
Lesbian, Bisexual, Gay and Transgender (LBGT) Student Services

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

The Office of LBGT Student Services offers a number of programs and events throughout the year to educate and engage the WMU community on issues impacting the LBGT community, including:

- LBGT Advocate Program
- Lavender Graduation
- Out at WMU: Faces of Pride
- Pride Alumni Network (PAN)
- Safe on Campus Training
- SpeakOUT! Panel Program
- Student Advisory Council

Contact Information
Campus Location: 1321 Adrian Trimpe Building
Phone Number: (269) 387-2133
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.

MLK Academy participants are recipients of the MLK G.O.L.D. Scholarship. Benefits of the MLK Academy include:

- Academy leaders: Coaching from upper-level students who serve as positive role models and guide them toward academic and social success
- Academic success: Access to the Mentoring for Success Program as well as access to study space and study sessions lead by peer mentors
- Career and professional development
- Cultural programming and events
- MLK Academy celebration events to recognize the achievements of participants
- Professional guidance from assistant directors who support their academic, professional, personal, and social development
- Registration: Active program participants receive assistance with registration for the fall and spring semesters

Contact Information
Campus Location: 2260 Ellsworth Hall
Phone Number: (269) 387-4420
Website: [wmich.edu/mlkacademy](http://wmich.edu/mlkacademy)

Math Tutor Lab

The Developmental Math Program in the Department of Mathematics offers a tutor lab for program participants (students enrolled in Math 1090, 1100 or 1110). The Math tutor lab offers one-on-one or group tutoring and computers on-site to give you hands-on help with Elearning assignments. 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/developmental/help/tutor-lab](http://wmich.edu/math/developmental/help/tutor-lab)
Mentoring for Success Program

The Mentoring for Success Program is a peer mentoring program designed to promote program participants’ success at Western Michigan University through increased acceptance rates into participants’ intended majors and increased college graduation rates. Established in 2007, the program is geared toward achieving specific academic and developmental goals that are focused on participants’ overall development. The program is optimized for and most beneficial to first-year and second-year students.

Program peer mentors provide undergraduate students in the target population academic support through one-on-one and small-group mentoring sessions, during which they may tutor, facilitate discussions, help students locate resources, and promote academic and life skills development. Program group leaders model effective student practices and attitudes and facilitate weekly study sessions for participants in the target population.

The 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. Program participants will learn to become independent, confident learners and develop good study habits, learning techniques, and time management skills that will enhance their education and college experience, as well as to enable them to achieve a post-secondary degree.

The Mentoring for Success Program is funded by the State of Michigan Talent Investment Agency’s King-Chávez-Parks Initiative, as well as WMU’s Division of Multicultural Affairs and Office of Diversity of Inclusion.

Per funding agency guidelines, all program participants must meet the following eligibility requirements:
- Be a U.S. citizen or permanent resident
- Be a Michigan resident
- Meet additional requirements below

The target population for the 2017-2023 grant cycle includes:
- Participants of the College Assistance Migrant Program.
- Participants of the Martin Luther King Jr. Student Scholars Academy.
- Participants of the Michigan GEAR UP Program.
- Students registered with Disability Services for Students.

Contact Information
Campus Location: 2281 Ellsworth Hall
Phone Number: (269) 387-4799
Website: wmich.edu/peermentoring
New Student Orientation

New Student Orientation 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 of new students to understand the University environment and services, and enhance parental awareness of issues facing college students. New Student Orientation is a two day process that takes place in June where students will register for the fall semester classes, hear from various departments at WMU, meet other students at the University Showcase and Involvement zone, and see a cabaret show depicting common themes of the first year of college and beyond.

Contact Information
Campus Location: 3501 Ellsworth Hall
Phone Number: (269) 387-2167
Website: wmich.edu/transitions/orientation
Office of Diversity and Inclusion

To ensure equitable access for all, the Office of Diversity and Inclusion provides leadership by working collaboratively with the University community to identify and overcome institutional barriers and affirm the dignity, value, and uniqueness of each member of our community. ODI’s vision is for Western Michigan University to be a leader in the area of diversity and multiculturalism by fostering an environment where diversity in all its forms is investigated, explained, practiced, celebrated, affirmed, and vigorously pursued.

Diversity Education events include:

- Diversity Education workshops (new): Launched in the 2018-19 academic year, Diversity Education workshops are currently available to groups of faculty, staff, and students by request. The following workshops are available to campus constituents:
  - Identity, Power & Privilege
  - Cultural Humility
  - Preventing and Addressing Microaggressions

- Everyone Counts Diversity Learning Communities: This program serves to engage and equip staff members, faculty members, part-time instructors, and graduate students with assistantships around a topic area of diversity. In this year-long experience, participants engage in regular meetings within a diverse group of 8-12 people who discuss literature on their diversity topic area, share best practices, listen to guest speakers, attend workshops and conferences, and dialogue around challenges and opportunities.

- Real Talk Diversity Series: At Western Michigan University’s Real Talk Diversity Series, participants have an opportunity to interact and learn about the experiences and perspectives of individuals and groups from the broad range of backgrounds and identities. The Real Talk Diversity 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.

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

WMU Family Engagement collaborates with the WMU community to engage and support parents, guardians, mentors, and family members. Providing educational resources, Family Engagement promotes and encourages inclusivity, student learning, self-advocacy, and healthy personal development. Family Engagement fosters long-lasting and positive relationships with WMU families and students through responsive communication and active involvement.

Family Engagement provides information and resources relevant to the student college experience, as well as sponsors educational and social events for students and families. They are active within the University community and readily accessible to help with questions or concerns.

Contact Information
Campus Location: 2415 Faunce Student Services Building
Phone Number: (269) 387-4820 or (269) 387-0706
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. Their mission is to provide veterans, service members and family members of veterans with guidance and mentorship in a variety of areas, including academic support, benefit support, and answers to questions regarding WMU, the Veterans Administration, and the campus community. OMVA offers the following services:
• Academic support
• Career services
• Counseling and disability services
• GI benefits and in-state tuition
• Student Veterans of America (SVA)
• Transition assistance
• VetSuccess on Campus

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

The vision of the Office of Student Engagement is to be recognized as an expert provider of intentional engagement and leadership development opportunities that are integral components of the WMU student experience. The Office of Student Engagement exists to engage campus, empower students, and develop leaders.

The goals of 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.

The Office of Student Engagement oversees Registered Student Organizations (RSOs), Fraternity and Sorority Life, Leadership and Volunteer Services, Student Media Group, Bronco Bash, and Homecoming.

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

Ombudsman

The ombudsman is an intervention agent and impartial person who assists students, faculty, and staff in resolving academic and non-academic concerns. The ombudsman listens to you and discusses your questions or concerns; provides you with information that answers your question or helps you locate someone who can assist you; explains the University’s policies and procedures and how they may affect you; and recommends changes in the institution that will make it more responsive to every member of the community. The basic principles of the ombudsman are independence, impartiality, informality, and confidentiality. The ombudsman is authorized to make thorough investigations and has access to most University offices and records, reports and other documents.

Contact Information
Campus Location: 2420 Faunce Student Services Building
Phone Number: (269) 387-0718
Website: wmich.edu/ombudsman
Osher Lifelong Learning Institute (OLLI)

Founded in 2011, the Osher Lifelong Learning Institute at WMU offers high quality non-credit programs for mature adults in the greater Kalamazoo community. This volunteer organization, with support from WMU’s Extended University Programs, works with WMU emeriti, faculty and staff to offer courses and trips year-round.

OLLI at WMU is proud to have created a community of lifelong learners in Kalamazoo and looks forward to continued growth as it creates more and more diverse learning experiences for its members.

Contact Information
Campus Location: 1531 Ellsworth Hall
Phone Number: (269) 387-4200
Website: wmich.edu/olli

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 peer coach to develop a plan of action to optimize academic performance and achieve their goals. Students will learn strategies and techniques and receive support to take the steps necessary to enhance their learning experience at WMU. Coaching is available for any undergraduate students interested in enhancing their academic skills and making the most of their learning opportunities.

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
• Assistance with connections to additional University and departmental resources

Contact Information
Campus Location: 3374 Rood Hall
Phone Number: (269) 387-4257
Website: wmich.edu/arts-sciences/academics/student-success/peer-coaching
Peer2Peer

Housed within Success at WMU, Peer2Peer is an eMentoring program that provides mentoring via digital and electronic platforms for all first-year and transfer students. The goal of the program is to connect every new student with an eMentor who will share real and relevant tips on being a successful student at WMU and ensure each new student feels connected and supported. New students will be able to regularly communicate with their eMentor and access their eMentor for support and guidance throughout their first year.

All first-year and transfer students will be automatically assigned an eMentor who will contact them before Fall semester begins.

Contact Information
Campus Location: First Floor, Waldo Library
Phone Number: (269) 387-0275
Website: wmich.edu/success/peer2peer

Physics Help Room

The 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 instructors or learning assistants. Students can expect assistance with concerns related to physics homework and basic conceptual understanding.

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

The Office of Precollege Programming has centralized a few key and long-standing precollege programs comprising of the Academically Talented Youth Program (ATYP), Michigan’s Gaining Early Awareness and Readiness for Undergraduate Programs (MI GEAR UP), and Upward Bound. The office also coordinates dual enrollment and provides comprehensive and inclusive youth outreach services throughout Michigan, including greater Southwest Michigan and the Metro Detroit area.

The office provides leadership and direction, especially in regard to minors on campus policies and procedures, for individuals, programs and units at Western Michigan University involved in outreach with precollege students while at the same time serving as a campus wide resource and area of support. A key objective for the office is to leverage internal and external resources to maximize the engagement and enrollment of precollege students while modeling best practices in the field of college access.

Contact Information
Campus Location: Second Floor, Ellsworth Hall
Phone Number: (269) 387-2773
Website: wmich.edu/precollege

Reclaim the W

Reclaim the W is designed to assist academically dismissed Western Michigan University students continue in their graduation pursuits. The program began in 2014 and is centered on first- and second-year academically dismissed students gaining immediate readmission into WMU. Students are offered to apply for the program based on their cumulative GPA and overall academic efforts. The decision for readmission is based on the student’s prior academic performance and application, which includes an essay or video and possible interview. If readmitted into the university, students complete UNIV 1030 to learn about strategies for being a successful student at WMU to achieve their educational goals.

Contact Information
Campus Location: 1276 Ellsworth Hall
Phone Number: (269) 387-4426
Website: wmich.edu/reclaimthew
Registered Student Organizations (RSO)

WMU has over 450 Registered Student Organizations (RSOs) that focus on a variety of interest areas. Participation in an RSO enhances and enriches student life, creating a space of belonging and many personal and professional networking opportunities. It’s even possible for students to start up an RSO of their choice if they have not found one that fits their interests.

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

Registrar’s Office

The mission of the Registrar’s Office is to support learning, discovery and global engagement at Western Michigan by maintaining the accuracy, integrity, and security of student records; ensuring compliance with academic policy and higher education regulations; and serving the diverse and changing needs of the campus community.

Services provided by the Registrar’s Office include course record management, classroom assignment, final exam scheduling, publication of the University’s Undergraduate and Graduate Catalogs, academic record creation, and maintenance, student registration, grade processing, issuing transcripts, degree auditing, and graduation.

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

Living Learning Communities are an opportunity for Western Michigan University undergraduate students to tailor their college experience by living on a floor with other students with similar majors or interests. These learning communities help facilitate study groups, social connections and exposure to a more seamless university experience. Many communities have additional supports like tutoring centers, on-site advising and special facilities. Residence Life offers eight Academic Learning Communities, five Honors-Based Learning Communities, and three Interest-Based Learning Communities (including Global and Languages Community, Spectrum House, and Transfer Student Communities).

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

Seita Scholars Program

The Seita Scholars Program, established in 2008, is a scholarship that supports Western Michigan University students who have lived some or all of their teenage years in foster care. The Seita Scholars program staff and Seita Scholars peer mentors work to level the playing field in seven life domains: academics, finances, housing, physical and mental well-being, social relationships and community connections, personal and cultural identity, and life skills. Benefits of the program include: a first-year seminar specific to Seita Scholars, peer mentors, and career mentors.

The goals of the Seita Scholars Program are to:
• Create transitions that lead to success in college and career for Western Michigan University students from foster care ages 18 to 25 years old
• Develop a community of scholars among WMU students who have aged out of foster care, and create a safe community to deconstruct and reconstruct identity
• Educate WMU students from foster care and their support network to enhance their professional skill set
• Transform WMU students from foster care by integrating experiences from students’ past to build opportunities for their future

Contact Information
Campus Location: 1111 Faunce Student Services Building
Phone Number: (269) 387-8362
Website: wmic.edu/fosteringsuccess/seita
Service Learning

The Office of Service Learning seeks to connect and engage students, faculty and the community in projects that intentionally redistribute power, create egalitarian partnerships and generate deeper learning and civic engagement to benefit the greater community. The goals of the Office of Service Learning include:

• Serve as a campus and community resource to facilitate the implementation of service learning.
• Coordinate activities between, and build community among, service learning stakeholders.
• Integrate meaningful service to enrich the learning experience, encourage civic engagement and strengthen communities.
• Effectively match academic and professional development with community-identified needs.
• Empower students and community partners by providing opportunities to be part of the solution to community-identified needs.
• Provide equity among students, professors/instructors, community partners and those served.
• Incorporate guided student reflection to help all stakeholders identify and address biases, and provide a new framework to contextualize and better understand experiences.

Contact Information
Campus Location: 1260 Ellsworth Hall
Phone Number: (269) 387-2319
Website: wmich.edu/servicelearning
Sindecuse Health Center

Sindecuse Health Center offers high-quality, cost-saving health services by an experienced, multidisciplinary staff. Our board-certified clinicians offer evaluation and treatment for illness or injury to students, faculty and staff by appointment. In addition to clinical care and psychiatry, we serve the campus community with pharmacy, lab and x-ray, physical therapy and massage therapy services. Counseling services are available at no charge to students.

Services:
- Evaluation and treatment for a variety of illnesses and injuries
- Preventive health check-ups
- Periodic health monitoring
- Physical therapy and rehabilitation
- Massage therapy
- Pharmacy
- Psychiatry
- Lab and X-ray
- Personal, couples, and group counseling

Contact Information
Campus Location: Sindecuse Health Center
Phone Number: (269) 387-3287
Website: 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
STEM Talent Expansion Program (STEP)

Science, technology, engineering and mathematics are the driving forces for innovation that have improved the social and economic well-being of society and its citizens. STEM careers are exciting and interesting, but the path to obtaining a bachelor’s degree in engineering and applied sciences is challenging. That is why the College of Engineering and Applied Sciences has implemented the STEM Talent Expansion Program (STEP) to help students develop the academic skills and habits, life skills and connections to the College of Engineering and WMU to successfully become engineers and applied scientists.

College of Engineering and Applied Sciences (CEAS) students are enrolled in the STEP program upon entry into the college and are placed into cohorts/learning communities. Students placed in a learning community take the same 3-to-5 courses together with others in a similar major of study. Having the same course schedule within a learning community allows students to more easily form meaningful relationships and study groups. Each learning community is led by a faculty mentor who provides guidance and connection to both our college and WMU. STEP also provides free academic tutoring for all students in three locations on campus including Floyd Hall, Eldridge Hall, and French Hall. Students who are struggling academically are provided personalized academic counseling and are invited to participate in many social activities and events designed to bring students and faculty together.

Contact Information
Campus Location: Parkview Campus
Phone Number: (269) 276-3316
Website: wmich.edu/step

STEP Student Success Centers

The STEM Talent Expansion Program (STEP) employs approximately 20 content tutors available to all students regardless of major and free of charge. Three convenient Student Success Center (SSC) locations are available on campus both during the day and late into the evenings. The three SSCs are located in two residence halls (including Eldridge/Fox and French Halls) with a third location at the College of Engineering and Applied Sciences (Floyd Hall). Academic help is available for all levels of math, physics, chemistry, computer science, and many engineering subjects. The schedule for tutoring hours and subjects can be found on their website.

Contact Information
Campus Locations:
   Eldridge/Fox (Valley III): Room P110
   French Hall: Room G-09
   Floyd Hall (Parkview Campus): Room B-112
Phone Number: (269) 387-3316
Website: wmich.edu/step/successcenter
Student Financial Aid

The mission of the Student Financial Aid Office is to increase access to a rigorous and affordable college education by being WMU’s central source for financial aid funding, information, planning and education. Through principled and excellent service, Financial Aid supports the recruitment, retention and degree completion of a dynamic and culturally diverse student body, in preparation for a lifetime of personal and professional success.

Bronco Express
Bronco Express manages a year-round one-stop help center for phone calls, e-mails, and walk-ins with questions and transactions related to financial aid, making payments, student accounts and general registration information. With no appointment needed, Bronco Express is a location where students can:
• Apply for financial aid or pick up appropriate forms.
• Check financial aid status.
• Check account balances and receive clarification on charges.
• Make payments on accounts.
• Ask basic registration questions.
• Make an appointment with a Financial Services Specialist.

Bronco Express is available to serve students Monday, Tuesday, Thursday, and Friday: 8 a.m.-5 p.m., and Wednesday: 10 a.m.-5 p.m. Students are encouraged to visit Bronco Express first. For circumstances that require additional advising, Bronco Express will help students schedule an appointment with a Financial Services Specialist.

Contact Information
Campus Locations:
Student Financial Aid: 2510 Faunce Student Services
Bronco Express: Room G09, Lower Level Bernhard Center
Website:
Student Financial Aid: wmich.edu/finaid
Bronco Express: wmich.edu/broncoexpress
Phone Number: (269) 387-6000
Student Success Services

The College of Arts and Sciences Student Success Services was established in 2013 to enhance and provide academic support programs and to connect students to resources they may need to achieve their academic and personal goals. These programs include: Bronco Study Zone, Gateways to Completion, Learning Assistant Program, and Peer Academic Success Coaching. These program and services are available to all Broncos.

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

Study Abroad

Study Abroad was established in 1990 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: 2425 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 Computing Center, located next to Waldo Library
Phone Number: (269) 387-4357
Website: wmich.edu/helpdesk

Transfer Student Services

Transfer Student Services (TSS) works with incoming transfer students to help ensure as smooth a transition as possible. Every incoming transfer student is assigned a Transfer Ambassador (current WMU student) who is responsible for sponsoring programs, workshops, and activities throughout the transition semester. TSS is one of six units within the Office of Student Transitions, established in 2007, with the purpose of identifying institutional practices, policies and procedures that impact transfer student success. One of the signature services provided is the Transfer and Contemporary Learner Orientation, a half-day orientation for all new transfer students and new beginning students age 22 and older, starting in summer I, summer II or fall.

Contact Information
Campus Location: 3501 Ellsworth Hall
Phone Number: (269) 387-2167
Website: wmich.edu/transitions/transfer
TRiO Future Educator Success Program (FESP)

The TRiO Future Educator Success Program is a United States Department of Education federally funded grant program that promotes the success, retention and graduation of future teachers from Western Michigan University. TRiO FESP works with teaching majors who are first-generation, income-eligible students or students with disabilities to help them work toward graduation by offering the following services: career exploration, financial assistance, graduate school exploration, leadership opportunities, opportunity to attend conferences, speedy access to advisors, tutors and mentors, and volunteer opportunities.

Contact Information
Campus Location: 3530 Sangren Hall
Phone Number: (269) 387-3500
Website: [wmich.edu/trio-future-educators](http://wmich.edu/trio-future-educators)

TRiO Student Success Program

The TRiO Student Success Program is a federally funded success program that helps first-generation, income-eligible college students with academic need and college students with disabilities in their transition to college and until graduation. TRiO SSP participants learn to have fun while achieving their personal and educational goals.

TRiO SSP is designed to assist eligible students by offering a variety of services tailored to meet their individual needs. We provide 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.

If interested, students must apply to gain admission into the program.

Contact Information
Campus Location: 1305 of Ellsworth Hall
Phone Number: (269) 387-4440
Website: [http://wmich.edu/triostudentsuccess](http://wmich.edu/triostudentsuccess)
University Libraries

University Libraries help students discover, explore, and shape the information universe. We’re here to support students throughout their WMU career. We’ve got what students need for classes, study sessions, and campus life. Check out our four campus locations: Waldo Library, Maybee Music and Dance Library, Swain Education Library, and Zhang Legacy Collections Center. We’re open late and ready to help students succeed. Connect with us on campus or online. Learn more and do more – get curious at WMU Libraries.

What can students do at the Libraries?

Get help with projects and papers. Learn how to find credible information and how to cite sources.

• Service Desk: Help is available all open hours at our friendly service desks.
• Librarian Appointments: Students can make an appointment with a librarian for personalized research help.
• Workshops: Come to one of our hands-on workshops to learn new skills.

Access millions of books, articles, videos, and recordings online or at one of our libraries.

• Online Search: Try our easy online search box to explore what we have.
• Global Borrowing: If we don’t have something students need, we can get it from another library—and in most cases, it’s free!

Find their favorite study spot.

• Quiet Study: Quiet study is available on all floors in Waldo Library and designated areas at the other locations.
• Open Study: Open study areas with large tables tend to be more lively and allow for conversation. These areas are available on all floors and at all locations.
• Group Study: Book a group study room online or in person.
• Snacks: Grab a snack from the Bookmark Café on Waldo Library’s first floor. The cafe has a variety of food and beverage options – and they’re open in the evening. Food and drink are allowed throughout the building so students can get comfortable and stay awhile.

Use our technology for projects – or explore something new.

• Computers: We have over 200 computer stations and printing stations at all our locations. Several computers have advanced statistical software packages and Adobe Creative Suite.
• Virtual Reality: Check out the Virtual Reality Lab in Waldo Library – it’s open for both classwork and entertainment.

Contact Information

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

The Student Recreation Center (SRC) is run by the department of University Recreation. The SRC has tons of activities to keep students and campus healthy and active. For those who love to play in leagues or tournaments, we have Intramural Sports. Students create the team, we organize the games. We offer everything from basketball, soccer, volleyball, flag football, ice hockey and many more. Club sports is offered for students who want to practice and compete off campus. These clubs might have full time coaches or student coaches. We offer everything from Rugby, lacrosse, ice hockey, and eSports plus many more.

For those who enjoy participating in activities in a class format, try our group fitness classes. We offer yoga to de-stress, butts and guts to Zumba and much more. Not sure where to begin to workout? Try our personal training or just drop in and use our cardio machines or the equipment in the weight room. Our mission is to help our students be positive, healthy as they learn and grow on campus.

Come get connected! All students need is their Bronco ID card for access.

Contact Information
Campus Location: Student Recreation Center
Phone Number: (269) 387-4732
Website: wmich.edu/rec

Walker Institute for the Study of Race and Ethnic Relations

The Walker Institute was established in 1989 but was renamed in 2000 in honor of Dr. Lewis Walker, Western Michigan University’s first African American Ph.D. faculty member. Dr. Walker devoted his career to teaching and research about race and ethnic relations and worked for social justice through many applied research and community service projects. The mission of the Walker Institute is to engage in teaching, research, and service to promote understanding of race and ethnic relations, the appreciation of diverse peoples and cultures of the U.S. and other nations, and more equitable and inclusive communities and institutions.

One Community is the foundational theme that guides the educational, service, and applied research work of the Walker Institute. The One Community model draws on the American ideal of equal opportunity for all, and that our prosperity and quality of life depend on this. Unfortunately, ongoing racial disparities compounded by high poverty rates are slowing progress toward the achievement of this ideal.

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

WMU Signature is a student engagement program for students to reflect on their out-of-class learning experiences to explore and identify a passion that will be reflected on their WMU diploma. All WMU students, undergraduate and graduate, are automatically enrolled in WMU Signature upon matriculation. Students can find upcoming WMU Signature Designated Experiences and track their WMU Signature progress through ExperienceWMU.

As part of WMU Signature, undergraduate students participate in 12 experiences in the first phase, EXPLORE, and reflect on their experience before declaring a pathway, or passion area. After students have declared their pathway they participate in 6 experiences related to their pathway, as part of the second phase, FOCUS, to further explore their passion, continuing to reflect on their experiences. Graduate students begin their WMU Signature with declaring their pathway and the FOCUS phase. The final phase is the P.E.A.K. experience (Providing Evidence of Active Knowledge), where students propose and complete a unique experience of how they have put their passion into action. Western Michigan University then includes the student’s pathway on their academic transcript and official diploma.

Students should consider participating in WMU Signature to:
• Stand out from peers to employers and graduate schools
• Get engaged: students who are more engaged in out-of-classroom experiences have been shown to retain better, graduate earlier, and have more positive outcomes
• Find a passion: connect with other students, faculty, and staff who share a similar passion
• Do something unique: have an experience related to your passion that you share in interviews

Contact Information
Campus Location: 160 Bernhard Center
Phone Number: (269) 387-2128
Website: wmich.edu/signature
Writing Center

The Writing Center is dedicated to creating and fostering a campus culture that values writing as an essential process by which individuals develop scholarly knowledge, critical thinking ability, communication skills, and practical wisdom. The Writing Center helps writers at all levels and of all abilities determine strategies for effective communication and make academically responsible choices at any stage in the writing process and in any genre. The Writing Center hopes to empower each writer with the skills to better understand their own work and to more deeply engage with other writers’ works.

The Writing Center is a free consultation service dedicated to helping individuals better understand, apply and develop writing abilities through one-to-one, client consultations and genre specific workshops.

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

Western Michigan University’s Zhang Career Center empowers learners to launch successful business careers by engaging them in innovative programming focused on professional readiness, while developing partnerships with global, regional and local leaders who hire students. As pioneers in career readiness programs and experts in customer service, staff members in the career center strive to meet the needs of all students and employers.

The Zhang Career Center ensures business students have the skills to confidently articulate and demonstrate their career readiness to potential employers. The career center provides business students with resources and experiences that support their success in the work environment and collaborate with employers on hiring talent for their organizations.

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