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## **II. STUDENT SERVICES AT THE UNIVERSITY**

All academic counseling is handled by the student's faculty advisor. However, the School and the University are sensitive to the fact that students may have needs which require special academic and social support services in order to facilitate their adjustment and optimize their performance. The Office of Student Services has information on various services available both at the School and on campus. Below we have listed some of the resources and services available to you on campus. For additional information you can contact them directly or through the Office of Student Services.

### **A. Tutoring or Information on Tutoring**

Sweetland Writing Center  
1139 Angell Hall

(734) 764-0429; Fax: (734) 763-3128

Website: [www.lsa.umich.edu/swc/help/help.html](http://www.lsa.umich.edu/swc/help/help.html)

Email: [swcinfo@umich.edu](mailto:swcinfo@umich.edu)

(Writing Skills-Individual appointments, workshops, and seminars; Writing Resources, Peer Tutoring Program-OWL)

English Language Institute (ELI)  
3003 N. University Bldg. (NUB)

(734) 764-2413; Website: [www.lsa.umich.edu/eli](http://www.lsa.umich.edu/eli)

(Offers courses for students whose native language is not English, focusing on specific English needs such as pronunciation, grammar, oral communication, and academic writing; testing and individual counseling).

### **B. Other Referral Sources and Support Services**

Human Resources and Affirmative Action  
4005 Wolverine Tower

(734) 763-1284; Fax (734) 763-2891

Website: [www.umich.edu/~hrraa](http://www.umich.edu/~hrraa)

Email: [hrraa@umich.edu](mailto:hrraa@umich.edu)

(Discrimination, harassment, equal opportunity, career, and professional development)

Campus Information Center  
1st Floor Michigan Union  
Lobby Pierpont Commons

Information: (734) 764-INFO

Email: [info@umich.edu](mailto:info@umich.edu); Website: [www.umich.edu/~info](http://www.umich.edu/~info)

(Central point for comprehensive University information and referral)

Career Planning and Placement (CP&P)

3200 Student Activities Bldg.

(734) 764-7460; Fax: (734) 763-9268

Website: [www.cpp.umich.edu](http://www.cpp.umich.edu)

Email: [cp&p@umich.edu](mailto:cp&p@umich.edu)

(Career counseling, career resource library, resume writing, job search, interviewing workshops, job postings, credential files, internships)

Center for the Education of Women (CEW)

330 E. Liberty

(734) 998-7080; Fax: (734) 998-6203

Website: [www.umich.edu/~cew](http://www.umich.edu/~cew)

(Individual career and academic counseling, liaison with other university units, library, non-traditional student support groups, emergency grants, annual merit scholarships, publications, advocacy, and policy)

Directory Assistance/University Operator for UM

From *off-campus* phones: (734) 764-1817 for UM/Ann Arbor Information

(734) 936-4000 for University Hospitals Info.

From *on-campus* phones: Dial 0

English Language Institute (ELI)

3003A N. University Building (NUB)

(734) 764-2413; Website: [www.lsa.umich.edu/eli](http://www.lsa.umich.edu/eli)

(Assistance to foreign students, language partners program, English language and writing courses for enrolled students.)

The Work/Life Resource Center

1009 Greene, Administrative Services Building, Room 2072

(734) 936-8677; Fax: (734) 936-8894

Email: [worklife!umich.edu](mailto:worklife!umich.edu)

Website: [www.umich.edu/~hrraa/worklife](http://www.umich.edu/~hrraa/worklife)

(Assist families in locating suitable care arrangements or other resources for their family members, including children and elders)

Financial Aid, University's Office of (OFA)

2011 Student Activities Building (SAB)

North Campus Satellite Office: 1212 Pierpont Commons

(734) 763-6600; Fax: (734) 647-3081

Website: [www.finaid.umich.edu](http://www.finaid.umich.edu)

Email: [financial.aid@umich.edu](mailto:financial.aid@umich.edu)

(Central information point for financial assistance, work-study, loans, student employment, etc.)

International Center  
603 E. Madison St. (734) 764-9310  
North Campus Branch: B510 Pierpont Commons  
(734) 936-4180

Website: [www.umich.edu/~icenter](http://www.umich.edu/~icenter)

Email: [icenter@umich.edu](mailto:icenter@umich.edu)

(Visa information, assistance to international students, listing of ethnic clubs and activities, identification of community and university resources for international students)

Multi-Ethnic Student Affairs (MESA)

2202 Michigan Union

Email: [mesa.staff@umich.edu](mailto:mesa.staff@umich.edu)

(734) 763-9044; Website: [www.umich.edu/~mesamss](http://www.umich.edu/~mesamss)

(Comprised of representatives for African Americans, Asian Americans, Hispanic/Latino, and Native Americans. Representatives advise students and organizations, offering personalized attention to help plan events and activities.)

Registrar, Office of the

1524 LSA (Administrative Offices) (734) 764-6280; Fax: (734) 936-3148

Student Services: Central Campus, 1010 LSA (734) 763-5174, Fax (734) 763-9053

North Campus, 1212 Pierpont Commons (734) 763-7650; Fax: (734) 763-7961

Website: [www.umich.edu/~regoff](http://www.umich.edu/~regoff); Email: [registrar@umich.edu](mailto:registrar@umich.edu)

(Requests for official UM transcripts, loan deferments, name changes, address changes, citizenship/visa changes)

Residence Status (Students)

Office of the Registrar

1514 LSA

(734) 764-1400; Website: [www.umich.edu/~regoff/resreg.html](http://www.umich.edu/~regoff/resreg.html)

(Information on University residency regulations for admission and tuition purposes; application materials)

Services for Students with Disabilities, Office of

G219 Angell Hall

(734) 763-3000 (Voice/TTY/TDD); Fax: (734) 936-3947

Website: [www.umich.edu/~sswd/ssd](http://www.umich.edu/~sswd/ssd)

The Office of Services for Students with Disabilities (SSD) provides services to students with visual impairments, mobility impairments, learning disabilities or hearing impairments. The SSD Office also works with students who have chronic health problems or psychological disabilities, and offers services which are not provided by other University offices or organizations. The SSD Office also provides services such as accessible campus transportation, adaptive technology, sign language and oral interpreting, readers and other volunteers, guidance for course accommodations and requests to modify degree requirements. Services are free.

Sexual Assault Prevention and Awareness Center (SAPAC)  
715 N. University, Suite 202  
(734) 998-9368; Crisis line: (734) 936-3333; Website: [www.umich.edu/~sapac](http://www.umich.edu/~sapac)  
(Education/programs on sexual assault, sexual harassment, dating and domestic violence, prevention, awareness, sexism and related issues as well as confidential counseling and crisis intervention.)

Student Conflict Resolution, Office of  
Room G121 South Quadrangle  
(734) 936-6308; Fax (734) 615-8826  
Website: [www.umich.edu/~oscr](http://www.umich.edu/~oscr)  
(Reviews complaints from faculty, students, or staff who believe a violation of the *Statement of Students Rights and Responsibilities* has occurred, investigates alleged violations, counsels students, faculty, and staff about the resolution process, assists complainants and accused students to prepare for arbitration and mediation, enforces sanctions, educates University community about the *Statement*.)

Student Legal Services  
2304 Michigan Union  
(734) 763-9920; Website: [www.studentlegalservices.dsa.umich.edu](http://www.studentlegalservices.dsa.umich.edu)  
(Free legal advice for enrolled UM Ann Arbor students.)

Student Locator (University Operator)  
(734) 764-2330  
(Assistance in locating student addresses and phone numbers.)

Transcript and Certification Office  
555 LSA, 500 S. State  
(734) 764-1575; or (734) 763-9066; Fax: (734) 764-5556  
Website: [www.umich.edu/~regoff/trans.html](http://www.umich.edu/~regoff/trans.html)  
(Transcript ordering and enrollment status certification.)

Veterans' Benefits (University Registrar's Office)  
Central Campus: 1010 LSA Building, (734) 763-5174  
North Campus: 1212 Pierpont Commons, (734) 763-7650  
Website: [www.umich.edu/~regoff/vetben.html](http://www.umich.edu/~regoff/vetben.html)  
(Information, counseling and referral for Veteran students who are eligible for VA educational benefits.)

William Monroe Trotter House, Multicultural Center  
1443 Washtenaw  
(734) 998-7037  
(Student Multi-Ethnic Cultural Center for all students of color.)

## C. Personal and Psychological Counseling

### Counseling and Psychological Services

3100 Michigan Union

(734) 764-8312; Website: [www.umich.edu/~caps](http://www.umich.edu/~caps)

Free confidential and personal counseling for UM students, crisis intervention, brief personal counseling, and short-term psychotherapy for individuals, couples, and groups. Drug and alcohol assessments, and workshops on various informational and skill-building topics are available.

Evening & Weekend Hours: Fall and Winter Term M, W, Th and F 8-5 PM, Tuesdays 8-8 PM, Summer Term 8-5 PM — Psychiatric Emergency Services, UM Medical Center  
(734) 936-5900

### Lesbian, Gay, Bisexual, and Transgender Affairs (InQueery)

3200 Michigan Union

(734) 763-4186; Fax (734) 764-4133

Confidential Email: [lgbt@umich.edu](mailto:lgbt@umich.edu)

Website: [www.umich.edu/~inqueery/index.html](http://www.umich.edu/~inqueery/index.html)

(Services provided include professional peer counseling, crisis intervention, referral, civil rights advocacy, community organizing, social and educational programs, consultation to student groups, coming-out groups, resource library, lounge, and meeting space.)

### Psychological Clinic

Suite 2463, East Hall

525 E. University

(734) 764-3471; Fax: (734) 764-8128

(Individual and couples counseling, short and long term therapy, staff includes some UM-SSW interns.)

### SOS Community Services

101 S. Huron Street

Ypsilanti, MI 48197

Office Phone Number: (734) 485-8730; Fax: (734) 485-8739

Counseling Line for UM Students:(734) 76-GUIDE; Crisis line: (734) 485-3222

Website: [www.comnet.org/local/orgs/sos/index.html](http://www.comnet.org/local/orgs/sos/index.html)

The Mission of SOS Community Services is to offer informed and caring response to the emotional and economic needs of individuals and families in distress. We assist those most in need to resolve crisis and become self-sufficient.

### University Center for Child and Family

Suite 1465, East Hall

525 E. University

(734) 764-9466; Fax: (734) 647-1051

(Family, child and couples counseling, workshops for social skills, divorce, adoptive parents, and “turbo-charged” children.)