ACADEMIC SUPPORT SERVICES

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Academic Success Center

The Academic Success Center offers a variety of academic support programs for SHSU students. These services include CRLA-certified peer tutoring programs for writing, math, and reading; online tutoring for writing and math; and a supplemental instruction program. The ASC's services are available for all undergraduate and graduate students currently enrolled in SHSU.

The ASC's writing tutoring program offers one-on-one tutoring sessions and small group instruction designed to help individuals become more successful, more confident writers. Students may seek assistance for any type of writing, ranging from freshman essays and research papers to theses, dissertations, and resumes. The ASC also features online writing tutoring and workshops designed to improve college-level reading strategies. Additionally, the ASC's math tutoring program provides one-on-one and small-group assistance for students seeking help in math, statistics, and math-based science courses such as chemistry and physics. The ASC@TWC, located at The Woodlands Center, offers help in writing, reading, math/ statistics, and test-tasking strategies for TExES exams.

On the main campus, the Academic Success Center (http://www.shsu.edu/centers/academic-success-center) is located in the Farrington Building 111. The ASC also offers services online, at the Newton Gresham Library, and at The Woodlands Center, Room 101. The ASC can be contacted by calling (936) 294-3680.

The ASC@TWC offers writing, reading, BANA and STAT statistics tutoring sessions as well as review sessions for Texas teacher certification (TEXES) exams. The ASC@TWC works closely with the School of Nursing, the College of Education, and the Graduate Studies' A.S.P.I.R.E. Bridge Program and the Dissertation Support Group. For further ASC@TWC support, contact us by calling (936) 202-5102 or emailing us at asc_twc@shsu.edu

Advising (Student Advising and Mentoring Center)

The Student Advising and Mentoring Center (SAM Center) at Sam Houston State University offers a centralized academic advising experience to the majority of undergraduate SHSU students. Our academic advisors are dedicated to helping students navigate the university, clarify their own personal career goals, and enrich their academic experience. At the SAM Center, we view students as both individuals and members of the Bearkat community.

The SAM Center (http://www.shsu.edu/centers/sam-center/mentoring) is housed on the first floor (Suites 170 & 190) of the College of Humanities and Social Sciences (CHSS) Building. SAM Center personnel can be contacted by e-mail at samcenter@shsu.edu for academic advising or by calling either of the following telephone numbers: (936) 294-4444 or toll free at (866) 364-5211.

English Language Institute

The mission of the English Language Institute (ELI) is to provide the necessary English language skills for international students to be successful in academic courses. Students who complete Level 4 and Level 5 successfully, qualify for a TOEFL waiver that satisfies SHSU's English proficiency requirement for undergraduate studies. The ELI offers five eight-week sessions a year- two in the fall, two in the spring, and one in the summer. The ELI's intensive 8-week format enables students to move into their academic classes as quickly as possible. TESOL trained professors provide quality instruction with average student to professor class ratios of 10:1. Throughout the academic year, the ELI offers extra-curricular activities that give students the opportunity to learn about American culture. For more information, visit the English Language Institute. (http://www.shsu.edu/dept/international-programs/english-language-institute)

Institutional Effectiveness

The Office of Institutional Effectiveness (IE) is a University administrative service and support unit, aligned within the Division of Enrollment Management, serving the entire University. The primary department functions include Institutional Research, Administrative Program Review, and Legislative Relations and Public Policy research.

Institutional Research includes the collection, storage, analysis, appraisal, and dissemination of data for external reporting on behalf of the University, as well as for use in evidence-based review, planning, and action by University administrators and academic leaders. Institutional Research maintains longitudinal databases from numerous centralized and decentralized data sources to enable the research and reporting required internally and by federal and state agencies for the assessment and publication of policy, programs, and special educational initiatives.

The Administrative Program Review function incorporates the review and analysis of non-academic programs and functions as part of the University's commitment to ongoing, continuous program assessment and improvement for strategic planning, and for reaffirmation of accreditation by the Southern Association of Colleges and Schools and other professional and educational accreditation organizations.

Finally, IE's Legislative Relations and Public Policy research role seeks to identify and act upon opportunities to create positive relationships with lawmakers at local, state, and federal levels and to educate legislative decision-makers concerning Sam Houston State University's outstanding contributions to academia, the workforce, and local, state, and national economies.

IT@SAM

Within the Division of Information Technology (known as IT@Sam), there are five (5) departments supporting the campus: Client Services, Enterprise Services, Infrastructure and Support Services, Information Security Office, and Project Management Office.

Support of Teaching/Learning Environments

IT@Sam provides support and maintenance of instructional environments including computer labs and classrooms. In support of the University's academic programs, computer labs provide modern productivity tools. They are equipped with Windows workstations, DVD-RW drives, USB ports, web cameras, printers and scanners. All IT@Sam labs have the same software installed to ensure a consistent experience for students as they move from lab to lab. A few labs will have additional specialized, course-specific software titles available. Macintosh workstations are available in designated computer labs, with similar functionality.

Some resources, including software such as Microsoft Office 365, are available for off campus use. The Technology Benefits (http://www.shsu.edu/dept/it@sam/technology-benefits.html) website will have up-to-date resources listed.

Accessing SHSU Student Network & E-mail

Upon acceptance, students activate their computer accounts on the SHSU website (https://ww2.shsu.edu/legacy/Activation) and then have access to SHSU's academic and administrative resources including, but not limited to, computer labs, wireless network, e-mail, and registration.

The SamNet wireless network is available from any non-residential campus building and designated residence halls with SHSU credentials. All University residence halls have wired port connections available to connect to the Residence Hall Network.

To ensure prompt communications, the University will send official statements and documents to student's SHSU e-mail address. The assigned e-mail address will have the following format: username@shsu.edu. Former students who have completed at least 15 hours of course work at SHSU will be eligible to opt-in to keep their SHSU e-mail account.

SHSU's Acceptable Use Policy (http://www.shsu.edu/intranet/policies/information_technology_policies/documents/IT-03AcceptableUse.pdf) as well as other IT Practices and Policies (http://www.shsu.edu/intranet/policies/information_technology_policies) govern the use of University e-mail and all computing resources.

Passwords & Personal Identification Number (PIN)

During the application process, an assigned PIN will allow prospective students to monitor the progress of their application. Once accepted and a computer account is created, the PIN will be disabled.

Passwords for SHSU computer accounts will expire every six months. SHSU will never ask students to share their passwords. The Service Desk is available to help with computer accounts, passwords, and general SHSU technology questions.

Student Employment Opportunities

IT@SAM employs students in a variety of positions. Students are encouraged to apply for part-time employment through Jobs4Kats (https://www.myinterfase.com/shsu/Account/LogOn?ReturnUrl=/shsu/student).

Contact Info

For more information, visit the Division of Information Technology website (http://www.shsu.edu/dept/it@sam). The Service Desk can answer any questions students and parents may have regarding SHSU's computing resources: servicedesk@shsu.edu or (936) 294-1950.

Newton Gresham Library

The Library contains more than 1.3 million books, bound periodicals, and government documents in a variety of formats, including multimedia, microforms, microfiche, recordings, streaming video, videotape, and newspapers. The library provides access to over 50,000 journals and magazines online and over 3000,000 electronic books. As a depository for selected federal and state government publications, the Library provides a separate collection of over 230,000 print and non-print documents; the Library also serves the citizens of five adjacent counties. The Library's Thomason Room houses over 20,000 rare books and other materials on Texas, the Southwest, Mark Twain, Gertrude Stein, the Civil War, Library Science, Criminal Justice, and other topics. Other groups of materials housed in the Newton Gresham Library include paperbacks for recreational reading, current periodical issues, new books, and a children's literature collection. The music listening room, study carrels, a small lounge area furnished with vending machines, and a copy center, including a public fax machine are provided for the convenience of students and faculty. Library resources may be electronically accessed 24x7 from the Library's webpage (http://library.shsu.edu), as well as remotely via the Internet. The library maintains database

licenses to over 250 online databases such as Web of Science, ERIC, Education Source, Sociolndex, PsycINFO, CJ Abstracts, NCJRS, Academic Search Complete, Business Source, West Law Campus, Biological Abstracts and ScienceDirect, Eighteenth Century Online, U. S. Congressional Serial Set and World Cat. TexShare, the statewide resource-sharing program, provides access to a variety of electronic databases, thousands of full-text journal articles and print material. A complete list of the electronic databases and electronic journals can be viewed from the Library's web page at http://library.shsu.edu/. Books, articles, documents, and other items which are not available locally may be requested Interlibrary Loan.

Twenty librarians, twenty-nine support staff, and a number of student assistants provide reference, interlibrary loan, circulation, acquisitions, and other library services to the faculty, staff, and students of the University as well as to visiting scholars and off-campus users. Distance Learners will find librarians embedded in their online classes. A full-time librarian provides assistance to students at The Woodlands Center. University Archives, located on the 4th floor of the Library, preserves the history of the campus. A computer lab, staffed by Computer Services department, is available during regular library hours. The seventy plus networked workstations in this lab may be used to access the students' personal computer space as well as the library's resources. To assist library users in utilizing library materials and services, librarians developed online guides available on the Library's website. An online instruction series demonstrating how to use databases and find information is available to all students from the Library's homepage. Librarians also provide access to information and help in using the library's resources and services to students on- and off-campus with online chat (see Ask A Librarian on the Library's homepage), e-mail, and by phone.

SHSU Online

Within SHSU Online, there are four units that provide a wide-range of services for SHSU faculty, student, and staff. These include Online Operations, Creative Services, Continuing Education, and the Office of 60X30 Online Initiatives.

- Online Operations provides the SHSU Online Support Desk, Online Faculty Development, Online Course Development & Instructional Design, as well as Online System Management & Online Data Reporting services.
- Creative Services provides Educational Video Production, Digitization of media, Guest Lecture Recordings, Video Hosting, Marketing and field video production, Live Streaming events, and Video technology consulting.
- Continuing Education provides a diverse selection of course offerings for non-degree seeking students, including certifications in Certified Nurse Aide (CNA), Dental Assisting, Dialysis Technician, CPR, and many more.
- The Office of 60X30 Online Initiatives focuses primarily on the recruitment of new non-traditional and degree-completer students in support of the 60X30TX Plan.

Support of Teaching/Learning Environments

SHSU Online engages in ongoing strategies for delivering quality online education and promoting online student success.

- In support of a successful online learning experience, SHSU provides the best in class troubleshooting and technical support through the SHSU
 Online Support Desk, open 24/5, plus weekend hours.
- In support of the development and ongoing care of the University's digital course infrastructure designed to foster the academic transformation of its students, SHSU Online provides Instructional Design Services via appointed instructional designers in every College and some Departments.
- In support of a successful online learning environment, SHSU Online provides access to relevant and robust tools for learning and academic development, including Blackboard Learn, Kaltura, Blackboard Mobile, Blackboard Collaborate, Blackboard Student, and numerous others. In partnership with the NGL, SHSU Online offers a wide range of library resources from within Blackboard, including Embedded Librarians, Library Guides, and OER.
- In support of an engaging and relevant student learning experience within the Learning Management System, SHSU Online supports the
 development of dynamic, multimedia course content, including Video Lectures & Video Demonstrations, Graphic Design, Course Photography,
 Animations, and Simulations.
- · In support of academic integrity, SHSU Online provides a fully-funded exam proctoring solution for all SHSU students.
- In support of accessibility, SHSU Online provides ongoing ADA Compliance support through responsible Instructional Design as well as by funding captioning of video in online courses.
- In support of quality standards in online education, SHSU Online provides online course review services through the Technical Evaluation process and the use of the SHSU Online Rubric for Online Course Design.
- SHSU Online provides Faculty Development for Online Teaching, via a variety of formats, including face-to-face, online, webinar, one-on-one, faculty lunch-and-learns, and on-demand training sessions.
- SHSU Online also hosts an annual Conference (Digital Education Summit) designed to bring together faculty, higher education practitioners, and
 university leaders from the region and across the State, to network and exchange discussion on best practices for delivering online education.
- In support of adult learner populations returning to school, SHSU Online provides non-degree options through a diversified continuing education curriculum.
- In support of the University's enduring traditions, SHSU Online provides year-round video production and live streaming services for campus events, including athletic games, tree-lighting ceremony, ring ceremony, commencement, graduation, and others.
- In partnership with Enrollment Management, SHSU Online participates in all Orientation Events, including Freshmen Orientation, Transfer Orientation, Graduate Orientation, and Online Orientation.

- SHSU Online actively promotes success beyond the classroom by providing SHSU students with opportunities to develop marketable skills. SHSU Online hires, trains and prepares student workers with on-the-job training and market experience in the fields of academic technology, online education, data analytics, GIS, recruitment, video production, graphic design and more, effectively improving Texans' marketable skills for gainful employment. In partnership with SHSU Athletics and the College of Fine Arts and Mass Communication, SHSU Online provides internship opportunities in various positions, including Audio Techs, Graphics Operators, Camera Operators, Production Assistants, Sports Anchors, Teleprompter Operators, Floor Directors and Digital Media Assistants.
- In support of the University's enrollment goals, SHSU Online seeks to improve the transition between bachelor's and master's degrees, providing
 opportunities for financial assistance through numerous SHSU Online Scholarships that support students' educational goals, and by supporting
 the creation of additional online programs to expand degree offerings at the undergraduate and graduate levels.
- In support of the University's recruitment goals as well as the aims of the 60X30TX Plan, SHSU Online provides funding, leadership, and deployment of targeted marketing campaigns aimed at attracting new traditional, non-traditional, and degree-completer students by launching state-wide marketing and outreach; allocating fiscal and staffing resources to support a growing recruitment effort; aligning recruitment tactics with target markets indicating strong yield in metropolitan areas across Texas (Austin, Houston, San Antonio, Waco, Dallas, etc.); and leading a variety of creative efforts designed to bolster recruitment, including broadcasting video, television and radio ads, coordinating web ads in YouTube, Facebook, Google, etc., developing engaging visual media for program landing pages on the web, implementing SEO and Paid Search, implementing a Social Media Campaign aimed at augmenting SHSU brand awareness, and coordinating the SHSU Online calendar of postings for Instagram, Twitter, and Facebook.

Testing Center

The **Testing Center** helps support the institutional mission of Sam Houston State University by promoting the intellectual growth of students and members of the community outside the formal setting of regular course work. A variety of college entrance, placement, professional certification, credit-by-exam, and distance learning exams are available at Sam Houston State University. The Testing Center is an open testing facility (testing SHSU students as well as the general public), has limited seating, and reservations are made on a first-come, first-served basis. The Testing Center is located in Academic Building IV, Rm. #102. **Testing policies and/or fees are subject to change at any time. Contact the Testing Center at (936) 294-1025, e-mail test.ctr@shsu.edu, or visit Testing Center** (http://www.shsu.edu/centers/testing-center) for the most current information.

College Entrance Exams

ACT: The ACT test is a college entrance exam accepted by Sam Houston State University for admittance into the university. The test is given approximately 1-3 times each year on SHSU's campus. A student may receive college credit for a high score received on the English section of the ACT exam (see Credit by Examination section). Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www) or by visiting ACT (http://www.act.org).

ACT-Residual Test (ACT-R): The ACT-Residual test (taken at SHSU) is a college entrance exam used for admittance purposes into the university. The ACT-Residual scores are only valid at Sam Houston State University. ACT-Residual scores will not transfer to another college/university. Students taking the ACT-Residual exam must have applied for admission to SHSU before registering for this test. Additional information may be obtained by visiting Testing Center (http://www.shsu.edu/~tst_www).

SAT: The SAT test is a college entrance exam accepted by Sam Houston State University for admittance into the university. This exam is given 1-3 times each year on SHSU's campus. A student may receive college credit for a high score received on the verbal section of the SAT exam (see Credit By Examination section). Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www) or by visiting SAT (https://www.collegeboard.org).

Test of English as a Foreign Language (TOEFL): The Test of English as a Foreign Language (TOEFL) may be required of international students for admittance into the university. The TOEFL exam measures an individual's ability to use and understand English at the university level. The internet-based TOEFL is administered several times per year at the Testing Center. For more information, visit the Testing Center (http://www.shsu.edu/~tst_www) or TOEFL (http://www.ets.org/toefl). Additional information may also be obtained by contacting Admissions (http://www.shsu.edu/admissions).

Graduate School Entrance Exams

Graduate Management Admissions Test (GMAT): The Graduate Management Admissions Test is offered on select dates throughout the month in the Testing Center. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www) or by visiting GMAT (http://www.mba.com/us).

Millers Analogies Test (MAT): The MAT is a high-level mental ability test requiring the solution of problems stated as analogies. The Testing Center offers the MAT during the week. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www) or by visiting MAT (http://www.pearsonassessments.com/postsecondaryeducation/graduate_admissions/mat.html).

Placement Exams

ACCUPLACER. The ACCUPLACER test is a placement exam offered at SHSU for evaluating a student's performance in reading, writing, and mathematics. It is a internet-based test with results available immediately following completion of the test. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www) or by visiting ACCUPLACER (https://accuplacer.collegeboard.org/students).

ACCUPLACER-ESL: The ACCUPLACER-ESL test is a placement exam used by the English Language Institute for assessing a student's performance in the English language. It is a internet-based test with results available immediately following completion of the test. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www), ACCUPLACER (https://accuplacer.collegeboard.org/students), or English Language Institute (ELI) Office (http://www.shsu.edu/dept/international-programs/english-language-institute).

TSI ASSESSMENT: The TSI Assessment test is a placement exam offered at this institution for evaluating a student's performance in reading, writing, and mathematics. It is a internet-based test with results available immediately following completion of the test. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/~tst_www) or by visiting TSI Assessment (https://accuplacer.collegeboard.org/students).

Professional Entrance and Certification Exams

LSAT: The Law School Admission Test (LSAT) is an integral part of the law school admission process in the United States, Canada, and a growing number of other countries. It provides a standard measure of acquired reading and verbal reasoning skills that law schools can use as one of several factors in assessing applicants. The Testing Center administers the LSAT exam approximately 2-3 times a year. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/testing) or LSAT (http://www.lsac.org).

MPRE: The purpose of the Multistate Professional Responsibility Examination (MPRE) is to measure an examinee's knowledge and understanding of established standards related to a lawyer's professional conduct. The Testing Center administers the MPRE exam twice a year. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/testing) or MPRE (http://www.ncbex.org).

NCE: The National Counselor Examination (NCE) is a requirement for counselor licensure in many states and for the National Certified Counselor (NCC) certification. The Testing Center administers the NCE on select dates through the month. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/centers/testing-center) or NCE (http://www.nbcc.org).

TCEQ: The Testing Center is a testing site for the Texas Commission on Environmental Quality (TCEQ) Occupational Licensing examinations. The Testing Center offers the TCEQ exams on a weekly basis. Additional information about TCEQ exams can be obtained by visiting the Testing Center (http://www.shsu.edu/centers/testing-center) or TCEQ. (https://www.tceq.texas.gov)

TEAS: The Test of Essential and Academic Skills (TEAS) is used as part of the admissions process by Nursing and Allied Health schools nationwide. The Testing Center offers the TEAS exam on a weekly basis. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/centers/testing-center) or TEAS (http://www.atitesting.com).

TEXES: The **Texas Examinations of Educator Standards (TEXES)** are criterion-referenced examinations designed to measure a candidate's knowledge in relation to an established criterion. The Testing Center offers the TEXES exams several times throughout the year. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/testing) or TEXES. (http://cms.texes-ets.org)

Practice Exams

Representative Tests: Sam Houston State University Testing Center administers the practice teacher certification exam (Representative TExES) for the College of Education on a weekly basis. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/testing) or College of Education (http://www.shsu.edu/academics/education/educator-preparation-services/program-services/texes-testing.html).

Distance Learning Exams

Sam Houston State University Testing Center administers several distance learning exams. Additional information may be obtained by visiting the Testing Center (http://www.shsu.edu/testing).

Credit By Exam

ACT/SAT English Credit: Sam Houston State University has a policy of accepting high scores from the ACT or SAT test for credit in freshman English courses. The current policy is as follows:

ACT: A score of 33 or above on the English section of the ACT test qualifies a student for exemption from both ENGL 1301 and ENGL 1302. A score of 27-32 qualifies a student for enrollment in ENGL 1301H (Honors Class), an accelerated class for students with superior skills in English. Students earning an A or B in ENGL 1301H will automatically receive credit for ENGL 1302 and become eligible for sophomore English. If the student does not make a grade of A or B in the ENGL 1301H class, he/she will be required to take ENGL 1302.

SAT: A score of 700 or above on the verbal section of the SAT test qualifies a student for exemption from both ENGL 1301 and ENGL 1302. A score of 600-690 qualifies a student for enrollment in ENGL 1301H (Honors Class), an accelerated class for students with superior skills in English. Students earning an A or B in ENGL 1301H will automatically receive credit for ENGL 1302 and become eligible for sophomore English. If the student does not make a grade of A or B in the ENGL 1301H class, he/she will be required to take ENGL 1302.

Advanced Placement Program (AP): Sam Houston State University may award college credit for the College Entrance Examination Board (CEEB) Advanced Placement Examinations based on the score(s) received. Advanced Placement exams are given at the high-school level. Sam Houston State University has a policy of accepting up to a maximum of thirty semester hours of credit through a combination of national standardized examinations and/or locally designed and administered departmental tests. More than thirty semester hours of credit by examination will be

considered on an individual appeal basis. Please visit the Testing Center (http://www.shsu.edu/testing) for more information or AP Program (https://apstudent.collegeboard.org/home).

College Level Examination Program (CLEP): Sam Houston State University is an open national testing center for the College Level Examination Program (CLEP). All CLEP exams may be taken at SHSU, but only the CLEP Subject Exams listed on the Testing Center website will be accepted for credit at SHSU. Sam Houston State University has a policy of accepting up to a maximum of thirty semester hours of credit through a combination of national standardized examinations and/or locally designed and administered departmental tests. More than thirty semester hours of credit by examination will be considered on an individual appeal basis. For more information, visit the Testing Center (http://www.shsu.edu/testing) or CLEP (https://clep.collegeboard.org).

DSST: Sam Houston State University is an open national testing center for the DSST exams. All DSST exams may be taken at SHSU, but only the DSST exams listed on the Testing Center website will be accepted for credit at Sam Houston State University. Sam Houston State University has a policy of accepting up to a maximum of thirty semester hours of credit through a combination of national standardized examinations and/or locally designed and administered departmental tests. More than thirty semester hours of credit by examination will be considered on an individual appeal basis. For more information, please visit the Testing Center (http://www.shsu.edu/testing) or DSST (http://getcollegecredit.com).

International Baccalaureate Program (IB): Sam Houston State University recognizes the International Baccalaureate program for those students who earn the IB diploma. Although Sam Houston typically accepts a maximum of thirty (30) semester hours of credit through a combination of national standardized examinations and/or locally designed and administered departmental tests, students earning the IB diploma are capable of earning in excess of those 30 hours. Information on the International Baccalaureate Program may be obtained from high school counselors or by visiting the Testing Center (http://www.shsu.edu/testing) or International Baccalaureate (http://www.ibo.org).

SAT Subject Exams: Sam Houston State University is an open national testing center for the SAT Subject examinations. All SAT Subject exams may be taken at SHSU. Only the SAT Subject exams listed on the Testing Center website will be accepted for credit at SHSU. Sam Houston State University has a policy of accepting up to a maximum of thirty (30) hours of credit through a combination of national standardized examinations and/or locally designed and administered departmental tests. More than thirty (30) hours of credit by examination will be considered on an individual appeal basis. For more information, please visit the Testing Center (http://www.shsu.edu/testing) or SAT Subject (https://collegereadiness.collegeboard.org/sat-subject-tests).