

# 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, core science, business, world languages, and more.

The ASC offers study groups in math and chemistry. In addition, the ASC has embedded tutors that support students within their courses and by providing feedback on learning challenges students face to instructors.

The ASC offers Learning Coaches to help students balance the demands of college by guiding students through areas such as accountability, time management, study skills, note taking, test preparation, and goal setting. Our Recovery Coaches work with students on first-time academic probation or students on first-time academic suspension. Students on probation will learn academic recovery strategies and methods related to university policies, resources, communication techniques, wellness, and setting. Students on academic suspension are guided to get back to good academic standing by constructing a recovery plan that includes forming connections with instructors, reaching goals, and identifying and utilizing campus resources.

The ASC also offers workshops and seminars for academic success or academic recovery facilitated by learning coaches, recovery coaches, and professional staff.

ASC services are available for all undergraduate and graduate students currently enrolled in SHSU. Services are available in-person and virtually on main campus and at The Woodlands Center. On the main campus, the Academic Success Center (<http://www.shsu.edu/centers/academic-success-center/>) is located in the Newton Gresham Library. The ASC can be contacted by calling (936) 294-3680.

## Advising (Student Advising and Mentoring Center)

At the Student Advising and Mentoring Center (SAM Center), we value each student as an individual and believe that advising is a shared responsibility with the student.

Our professional advisors are highly skilled experts in student development and degree planning, and we strive to provide students with personalized, holistic, success-based academic advising and support. We strongly believe in the importance of academic advising in student achievement, retention, and degree completion.

Whether you are an entering freshman, returning student, transfer student, prospective student, or a current undergraduate student, you can expect to learn about campus processes, be directed to beneficial resources for your success, and work with advisors on major exploration along with course planning to build the best university experience possible for you.

The SAM Center is located on the Huntsville campus on the first floor, Suites 170 and 190, of the College of Humanities and Social Sciences Building (CHSS). You can reach the SAM Center ([samcenter@shsu.edu](mailto:samcenter@shsu.edu)) by e-mailing or calling (936) 294-4444 or toll free at (866) 364-5211.

Not sure who your advisor is or how to make your appointment? Visit the SAM Center Website (<https://www.shsu.edu/centers/sam-center/>) to view Who is My Advisor (<https://www.shsu.edu/centers/sam-center/whos-my-advisor/>) and How to Get Advised (<https://www.shsu.edu/centers/sam-center/how-do-i-get-advised/>).

## Data Analytics and Decision Support (DADS)

Data Analytics and Decision Support (DADS) is a Sam Houston State University administrative service and support unit aligned under Strategic Enrollment & Innovation (SEI). The unit is comprised of three areas: Institutional Research (IR), Data Analytics, and Data Literacy/Data Governance.

It is the mission of the **Data Analytics and Decision Support** function to collect, analyze, appraise, report and disseminate data on behalf of the University, its executive administration and its educational leaders for the purpose of promoting evidence-based reflection, planning, and action. The DADS team provides information and conducts research studies to comply with federal, state and other reporting mandates, and to assess policy, programs and special initiatives. DADS is also responsible for certifying SHSU's official student data to the Texas Higher Education Coordinating Board (THECB).

To request assistance with obtaining data, access to existing reports, and information about external data resources, SHSU employees with network access may submit a work order request/request a report ([https://cherwell.shsu.edu/CherwellPortal/Employee/?\\_28a7b9fa#0](https://cherwell.shsu.edu/CherwellPortal/Employee/?_28a7b9fa#0)). A data dictionary, Data Cookbook (<https://shsu.datacookbook.com/>), is available to individuals with SHSU network log in credentials to review descriptions of existing reports (specifications) and data terms (definitions). SHSU uses Cognos as the reporting tool, and links to the Cognos reports are included in Data Cookbook. Various reports require prior training and/or approval, and SHSU Cognos users are encouraged to read about these details in Data Cookbook. A Data Cookbook introductory tutorial (<https://www.youtube.com/watch?v=n8VowQurkWo>) is available for additional assistance. Questions about Cognos and Data Cookbook can be directed to our staff (<https://www.shsu.edu/dept/institutional-research/aboutus.html>) or to SHSU Information Technology Service Desk (<https://www.shsu.edu/dept/client-services/service-desk.html>) personnel.

## Newton Gresham Library

The Newton Gresham Library (NGL) contains more than 1.2 million print books, periodicals, audio and visual materials, and microforms. Students have access to over 800,000 eBooks, online journals and newspapers, as well as streaming media resources through the Library website. The Library also acts as a Federal and State government documents depository, providing access to almost 200,000 print and online documents. The library maintains licenses to over 400 online databases (<https://shsulibraryguides.org/az.php>). Books, articles, documents, and other items which are not available locally may be requested via the Library's Interlibrary Loan service.

SHSU Special Collections in the Thomason Room on the Library's 4th floor holds over 22,000 rare books and research collections on Texas, the Southwest, American authors, the Civil War, Criminal Justice, and other topics. University Archives, also located on the 4th floor of the Library, preserves the history of the campus. The Newton Gresham Library's general collection includes popular and recreational reading materials, tabletop games, a children's literature collection, a music and scores collection, and materials to help teachers create lesson plans. Creative, research and study spaces at the Library include: a music listening room, 35 individual study carrels, eight technology equipped group study and seminar spaces, a video recording studio, a copy center (including faxing, poster printing, and more), as well as a lactation room, vending machines, outdoor seating, and a Starbucks—all provided for the convenience of students and faculty.

Twenty-one librarians, twenty-nine support staff, and scores 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, and at the College of Osteopathic Medicine. A computer lab with over 75 networked workstations is available during regular library hours, and staffed by IT@Sam. To assist library users in utilizing library materials and services, librarians developed online guides available on the Library's website. 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 (<https://library.shsu.edu/>) on the Library's homepage), e-mail, and by phone. Two active-learning spaces have been recently completed for use in library instructional sessions, and in support of other campus teaching and training activities. Finally, the Academic Success Center (ASC) and the First-Generation Center (<https://www.shsu.edu/dept/firstgen/>) are located 2nd floor of the Library, providing academic coaching, First-Year experience, peer mentoring, and tutoring services for all students.

## SHSU Online

### Mission Statement

SHSU Online enables citizens in Texas and beyond to further their education, find meaningful employment, earn higher wages, and improve their quality of life. We support faculty, students, and staff throughout the online teaching and learning journey.

### Strategic Initiatives

- Goal 1: To provide a single point of presence for online education through SHSU Online and TSUS Institutions participating in the Shared Services Initiative.
- Goal 2: To fund critical tools for online teaching and learning.
- Goal 3: To provide high-quality course development and instructional design services for faculty teaching via distance and professional education.
- Goal 4: To provide high-quality video production and lecture capture for face-to-face, hybrid, and online courses.
- Goal 5: To market online education to new student populations.
- Goal 6: To promote instructor and learner success by providing an inclusive and accessible environment.

### Support of Teaching/Learning Environments

SHSU Online provides a wide-range of services for SHSU faculty, students, and staff. With a knowledgeable and experienced staff, the following services are offered:

- 24/7 Technical Support Call Center for Blackboard courses
- Faculty Certification and Development
- Instructional Design
- Graphic Design
- Multimedia Design
- Content Development

- Educational Video Production
- Guest Lecture Recordings
- Video Hosting
- Marketing and field video production
- Video transcriptions
- Ally® for Accessibility
- Digitizing Media
- SHSU Online Monthly Newsletter
- SHSU Online Annual Conference- Digital Education Summit
- 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 various creative and technical fields.

## Contact Information

- **Phone:** 936.294.2780
- **Email:** Blackboard@shsu.edu
- **Web:** online.shsu.edu (<https://online.shsu.edu/>)
- 24 hours a day / 7 days a week

## Technology Solutions and Support

Technology Solutions and Support maintains instructional environments, including computer labs and classrooms to support faculty and students in our Bearkat learning environments. These spaces are equipped with Windows and iMac computers, up-to-date software, webcams, printers, and scanners. Additionally, a few labs have course specific software available for students to complete work outside of the classroom. For a complete list of labs and their technology equipment, view the Computer Lab website (<https://www.shsu.edu/computerlabs/>).

Additionally, we provide Microsoft 365 for your personal devices and wireless internet through eduroam. Simply use your SHSU credentials to access either option!

For additional questions regarding the technology available to you at SHSU, contact the Service Desk (<mailto:servicedesk@shsu.edu>).

## Contact Information

Phone: 936.294.1950

Email: Service Desk ([servicedesk@shsu.edu](mailto:servicedesk@shsu.edu))

Location: Academic Building I, Suite 145

## Testing Center

The Sam Houston State University (SHSU) Testing Center provides institutional and national testing opportunities to students and community members in an atmosphere that enables examinees to perform to the best of their abilities. This atmosphere relies on test administration practices that (1) adhere to nationally recognized professional testing standards and government regulations, (2) maintain the integrity of the testing process by incorporating ethical standards and security measures, and (3) treat all examinees in a professional, yet personable manner. The Sam Houston State University Testing Center adheres to the National College Testing Association (NCTA) Professional Standards and Guidelines.

## Entrance Exams

**ACT:** The ACT test is a standardized college entrance exam that is accepted by Sam Houston State University for admittance. A student may receive college credit for a high score received on the English section of the ACT exam (see Credit by Exam section). Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or ACT (<http://www.act.org/>).

**SAT:** The SAT test is a standardized college entrance exam that is accepted by Sam Houston State University for admittance. A student may receive college credit for a high score received on the Evidence-Based Reading and Writing section of the SAT exam (see Credit By Exam section). Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or SAT (<https://www.collegeboard.org/>).

**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 the ability of non-native English speakers to communicate in an academic setting. For more information, visit the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or TOEFL (<http://www.ets.org/toefl/>). Additional information may also be obtained by contacting Admissions (<http://www.shsu.edu/admissions/>).

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

**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. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or LSAT (<http://www.lsac.org/>).

## 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 an internet-based test with results available immediately upon completion. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or ACCUPLACER (<https://accuplacer.collegeboard.org/students/>).

**ACCUPLACER-ESL:** The ACCUPLACER-ESL test is a placement exam used by the English Language Training Office to assess a student's performance in the English language. It is an internet-based test with results available immediately upon completion. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or ACCUPLACER (<https://accuplacer.collegeboard.org/students/>).

**TSI ASSESSMENT 2.0:** The Texas Success Initiative Assessment (TSIA2) is a placement exam offered at SHSU to assess test takers' readiness for college-level coursework in the general areas of English language arts and reading (ELAR) and mathematics. It is an internet-based test with results available immediately upon completion. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or TSI Assessment (<https://accuplacer.collegeboard.org/students/prepare-for-accuplacer/tsia-texas-success-initiative-assessment/>).

## Credit by Exam

**ACT/SAT English Credit:** Sam Houston State University may award credit for freshmen English courses based on high ACT or SAT test scores on the English section (ACT) or the Evidence-Based Reading and Writing section (SAT). 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, visit the Testing Center (<http://www.shsu.edu/testing/>).

**Advanced Placement Program (AP):** Sam Houston State University may award college credit for the 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 (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, visit the Testing Center (<http://www.shsu.edu/testing/>) 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 (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, 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 (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, 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 State University typically accepts a maximum of thirty (30) 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 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/>).

## Departmental Exams

**ACTFL OPIc:** The OPIc exam is an internet-delivered test that provides valid and reliable oral proficiency testing. The exam helps determine the level of proficiency in a certain language. This exam is given for the World Languages and Cultures Department. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or ACTFL (<https://www.actfl.org/center-assessment-research-and-development/actfl-assessments/actfl-postsecondary-assessments/oral-proficiency-interview-computer-opic/>).

**Representative TExES:** The Representative TExES are paper-pencil practice exams administered for the College of Education. Approval from the College of Education must be received before registering for a test. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or by emailing [edu\\_edprep@shsu.edu](mailto:edu_edprep@shsu.edu).

## Graduate Exams

**Graduate Management Admission Test (GMAT):** The GMAT exam is designed to test skills that are highly important to business and management programs. It assesses analytical writing, along with quantitative, verbal, and integrated reasoning skills that are vital to real-world business and management success. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or GMAT (<http://www.mba.com/us/>).

**Graduate Record Examinations (GRE):** The GRE is used by graduate schools as one assessment indicator for comparing the qualifications of applicants who come from a variety of colleges and universities. The GRE measures verbal reasoning, quantitative reasoning, and analytical writing skills. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or GRE (<https://www.ets.org/gre/>).

## Certification Exams

**ACSM:** American College of Sports Medicine offers several health fitness certification programs, each with unique programming and/or population focus. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or the American College of Sports Medicine (<https://www.acsm.org/certification/get-certified/>).

**CERTIPORT:** Certiport is dedicated to helping people succeed through certification. Certiport's globally recognized credentials are aimed at enhancing individual productivity, marketability, and value. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or Certiport. (<http://www.certiport.com/>)

**CCE:** The Center for Credentialing and Education offers a dynamic portfolio of services including credentials, assessments, and examination services to promote excellence in and expand equitable access to mental health and human development professions. The CCE offers the CPCE (Counselor Preparation Comprehensive Exam) and the NCE (National Counselor Exam). Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or CCE. (<https://www.cce-global.org/home/>)

**CompTIA:** CompTIA certifications are industry-leading credentials to start and grow an IT career. Entry-level IT certifications and advanced IT certifications – such as cybersecurity – are offered. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or CompTIA (<https://www.comptia.org/certifications/4-steps-to-certification/>).

**Meazure Learning:** Meazure Learning offers exams for the certification or licensure of professionals to assess the knowledge and skills of employees for training purposes or as a pre-employment check for potential hires. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or Meazure Learning (<http://www.meazurelearning.com>).

**NSCA:** Elevate your career in strength and conditioning and related sports science professions to new heights with a National Strength and Conditioning Association certification. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or NSCA (<https://www.nasca.com/certification-overview/>).

**TCEQ:** The SHSU Testing Center is a CBT testing site for the Texas Commission on Environmental Quality (TCEQ) Occupational Licensing examinations. 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/>)

**TCFP:** The Texas Commission on Fire Protection offers certifications for those interested in becoming certified fire protection professionals. The commission encourages certified fire protection personnel to continue to develop their skills throughout their careers by offering higher-level certificates. Additional information may be obtained by visiting the Testing Center (<https://www.shsu.edu/centers/testing-center/>) or TCFP. (<https://www.tcfp.texas.gov/services/certifications/>)

**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. Additional information may be obtained by visiting the Testing Center (<http://www.shsu.edu/testing/>) or TExES. (<http://tx.nesinc.com/>)

## Distance Education Exams

Sam Houston State University Testing Center offers proctoring services to administer distance education exams for other institutions and agencies. Additional information may be obtained by visiting the Testing Center (<http://www.shsu.edu/testing/>).