

STUDENT SUPPORT SERVICES

- Alumni Relations and Development (p. 1)
- Athletics (p. 2)
- Bearkat OneCard Services (p. 2)
- Career Services (p. 3)
- Counseling Center (p. 4)
- Dean of Students' Office (p. 4)
- First-Generation Center (p. 5)
- Global Engagement Center (p. 5)
- Health Center (p. 5)
- James and Nancy Gaertner Performing Arts Center (p. 6)
- Lowman Student Center (p. 6)
- Museum, Sam Houston Memorial (p. 7)
- Print Services (p. 7)
- Public Safety Services, University Police, and Parking & Transportation Office (p. 8)
- Campus Recreation (p. 8)
- Residence Life (p. 9)
- Services for Students with Disabilities (p. 10)
- Student Money Management (p. 10)
- Students' Legal & Mediation Services (p. 11)
- Student Services, Division of (p. 12)
- Veterans and Military-Connected Center (p. 12)
- Visitor Services (p. 13)

Alumni Relations and Development

The **SHSU Alumni Association** exists to support and promote the University and represent the interest of over 140,000 alumni and friends. The alumni association is an important part of an integrated advancement effort to communicate with graduates and former students and engage them with the university.

Located in the John R. Ragsdale Alumni Center, the role of the Alumni Association has expanded significantly, becoming an integral part of the University campus community while serving as a bridge to both local and national communities. The Alumni Association's programs and activities are developed and planned in consultation with an alumni association board of directors.

The Association sponsors the annual Distinguished Alumni Gala for Distinguished Alumni, Outstanding Young Alumni and Service Award recipients, the annual Life Member Celebration, Homecoming activities, tailgate parties, regional alumni networks and gatherings, newsletters, scholarships, student programs, and the official university class ring program. It provides opportunities for alumni to participate in community service projects, raising scholarship funds, legislative advocacy, and joining with other graduates in alumni activities across the country.

Alumni Association Life Membership is open to all graduates, former students, parents, faculty, staff, and friends of Sam Houston State. For additional information, please call (936) 294-1841 or visit the Alumni Association (<http://www.shsu.edu/alumni-association/>).

SHSU has honored its historical roots by providing students with an excellent education. We continue to be able to do this thanks to the financial support of alumni, friends, faculty and staff, parents, corporations, and foundations who are part of SHSU's powerful giving community. Gifts help bridge the gap between education costs and tuition income so that we can meet critical needs such as student scholarships, equipment, technology, and academic program enrichment.

Donors may make a gift online at SHSU Giving (<https://www.shsu.edu/offices-departments/university-advancement/give-now/>). For information about providing support for the University through an annual, major, or planned gift, please contact:

University Advancement
 Box 2537
 Huntsville, TX 77341-2537
 (936) 294-3625

Athletics

Competing at a high level in 18 NCAA Division I sports, Sam Houston State University brings the fun and excitement of intercollegiate athletics to the Huntsville campus.

The Bearkats have become a fixture on national television sports networks such as ESPN, ESPN2, and CBS Sports Network.

Sam Houston competes as a member of Conference USA, joining the league and moving up to the FBS level in 2023 after claiming the FCS National title on the gridiron in 2020. In SHSU's first year in CUSA, the Kats claimed the league's men's basketball and women's golf crowns. A year later, the Kats made their mark known in football, winning 10 games and the program's first bowl victory, taking down Georgia Southern in the 2024 R+L Carriers New Orleans Bowl.

Sam Houston has had plenty of success across the board in its time at the Division I level, winning the 2004 national title in bowling in 2014, while the baseball team has made three NCAA regionals since 2016, including advancing to the program's first-ever Super Regional in 2017. The baseball team has continued to be recognized as one of the best mid-major programs in the nation and has even recently boasted two MLB first-round draft picks with Colton Cowser selected No. 5 overall by Baltimore in 2021 and Walker Janek chosen by the Astros in the first round of the 2024 MLB Draft.

Men's intercollegiate sports at Sam Houston include baseball, basketball, cross country, football, golf, indoor track and field, and outdoor track and field. Women's sports are beach volleyball, basketball, bowling, cross country, golf, indoor track and field, outdoor track and field, soccer, softball, tennis, and volleyball.

Sam Houston student-athletes are just as successful in the classroom as on the playing field. The overall grade point average for the more than 400 Bearkat student-athletes is a mark higher than the general student population at the university.

Sam Houston boasts one of the finest athletic complexes in the Southwest. Home athletic events are held at Elliott T. Bowers Stadium (football), Bernard G. Johnson Coliseum (basketball, volleyball), Don Sanders Stadium (baseball), Bearkat Softball Complex (softball), Chuck and Wanda Beckner Tennis Center (tennis), Joseph Pritchett Field (soccer), and the Ron Randleman Strength and Fitness Center.

Recent additions to the athletic facilities include the major renovations of Mafrige Fieldhouse, the building of the Steele Golf Center, and the opening of the Beckner Tennis Center in the Fall of 2023. Bowers Stadium is undergoing its largest renovation since its opening in 1986 with a new west side press box scheduled to be completed by the beginning of the 2026 season. Each of the athletic venues is located on campus within walking distance of any of the residence halls.

Sam Houston students are admitted to all home regular season athletic events upon presentation of a current and valid Bearkat OneCard. Simply swipe your Bearkat OneCard at the designated student gates the day of the event for admission. Bearkat OneCards must be active, and students must be currently enrolled.

News, schedules, ticket information, and opportunities to watch live video of Bearkat sports events are available at SHSU Athletics (<https://gobearkats.com/>).

Bearkat OneCard Services

The Bearkat OneCard is the official ID card of Sam Houston State University. The OneCard is an all-in-one student ID designed to be a multi-purpose card. It provides students easy access to University facilities and services. To ensure campus security, it is required that all students obtain a Bearkat OneCard for campus identification.

The Bearkat OneCard is required for:

- Meal Plans
- Bearkat Bucks (on-campus dining dollars)
- Assigned Residence Hall
- University-Sponsored Functions
- Recreational Sports Facility
- Kat Klub
- Newton Gresham Library Services
- Managing Refund Preferences
- Managing Student Payroll Preferences
- Bearkat Course
- Student Health Center
- Student Account Services (Bearkat OneCard and Cashiering Services)
- Financial Aid Office
- SAM Center (Student Advising)

- Career Services
- Identification for services at any campus department

To obtain a Bearkat OneCard, students must:

- Supply a photo. Take a photo in the Bearkat OneCard Office or submit a photo online (<https://www.shsu.edu/offices-departments/student-account-services/bearkat-onecard-services/>). It is mandatory to present a valid state or government issued photo ID in order to request a Bearkat OneCard.
- Have a valid and current domestic address on file with the University for selection of refund preferences.
- Be currently registered for classes.

Once these steps are complete, the Bearkat OneCard will be available for pick-up in office. Online students will receive an email with further instructions. Please note: If these steps are completed prior to Orientation, the Bearkat OneCard will be available at Orientation check-in.

Once the Bearkat OneCard is received, a refund preference must be set up at Bearkat OneCard. (<https://samhouston.vibeaccount.com/>) Students will select a refund and/or payroll preference online. Students have the following options for receiving refunds and payroll:

- Electronic deposit to an existing checking or savings account
- Electronic deposit to a BankMobile account
- *Note: Refund and Payroll preferences may be different.*

The BankMobile account is an optional, internet-only, FDIC-insured checking account. Students may choose to open the BankMobile account; however, students are not required to open this optional account. Please visit Account Fee Schedule (<https://www.vibeaccount.com/info/accountagreements.do>) for more information related to the terms and conditions of this account.

For more information, please visit our office in the Estill Building, Suite 103, contact us by phone at (936) 294-2273, or visit Bearkat OneCard Services (<https://www.shsu.edu/offices-departments/student-account-services/bearkat-onecard-services/>).

Career Services

The Career Success Center Mission: *Preparing students for the career of their choice.*

The Career Success Center Vision: *Collaborating for Career Readiness and Connecting Students to Careers.*

The Career Success Center assists students, graduates, and alumni in their search for employment based on their interests, skills, academic preparation, and personal aspirations. Opportunities and resources are provided to assist students in learning about and developing career readiness and ultimately obtaining a rewarding career.

Specific services and resources include:

- Connect with the Career Success Center and employer partners through the new Bearkats Get Hired powered by Symplicity CSM
- BEARKATS GET HIRED (<https://www.shsu.edu/dept/career-success-center/>) for Student Employment, Internships, Part-time, and Full-time Job Postings
- Career Exploration and Planning
- Career Readiness Roadmap
- Career/Internship Fairs
- Résumé and Cover Letter Writing Assistance
- Mock Job and Internship Interviews
- Networking/Employer Information Resources
- LinkedIn Profile Assistance
- Professional Headshots
- Career-Related Workshops/Panels
- Campus Interviews with Company Recruiters
- Reba Bock Career Closet

The Career Success Center is located in the Academic Building IV, Suite 210. You can contact the Career Success Center by calling (936) 294-4454, emailing (careersuccesscenter@shsu.edu) us, or visiting our website: Career Success Center (<https://www.shsu.edu/dept/career-success-center/>).

Counseling Center

Counseling Services

The SHSU Counseling Center provides individual, couples, and group therapy to students who are currently enrolled. Our mission is to provide a service within the university environment that contributes to the academic success, personal growth, and positive social contribution of Sam Houston State University students. We embrace a student-oriented philosophy, and we are committed to the development of the student as a whole person.

To participate in Counseling Center services you must be a currently registered student. A registered student can initiate services via phone or by walking into the office anytime between 8:00 a.m. and 4:00 p.m., Monday to Friday. No appointment is needed for this initial appointment. During this initial screening, students will have an opportunity to discuss their concerns, and the clinician will match them to an appropriate counseling center service.

The SHSU Counseling Center offers a number of different options to support students' well-being and academic success.

Your clinician may recommend one or more of the following services:

Workshops – Workshops are tailored to address common concern of college students. Workshops are conducted year round on stress management, anxiety, mood management, relationship success, better sleep, mindfulness, and general adjustment. Workshops are offered at various times throughout the semester and require no advance registration.

Group – Group therapy offers a unique opportunity to build community, explore your needs, share your experiences, offer support to others, and develop strategies to combat many different problems.

Brief One on One Counseling

Single Session – Single sessions are designed to address specific concerns in one single session. These sessions are designed to be goal oriented and solution focused.

Individual Counseling & Couples Counseling – Brief counseling sessions (45-50 minutes) provide an opportunity to work collaboratively with a clinician toward resolving matters that are systemic in nature. Counseling sessions are scheduled at various intervals (weekly, bi-weekly, monthly) based on treatment goals.

Case Management & Referral – Case management services can assist students who need assistance connecting with outside providers and students who need help navigating community resources.

Virtual Health Services – SHSU Counseling Center is now partnered with Timely Care to deliver a new virtual health and well-being platform for students. Through either a mobile app or your desktop, Timely Care provides 24/7 access to virtual care at no cost! Visit timelycare.com/SHSU (<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Ft.e2ma.net%2Fclick%2Fxbbsj%2Fxfurfol%2Fppgdo&data=05%7C01%7Csys003%40shsu.edu%7C35f37c34f8e344a2632e08dbe14abd96%7Cb153cbd8b39247449b39e3cdb8677f00%7C0%7C0%7C638351483351532652%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=cvxz7p3Xfb5yek5WdPUX2dPjoWHegy%2B98vJG2owwniw%3D&reserved=0>) or download the Timely Care app from your app store and register with your **shsu.edu email address**. You can then start visits from any web-enabled device – smartphone, tablet, laptop, or desktop.

The Counseling Center is located on the second floor of the Powell Student Health and Counseling Center, conveniently located next to Old Main Market. Visit or call (936) 294-1720. The Counseling Center is open Monday through Friday between 8:00 a.m. and 5:00 p.m. with additional evening hours during the Fall and Spring semesters. For more information, visit the Counseling Center's website (<http://www.shsu.edu/dept/counseling/>).

Dean of Students' Office

The Dean of Students' Office provides premier support services and programs designed to transform student lives and promote both academic and personal success. We are committed to empowering students through a holistic approach that encourages growth, leadership, and development. By upholding community standards and enhancing student life, we create opportunities for meaningful engagement and connection across campus. We help students thrive by fostering responsible citizenship, resilience, and a strong sense of belonging. Through collaboration and advocacy, the Dean of Students' Office supports each student's unique journey, ensuring they feel valued and empowered. We are dedicated to building a vibrant, welcoming, and supportive campus community.

Contact Information:

Location: Lowman Student Center, Suite 210

Phone: 936-294-1785

Email: doso@shsu.edu

Web: [shsu.edu/doso](https://www.shsu.edu/dept/dean-of-students/) (<https://www.shsu.edu/dept/dean-of-students/>)

First-Generation Center

The SHSU First-Generation Center (FGC) exists to support student success and student access. The FGC was established on June 6, 2022 and is dedicated to helping first-generation (FG) students and their families navigate their university experience. A student is considered first-generation if neither parent nor guardian earned a bachelor's degree in the United States. Approximately 52% of SHSU students are first-gen students!

Located in the Newton Gresham Library, rooms 212-214, the FGC connects and engages the FG population to university resources and services while it enhances an inclusive environment that promotes a sense of belonging and empowers first-generation students to succeed (*Proud to be First-Generation*). It also identifies, develops, and strengthens relationships with FG alumni, community groups/organizations, and other entities with a significant FG focus to support FG students. The vision of the FGC is for FG students to gain a sense of community, have a transformative experience, and complete a bachelor's degree, AND for SHSU to become the leader in FG student success.

The FGC also leads all FG initiatives and hosts events and programs to support FG students throughout the academic year. For additional information, please call (936) 294-3006 or visit our FGC website (<https://www.shsu.edu/dept/firstgen/>).

Global Engagement Center

The Global Engagement Center (GEC) promotes and coordinates international activities at Sam Houston State University, including the recruitment and retention of international students and study and travel abroad of SHSU students, faculty, and staff. GEC is the primary contact for F-1 international students, J-1 exchange students, and J-1 research scholars at SHSU, and the staff provides assistance and information to international visitors.

GEC staff assists with immigration rules and regulations for international students, faculty, and staff. GEC also provides various support services for international students and visitors, such as initial airport pick-up, cultural events, and activities both on campus and off campus. SHSU has an active International Student Organization with both international and domestic student members.

Sam Houston State University offers opportunities for study abroad exchange programs and faculty-led programs in numerous countries across the globe. With over 330 programs in over 50 destinations, students have the opportunity to cater to their academic and professional interests based on location, curriculum, or both.

SHSU is also a member of the National Student Exchange (NSE). NSE provides accessible collegiate study away to undergraduate students at over 170 member institutions in the United States, Canada, Guam, Puerto Rico, and the U.S. Virgin Islands. GEC staff work with SHSU students applying for competitive honors and awards from around the globe. Scholarships are available for those who qualify, and we offer information sessions for many scholarships and provide one-on-one help throughout the application process.

Visit or call the GEC (<https://www.shsu.edu/offices-departments/global-engagement/>) (<https://www.shsu.edu/dept/global-engagement/>) in Farrington Building, Room 116, telephone (936) 294-4737.

Mail address:

Global Engagement Center
1908 Avenue J (SHSU Box 2150)
Sam Houston State University
Huntsville, TX 77341-2150

Health Center

Student Health Services at SHSU are comprised of the Student Health Center and the Student Wellness Office.

The Student Health Center, located at the corner of Avenue J and Bearkat Boulevard, provides comprehensive medical services, health education, and health-related events to currently enrolled students. The Health Center is open from 8:00 a.m. to 5:00 p.m., Monday through Friday for the full Fall, Spring, and Summer semesters. We are closed on official University holidays.

The Health Center is a primary care medical office for SHSU students that provides office visits for routine illness and minor injuries, gender-specific care, sexual health services, immunizations, and pre-participation physicals. The center also has laboratory services and over-the-counter items available.

The cost of office visits (seeing a medical provider and/or nurse) is covered by the Medical Service Fee paid each semester as part of the tuition and fees. This fee allows a student to schedule as often as needed throughout that semester for medical services available at the Health Center. Any additional fees for laboratory tests, medications, minor procedures, and supplies will be charged to the student's cashiers office account. Charges are expected to be paid once posted. These charges are at discounted rates. The Student Health Center does not bill any medical insurance policies except the policy provided for purchase through SHSU, Academic Health Plans.

Medical staff at the Health Center is comprised of medical doctors, nurse practitioners, physician assistants, registered nurses, licensed vocational nurses, medical assistants, nursing assistants, and a dedicated front office staff.

The Health Center prides itself in its continued accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC). Accreditation means that the clinic's operations meet or exceed rigorous standards of quality compared to other primary care offices across the nation.

In the case of on-campus medical emergencies, Emergency Medical Services (EMS) 911 should be called.

Please visit the Health Center (<https://www.shsu.edu/dept/student-health-center/>) website for more information on our services. You can also find the link to your Patient Portal on our webpage which allows you to schedule appointments online, receive testing results and messages from your medical providers, and submit forms to the Student Health Center. If you would like to learn more about our student wellness office and health education services, please visit our Student Wellness (<https://www.shsu.edu/dept/student-health-center/health-promotion/>) page or follow us on social media pages: @shsuwellness and @shsushc

Please call (936) 294-1805 for any additional information about Student Health Center services. Our team looks forward to serving you as we carry out our mission to keep you healthy and support your academic success!

James and Nancy Gaertner Performing Arts Center

Opened in fall 2010, the Gaertner Performing Arts Center is a showcase for artistic talent and creative works, serving the community and the region. It serves as a world-class academic facility for students in the College of Arts & Media.

James and Nancy Gaertner Performing Arts Center Features

- 800-seat concert hall
- 175-seat recital hall
- 150-seat dance theatre
- Outdoor performance space
- Dance studios
- Practice rooms
- Dressing rooms
- Audition areas
- Scene shop for set construction
- Costume shop
- More than 90,000 square feet of total space

Public Art in the James and Nancy Gaertner Performing Arts Center

The central lobby of the Gaertner Performing Arts Center showcases original public art by internationally known artists and sculptors. Seven installations were commissioned for the building by Joe Akers, Kathleen Ash, Rebecca Finley, Jason Lawson, Jesús Morales, and Tim Prentice and Charles Pebworth.

Events in the James and Nancy Gaertner Performing Arts Center

The extensive events calendar for this spectacular performance space and for the College of Arts and Media in general can be accessed at College of Arts & Media (<https://www.shsu.edu/academics/colleges/arts-media/events/>). (<https://www.shsu.edu/academics/arts-and-media/news-and-events/events-and-ticket-information/>)

Mailing Address:

College of Arts and Media
Sam Houston State University
Box 2209
Huntsville, TX 77341

Physical Address:

James and Nancy Gaertner Performing Arts Center
College of Arts and Media
1900 Avenue I, Suite 200
Huntsville, TX 77340

Lowman Student Center

Lowman Student Center

The Lowman Student Center (LSC) proudly serves as your "Living Room on Campus" by providing a safe, welcoming, and engaging environment. With recently expanded and renovated spaces, over 1 million students, faculty, staff, administrators, alumni, and guests frequent the LSC annually. The LSC is committed to providing the university with services, conveniences, and amenities in an engaging and innovative environment.

Contact Information

LSC Office Main Number: 936.294.1759

LSC Information Center: 936.294.4902

LSC Kat Klub (game room): 936.294.3462

LSC Facebook, Instagram, Snapchat: @SHSULSC

LSC Office email: lsc@shsu.edu

LSC operational hours may be found on the Lowman Student Center (<https://www.shsu.edu/dept/lowman-student-center/>) website.

Services

The LSC is home to the Kat Klub (game room with bowling alley), University Bookstore, and Paw Print Food Court. Current LSC information can be found by visiting the Information Center.

Spaces

The LSC is a 225,000 sq. ft. facility, supported by state-of-the-art theatrical lighting and audio/video systems, that hosts over 8,000 events annually in the following spaces:

- **Orange Ballroom** (10,000 sq. ft.) and **White Ballroom** (8,000 sq. ft.) suitable for banquets, dances, concerts, conferences, and other large event gatherings.
- **Theater** space providing seating for 360 (plus 6 ADA) is ideal for lectures, video presentations, seminars, educational, and entertainment programs.
- **Conference Rooms** of varying sizes that can accommodate groups ranging from 12 to 200 people.
- **Kat Klub (game room)** offers bowling, billiards, table tennis, video games, a tavern, and several TV screens in a fun, friendly environment where students, faculty, staff, and guests can gather. Join us in the Kat Klub for relaxing, lounging, and gaming with friends!
- **Mother's Room** which features lockers for individual use, comfortable seating, hot and cold water, a baby changing station, cleaning supplies, dimmable lights, electrical outlets, a mini refrigerator for milk storage, and a secure, lockable door. See Information Center for access.

Museum, Sam Houston Memorial

The Sam Houston Memorial Museum, established in 1936 as a Texas centennial project, is an integral part of Sam Houston State University and is dedicated to preserving the memory of General Sam Houston (1793-1863). A soldier, statesman and politician, the only man to serve as governor of two states and president of an independent republic, Sam Houston led the fight for Texas' independence and then served Texas as President, U.S. Senator, and Governor. Located on fifteen acres, the museum complex preserves three fully furnished original Houston buildings - Woodland Home, Steamboat House, and Law Office - as well as a kitchen, blacksmith shop, and Guerrant, Roberts-Farris, and Bear Bend log cabins.

The Memorial Museum Building houses the major collection of Houston memorabilia and exhibits. The Katy & E. Don Walker, Sr. Education Center is named for a distinguished alumnus of Sam Houston State University and his wife and provides auditorium, classroom, and meeting spaces, including the W. S. Gibbs Conference Hall, as well as a gallery for traveling exhibits. The *Wigwam Neosho*, the museum store and gift shop, is housed in a large log building on the Museum grounds. The museum offers many educational opportunities for Sam Houston State University students. These include semester- and year-long internships, with both undergraduates and graduates exploring a variety of museum study options. We also provide several part-time student jobs, tours, and research and writing programs using archives, manuscripts, and artifacts. Programs and lectures are held throughout the year. Classes as diverse as history, biology, political science, and art use the Museum and grounds as a laboratory, studio, and classroom.

In 2017, the 85th Legislature of the State of Texas approved a resolution for the creation of the Sam Houston Republic of Texas Presidential Library at Sam Houston State University. This resolution honors Sam Houston's contributions in shaping the state as well as his serving as the first and third president of the Republic of Texas. In August of 2022, the Texas State University System Board of Regents approved the Sam Houston Memorial Museum to change its name to the Sam Houston Memorial Museum and Republic of Texas Presidential Library.

The museum complex is located at the corner of Sam Houston Avenue and 19th Street and can be reached by calling (936) 294-1832 or by visiting Sam Houston Memorial Museum (<http://samhoustonmemorialmuseum.com/>).

Print Services

Sam Houston Print Services is the University's in-house printing and copying facility. Copying, binding, and printing services are offered to students, student organizations, faculty, and departments at Sam Houston State University.

Sam Houston Print Services is located at 1831 University Ave, on the first floor of the Thomason Building, Suite 101. The facility is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. For information or to arrange an appointment for placing an order, please call (936) 294-1856 or (936) 294-1768.

Public Safety Services, University Police, and Parking & Transportation Office

University Police Officers

University Police Officers are licensed peace officers as defined under the laws of the State of Texas and thereby have the authority of peace officers. Their primary jurisdiction, under H.B. 391, includes all counties in which property is owned, leased, rented, or otherwise under the control of Sam Houston State University.

The University Police Officers subscribe to the Law Enforcement Code of Ethics, a portion of which reads, "As a law enforcement officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all citizens to liberty, equality, and justice." In this endeavor, the University Police earnestly solicit the support of the faculty/staff and students. Many officers are students thus providing a balance within Public Safety Services from a student's perspective.

In addition to University regulations, all the general and criminal laws of the State and the United States are declared to be in full force and effect within the properties of Sam Houston State University. All persons are responsible for compliance with these laws.

All thefts, vehicle accidents, or other criminal offenses that occur on campus should be reported immediately to the University Police. The Charles W. Tackett University Police Building is located at 2424 Sam Houston Avenue (Sam South Complex) – Telephone Number, (936) 294-1800. Police Officers are on duty 24 hours every day. The business office hours are 7:30 a.m. until 4:30 p.m., Monday - Friday.

Campus Safety. Sam Houston State University offers a variety of services to promote a safe campus environment. The campus is equipped with emergency call boxes stationed at strategic locations throughout the campus to include parking lots, walkways, and residence halls. Additionally, the University Police provide staff to escort students not wishing to walk alone at night to and from campus buildings and parking lots. Students wishing to learn more about personal safety and self defense may take advantage of programs offered by the University Police Department. For more information, call (936) 294-1800 (Emergency 936-294-1000).

Emergency Management

The campus Emergency Management disseminates critical emergency response information that includes text messages, voice calls, emails, desktop alerts, social media messaging, and loudspeaker announcements. For preparedness, the campus maintains an emergency preparedness website and a cell phone/tablet application with essential training information in checklist form and situational videos for the campus community to include access for visitors on campus. This information is available at KatSafe (<https://www.shsu.edu/katsafe/>).

Parking & Transportation

Parking. Students, full- or part-time, who operate or expect to operate a motor vehicle, motor cycle, or motor-assisted cycle on University property, regularly or occasionally, are REQUIRED to register the vehicle with the Department of Public Safety Services and obtain an electronic parking permission assigning a designated area of parking. The University reserves the right to require proof of ownership of the vehicle being registered. Parking and Traffic Regulations and Information governing the operation of motor vehicles is issued via internet hyperlink at the time of the electronic parking permission purchase and is available for download or view from Parking and Transportation (<https://www.shsu.edu/offices-departments/parking/>). Failure to read the regulations is not an excuse for failure to comply with the university parking rules and regulations. Vehicles found in violation are subject to applicable fines as well as tow and impound.

Campus Recreation

CAMPUS RECREATION exists to make positive contributions to student **WELLBEING**.

We are **STUDENT DRIVEN** in our focus.

We practice **STEWARDSHIP** of the resources entrusted to us.

We strive to provide excellent **CUSTOMER EXPERIENCES** in our programs and facilities.

To see more about the Campus Recreation programs and services, view our orientation video here (<https://youtu.be/RpkxCJuMakM/>). You can also find more information by downloading the SHSU Rec Sports App through the Apple App Store (<https://apps.apple.com/nz/app/shsu-recreational-sports/id1440068155/>) or Google Play (https://play.google.com/store/apps/details?id=com.innosoftfusiongo.samhouston&hl=en_US&gl=US).

Facilities

Facilities managed by the Department of Campus Recreation (<https://www.shsu.edu/offices-departments/campus-recreation/>) include:

- Campus Recreation Center
- McAdams Tennis Complex
- Pritchett Field Sports Complex

- Holleman Field Sports Complex
- Intramural Sports Fields
- Sand Volleyball Courts
- University Camp

The Rec Center houses a 34' climbing wall, a 10,000 ft² weight room with a cardio area, five basketball courts, 1/8 mile indoor track, several multipurpose rooms and fitness studios, and an outdoor heated swimming pool. Next to the Rec Center, there are three Intramural Sports Fields and two Sand Volleyball courts. Campus Recreation uses these facilities for Intramural Sports, Informal Recreation, and Special Events. Just up the hill is the McAdams Tennis and Pickleball Complex, an outdoor tennis venue with four tennis and eight pickleball courts. The Pritchett Field Sports Complex and Holleman Field, home to our Club Sports program, include two athletic fields (one grass and two turf) and an outdoor running track.

The University Camp is a one-of-a-kind recreation and retreat facility located 15 minutes northeast of campus. Booked through group reservations, members of the SHSU community can spend a day canoeing on the water, fishing, hiking, biking, challenging themselves on the low or high-ropes challenge courses, hosting a gathering in the dining hall and lodge, or just enjoying a picnic by the lake. Groups may also reserve cabins for overnight retreats.

Programming

As a student, you will enjoy the Informal Recreation program by participating in self-directed activities such as drop-in basketball, weight-lifting, cardio, racquetball, or swimming. The Aquatics & Safety program offers lifeguard and CPR classes, swimming lessons, and open swimming. The seasonally-heated pool has four 25-yard lap lanes and a leisure area for water sports or merely relaxing in the sun. The Fitness Program offers comprehensive wellness programming for the Bearkat community. Programs include group fitness classes, yoga, personal training, nutrition consultations, and instructor training. The (<http://www.shsu.edu/dept/recreational-sports/programs/intramural-sports/intramural-sports.html>) Intramural and eSports programs offer a variety of team, dual, and individual activities with both competitive and recreational divisions. The Club Sports program comprises recognized student organizations established to promote and develop common sport and/or recreation-related interests. Volunteer student leaders organize, administer, and compete in our active clubs. Outdoor Recreation is a multifaceted program comprising six primary areas: Trips, Workshops, the Climbing Center and bouldering area, equipment rental (tents, sleeping bags, kayaks, etc.), Bearkat Camp (a three-day experience for incoming freshmen and transfer students), and the 345-acre University Camp and retreat center. The department also provides many employment opportunities for students who are interested in part-time work. Campus Rec employs over 300 students annually in intramural officiating, facility supervision, aquatics, marketing, outdoor recreation, and fitness. For more information about any of these Campus Recreation activities, please stop by the administrative offices on the second floor of the Campus Recreation Center, call (936) 294-1985, download the SHSU Rec Sports App, or visit the C (<https://www.shsu.edu/dept/recreational-sports/>)ampus Recreation website.

Residence Life

The Department of Residence Life operates a variety of residence halls, including apartments for upperclassmen. Upon acceptance to the University, all students who are required to live on-campus their first year will be emailed a housing brochure. This brochure provides many details of the residence life program at Sam Houston State University, including information regarding specific residence halls, applicable rates, and some policies. Students can also visit Residence Life (<https://www.shsu.edu/offices-departments/residence-life/>) or call (936) 294-1812.

A person may not live in University housing unless enrolled in classes at SHSU for each particular semester.

Housing applications may be made via the website once the student has been accepted to SHSU. A \$50 non-refundable application fee is required. Assignments are made on a space-available basis according to the application fee received date. The housing contract will be in effect and must be adhered to for the full academic year.

Students may pay for housing in full at registration or in an installment arrangement, in accordance with the policies set forth by the University Cashier's Office.

University residence halls are closed during the academic breaks between semesters. Students who have a future reservation with SHSU may stay in the residence hall during these periods for an additional fee.

On-Campus Apartments

The University offers upperclassmen students the option to reside in apartments. There is a variety of options available, including single, double, and quad occupancy, 24-hour visitation, and pet-friendly options. All residents must be enrolled in the University. Students residing in University apartments through the academic year may stay during the Winter break for no extra fee.

First-Year Students Required Housing And Meal Plan Policy

All students who have graduated from high school within the current or previous calendar year are required to reside in University housing and to purchase a meal plan for their first year, which will normally include the fall and spring semesters. For example, a May or June 2026 graduate will be required to reside on-campus Fall 2026 and Spring 2027 semesters. Anyone signing an academic year housing/meal plan contract will be required to fulfill the terms of that contract. Exceptions to the First-Year Required Housing and Meal Plan Policy may be made by the Department of Residence Life if:

1. residence in University housing will impose a significant hardship, financial or otherwise; or
2. the student is married and living with his/her spouse; or
3. the student commutes from the home of his/her parents, grandparents, or a brother or sister within a 60 mile radius from the SHSU campus; or
4. the student is a veteran of military service.

The student must provide documented evidence to warrant consideration for a waiver of this requirement. A denial of this request may be appealed to the Director for Residence Life Business Operations. Charges for both services will be added to the student's account until approval for the waiver is obtained. Any student who does not comply with the above policy will be subject to disciplinary action as specified by the Code of Student Conduct as published in the *Student Guidelines*.

Default housing (\$3,500 placeholder for rent charges) and Dining (All Access Plan) will be added to all students required to live on-campus for both Fall and Spring semesters. These charges will be removed with approved waiver or assignment to an on-campus booking. Waivers must be received by the 8th class day of the semester. Any waivers received after the 8th class day will only be reviewed in extenuating circumstances, and no request will be reviewed after the close of the requested semester.

Students may apply for an on-campus housing/dining waiver by accessing the Housing Portal in MySam Students tab. In the Housing Portal, students will locate the Forms tab and choose "Request for Waiver of First-Year Housing Policy," complete all requested information, and supply additional documentation as requested. Any student denied a waiver will have 10 business days to request an appeal.

Dining Service for Residential Students

All students (regardless of classification) who reside in the residence halls will be required to purchase a University Resident Meal Plan (All Access, 15 Meals per Week, 10 Meals per Week*). All of these meal plans include "Bearkat Bucks" which can be used in lieu of cash at any food related establishment on campus. Meal plan contracts are valid for the entire academic year. Rates and additional information are available from the Department of Residence Life. Students who reside in on-campus apartments are not required to purchase a Resident meal plan.

*Sophomore status and above only

Dining Service for Non-Residential Students

Students who do not reside on campus have the option to purchase any meal plan available (All Access, 15 Meals per Week, 10 Meals per Week*), 72 Meals per Semester (Bearkat Value Plan), 32 Meals per Semester (Bearkat Lite), or Bearkat Flex Plan. All of these meal plans include "Bearkat Bucks" which can be used in lieu of cash at any food related establishment on campus. Meal plan contracts are valid for the entire academic year. Rates and additional information are available from the Department of Residence Life.

*Sophomore status and above only

Bearkat Bucks

Bearkat Bucks, welcome at any ARAMARK managed campus dining facility, is a declining balance account in which a minimum of \$25 is deposited, and the cash price of food purchases are deducted from the balance. Money deposited in a students' Bearkat Bucks can be used in lieu of cash at any food related establishment on campus. All purchases are non-refundable and any unused Bearkat Bucks will be lost at the completion of the 2nd summer session.

Summer Housing

The buildings that are open for summer school housing vary from year to year because of renovation and maintenance schedules. Assignments are made according to the application fee received date.

Services for Students with Disabilities

Services for Students with Disabilities (SSD) provides academic adjustments and auxiliary aids and services for students with documented mental or physical impairments that substantially limit one or more major life activities. To apply for services, students must register with SSD, participate in a disability intake, and submit current documentation from a qualified professional indicating the presence of a substantially limiting impairment.

Accommodation decisions are made on a case-by-case basis, as supported by the student's documentation and educational needs. For additional information on the SSD documentation guidelines, procedures for requesting services, and adaptive technologies available on the SHSU campuses, students are encouraged to visit Services for Students with Disabilities (<https://www.shsu.edu/offices-departments/services-disabilities/>) or to contact the SSD Office by telephone (936) 294-3512 or email Disabilities (disability@shsu.edu).

Student Money Management Center

Student Money Management (SMM) is a financial outreach and educational program administered by the Sam Houston State University Division for Strategic Enrollment & Innovation.

The mission of Student Money Management is to help Bearkats achieve financial independence.

The goals of Student Money Management are for students to:

- Understand how financial aid is applied to an SHSU fee statement;
- Plan for future semesters with financial aid;
- Learn how to identify and track expenses during and after college;
- Create a financial survival plan for college;
- Graduate with a plan for repaying student loans and personal debt;
- Locate external financial education resources;
- Talk to trained professionals about personal financial decisions and issues in a confidential and comfortable environment;
- Create a personalized budget for the upcoming semester or year at SHSU;
- Learn how to obtain, interpret, and understand a personal credit report; and
- Understand employee benefit packages and retirement plans prior to accepting a career opportunity.

Student Money Management offers financial literacy outreach to students in the form of presentations on a number of financial literacy topics, including but not limited to:

- Budgeting & Saving
- Setting Financial Goals
- Credit
- Student Loan Repayment

Personal Coaching

Student Money Management offers private, individualized, and **free** financial coaching sessions from certified professionals. Through this financial literacy resource, SHSU students can learn how to gain and maintain financial independence. Coaching sessions with full-time staff members are available by walk-in and appointments through Campus Connect.

For more information, visit Student Money Management (<https://www.shsu.edu/offices-departments/student-money-management/>) or call (936) 294-2600.

Students' Legal & Mediation Services

Mission

We serve currently-enrolled SHSU students by providing them with high-quality legal advice and equipping them with techniques to resolve disputes so they can focus on their educational goals.

Legal Services

Our attorneys (<https://www.shsu.edu/offices-departments/student-legal-mediation/people/>) advise and counsel students on legal issues that they face. Meetings between a student and an attorney are confidential, as allowed by law. While our attorneys do not represent students in court, they help students better understand their legal issues, rights, and responsibilities, guide students through the legal procedures that they may face, and assist students in productively and proactively dealing with their legal situation.

Types of Legal Issues

Student Legal & Mediation Services can assist students with many types of legal issues, including, but not limited to:

- Rental Agreements and Issues with Landlords
- Contract Drafting and Review
- Background Reports
- Identity Theft
- Business Formation
- Traffic Tickets
- Wills and Powers of Attorney
- Divorces
- Name Changes
- Real Estate
- Demand Letters
- Consumer Protection

- Expunctions and Orders of Nondisclosure
- Copyright and Intellectual Property
- Debt Collection Practices
- Employment-Related Issues
- Notary Services

Mediation & Conflict Resolution Training

Student Legal & Mediation Services also provides mediation services and conflict resolution training. When people are in a dispute, a neutral person—the mediator—can help the parties understand the cause of the dispute and help them develop creative solutions to resolve the dispute. Student Legal & Mediation Services has a trained mediator who helps students resolve their conflicts constructively, timely, and confidentially. We've helped students in roommate disputes, family conflicts, and disputes between groups.

Conflict Resolution Month takes place every October. Student Legal & Mediation Services brings world-class speakers to campus to help us understand causes of conflict and how to resolve conflicts peacefully and responsibly. Visit our website (<https://www.shsu.edu/offices-departments/student-legal-mediation/>) for more information.

Cost

Because Student Legal & Mediation Services is supported by Student Service Fees, there is no cost for a consultation with the attorney or the mediator for currently-enrolled SHSU students who have paid the Student Service Fee.

Location & Making Appointments

Student Legal & Mediation Services is located in the Lowman Student Center (<http://www.shsu.edu/dept/lowman-student-center/>), Suite 211. Consultations are by appointment, either in-person, phone, or by video. Students may make an appointment by calling (936) 294-1717, online at Student Legal & Mediation Services (<https://www.shsu.edu/offices-departments/student-legal-mediation/>), or through Campus Connect.

Speaker for Student Groups

Student Legal & Mediation Services is also available to speak to SHSU student groups and organizations on legal and conflict resolution topics. Please call (936) 294-1717 to learn more about having us speak to your group.

Conflicts of Interest

Student Legal & Mediation Services is unable to offer legal advice in disputes between Sam Houston State University students or disputes between a student and the university, but our office can refer you to a private attorney.

Student Services, Division of

The role of the Division of Student Affairs is to complement the total educational mission of the University by providing opportunities for students to develop and grow in an academic environment. This is accomplished by offering quality programs and emphasizing the holistic approach in co-curriculum involvement. Studies indicate that learning occurs in an environment conducive to social, recreational, educational, and intellectual interaction. A variety of student service programs are designed to foster such interaction with students, faculty, staff, and the University community. The goal of the division is to contribute to the learning experiences of SHSU students, helping them to become educated, enlightened, and empowered in ways that they can achieve and contribute as productive citizens in their college, community, and country.

The Office of the Vice President for Student Affairs provides administrative leadership, supervision, and coordination for the Division of Student Affairs. The division includes the following departments: Access and Retention, Campus Activities and Involvement, Counseling Center, Dean of Students' Office, First-Generation Center, Fraternity and Sorority Life, Lowman Student Center, Campus Recreation, Residence Life, Services for Students with Disabilities (SSD), Student and Family Experience, Student Health Center, Student Legal and Mediation Services, Student Wellness, Title IX and Student Discrimination Resolution, and Veterans and Military-Connected Center. For more information, visit the Student Affairs website (<https://www.shsu.edu/offices-departments/student-affairs/>).

Veterans and Military-Connected Center

Veterans and Military-Connected Center

Our purpose at the VMCC is to support military-connected students by helping them navigate the university experience through personalized support, meaningful connection, and a focus on student success.

Our office is in Lowman Student Center, Suite 327.

Phone Number: 936.294.1046

Email: veterans@shsu.edu

VetSuccess Counselor

SHSU houses one VA VetSuccess Counselor on its campus. If you are a veteran, active-duty military, or an eligible family member who attends or plans to attend SHSU, please call or come by to meet with our VetSuccess on Campus Counselor.

SHSU VetSuccess On-Campus Counselor can help you:

- Manage your education benefits
- Explore vocations and select a suitable major/career
- Elect your healthcare benefits with Veterans Healthcare Administration
- Access, understand, and apply for VA benefits (e.g., Disability Compensation, Life Insurance, Education, Home Loan Guaranty, and Veteran Readiness & Employment)
- Get referrals for medical and mental health care
- Get referrals for readjustment counseling services for eligible veterans and their families
- Coordinate with school faculty/staff to provide veteran-specific services (e.g., VA Certifying Official, Career Center, Student Disabilities Services, Counseling Center)
- Find job placement assistance and coordinate with Local Veterans' Employment Representatives (LVER) and Disabled Veterans' Outreach Programs (DVOP)
- Locate community and other resources

Your VetSuccess On-Campus Counselor

Roberta Ardoin (roberta.ardoin@va.gov), MHS, CRC
936.294.2263
LSC, Suite 327

Veterans Benefits Processing Department

For information relating to Veteran's Benefits Assistance, contact the Veterans Benefits Processing Team. Benefits processed by the department are listed below.

- Montgomery GI Bill I® (MGIB) - GI Bill®
- Chapter 30 - Veteran Status
- Chapter 31 - Veteran Readiness and Employment
- Chapter 33 - Post 9/11 GI Bill®
- Chapter 35 - Dependent
- Chapter 1606 - Reservist
- Hazlewood Act

Estill Building, Suite 228
1903 University Avenue
Huntsville, TX 77340

vetbenefits@shsu.edu | 936.294.1440

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>.

Visitor Services

Located in the Visitor Center, the Sam Houston State University Visitor Services Department is the front door of the University. Visitors are encouraged to stop in to Visitor Services upon arrival to campus to get information to maximize their campus visit including directions, parking registration, and contact information. Please contact Visitor Services to:

- Schedule (<https://www.shsu.edu/dept/visitors/>) a tour of the campus
- Register (<http://www.shsu.edu/saturday/>) for a Saturday@Sam Campus Preview Day

Visitor Services is located at the Bowers Boulevard entrance to campus. Visitors can speak with a SAMbassador, enjoy showcased SHSU memorabilia, and view the university's "story" on video in the state-of-the-art theater.

Saturday@Sam is our bi-annual campus preview day held in the fall and spring of each year for prospective students and guests. For more information, please visit Visitor Services (<http://www.shsu.edu/visit/>) or contact us at (936) 294-1844.