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Mission Statement

The Division of Student Affairs is committed to student learning and the development of the whole student in a diverse campus community. Through our programs, services, facilities, and partnerships, we facilitate students’ transformation and enrich their education.
Dear Faculty and Other Educators:

Welcome to the University of Michigan and to the Division of Student Affairs!

The U-M Division of Student Affairs (DSA) is committed to preparing students to live lives of dignity and purpose, to channel new knowledge to humane ends, and to promote the public good. Through joining together with others interested in shaping an intentional educational journey for our undergraduates and graduate students, we help create an environment that contributes to these critical student outcomes.

DSA is a unique combination of educational enhancement, service delivery and facility management. We are dedicated to serving students from every school, college, and division and each degree level, from undergraduate to Ph.D. In your teaching role, you may encounter student issues that may be separate from but ultimately affect your students' academic progress. This referral booklet has been created to make you aware of the array of critical services available to support Michigan students throughout DSA. In the pages that follow, you will find contact information and brief descriptions of the units that comprise DSA. The descriptions will provide you with a sampling of the issues addressed by the unit and a highlight of services offered. We hope this will familiarize you with the Division and provide you with a valuable resource for making the appropriate referrals to your students.

The central location for DSA is the Office of the Vice President for Student Affairs, which desires to collaborate and partner with academic departments, deans, chairs, faculty and others as we seek to provide an optimal experience for students. In addition to what is provided in this guide, information about the Division as a whole as well as individual units and areas, can be found by visiting the Student Affairs website or by contacting the Office of the Vice President. Campus issues specific to Student Affairs efforts involving students can be found on the Student Matters website.

We trust you will find this guide useful in helping your students navigate Student Affairs at the University of Michigan. Please let us know how we can help you in achieving your learning goals for students.

With best regards,

E. Royster Harper
Vice President for Student Affairs
The Office of the Vice President for Student Affairs welcomes your inquiries. The Vice President is charged with facilitating a positive Michigan experience for students and supporting their overall development. The Vice President’s office also includes centralized services to support the Division (e.g. communications, planning, administrative oversight). In addition, periodic studies about U-M students are conducted through the VPSA office and findings are made available to the University community. Should you desire such information for your own edification or for use in your classes, we would welcome hearing from you.

Campus Information Centers (CIC)

Michigan Union
530 S. State Street 48109-1308

Pierpont Commons
2101 Bonisteel 48109-2090
(734) 764-INFO | (734) 764-4636
info@umich.edu
www.umich.edu/info
events.umich.edu

Located in the Michigan Union and Pierpont Commons, CIC provides information about University offices, departments, resources, and events, as well as information about the Ann Arbor community. Information is available in person at one of these sites, through the website or the web-based University calendar, over email, or via telephone.
The Career Center
3200 Student Activities Building 48109-1316
(734) 764-7460
careercenter@umich.edu
www.careercenter.umich.edu

The Career Center assists students from all academic disciplines with their career exploration, job search skill development, and interest in advanced educational opportunities. Through career coaching, workshops, assessment tools, and a variety of other on-line tools students are able to articulate the story of their UM experience, develop connections and incorporate their passions to move on to their next steps. Resources such as Optimal Resume, VMock for interview preparation, reference letter service, on-line recruitment system for internships and full-time employment complement staff efforts. Through ongoing engagement with The Career Center students are more confident and knowledgeable about processes and actively pursue the goals they have set for themselves.

Counseling and Psychological Services (CAPS)
3100 Michigan Union 48109-1308
(734) 764-8312
www.umich.edu/~caps
www.mitalk.org

Hours of operation
8:00 a.m.–7:00 p.m. Monday –Thursday
8:00 a.m.–5:00 p.m. Friday during Fall and Winter terms
8:00 a.m.–5:00 p.m. Monday–Friday during Spring and Summer terms

CAPS is committed to providing multicultural and multidisciplinary expert and caring therapeutic support at no charge for currently enrolled University of Michigan-Ann Arbor campus students. Clinical services include brief personal therapy for individuals, couples and groups, and crisis intervention. CAPS also provides outreach and education through consultations, presentations, workshops, and liaison relationships, and they have six training programs for advanced graduate and medical students in the mental health fields.
Common reasons students go to CAPS include, but are not limited to: depression, anxiety, self-esteem, academic role and relationship issues. The staff at CAPS includes professional therapists, psychiatric staff and interns from graduate programs in psychology and social work.

CAPS also engages the University community with do something, a large-scale college student mental health awareness campaign that highlights both QPR (a well-received, on-going, suicide prevention training program) and MiTalk (a University of Michigan student-focused, interactive mental health website). do something was created to help increase college student mental health awareness as well as strengthen the University of Michigan’s community of caring. For more information about these programs, to request a QPR training session for your department or unit, or to learn more about CAPS services, please visit both websites listed.

Dean of Students’ Office
3000 Michigan Union 48109-1308
(734) 764-7420
www.umich.edu/~dofs

The Dean of Students’ Office promotes student development and learning and enhances the Michigan experience for all students by offering individual support and advocacy, programs, services, co-curricular opportunities, and policy development. Key areas of focus include maintaining a welcoming, respectful campus climate and encouraging student engagement, matters of student health and wellness, and critical incident management for personal emergencies or emergencies confronting larger groups such as those posed by Hurricane Katrina.

Recognizing that faculty and staff in units across the University may be the first to become aware of a student in need, the Dean’s Office also provides and coordinates University resources and provides education and support as we partner with faculty and staff dealing with students in difficulty.

Students, faculty, and staff who are uncertain of where to turn may work with staff that possess the knowledge and influence to collaboratively resolve problems. Parents can also contact the Dean’s Office with questions about University policies, practices and resources, and the Michigan student experience.
The Ginsberg Center embodies one of the University of Michigan’s greatest legacies: community service. Ginsberg works with faculty across disciplines to help foster students’ engagement in the community by facilitating the inclusion of service-learning into courses and research projects. Faculty are encouraged to seek out grant funding and advice on ways to include service-learning components into their work. Through Ginsberg-sponsored programs such as America Reads, the Michigan AmeriCorps Partnership, Project Community, SERVE (including Alternative Spring Break and other break programs), the Interfaith Action Program, Arts of Citizenship, and Semester in Detroit students become more aware of and committed to lifelong civic and social responsibility. The Ginsberg staff work with faculty and students to help them find meaningful ways to engage with community partners. The Ginsberg Center has a transforming effect on those who participate in the myriad of programs, lectures and workshops to further the University’s contribution to the service-learning/civic engagement field.
the United States. Services and programs include an extensive orientation, international student/scholar immigration advising, immigration document processing and assistance with the hiring of foreign faculty and staff, assistance with cultural adjustment issues, information about options for study, work, or travel abroad, programs for State Department-sponsored international visitors, a campus Peace Corps office, and a health insurance program for international students and scholars.

Multi-Ethnic Student Affairs (MESA)
2202 Michigan Union 48109-1308
(734) 763-9044
mesastaff@umich.edu
www.mesa.umich.edu

MESA is responsible for the support, advocacy, and development of programs that promote education and inclusion with regard to racial, ethnic, and cultural exploration. This unit leads the campus community in the articulation and development of comprehensive student involvement in racial and ethnic diversity education programs that serve the entire campus community and deepens both student of color and majority students’ understanding of their unique cultures and heritages. MESA serves to foster a sense of community through intellectual, social, and cultural exchange, and promote a more healthful, multicultural and respectful institutional climate that effectively responds to the needs and concerns of various student constituents, honors the contributions of a variety of student populations, and actively support students in actualizing their personal development, civic leadership, and academic pursuits.

William Monroe Trotter
Multicultural Center
1443 Washtenaw Avenue 48109-3120
(734) 763-3670
www.mesa.umich.edu/trotter

Trotter Multicultural Center works in partnership with the Office of Multi-Ethnic Affairs to offer space for cultural, social, and educational events and activities that increase interest in the ethnic and cultural traditions of U-M students.
The Office of Greek Life serves as the central office for the over 60 fraternities and sororities in the Interfraternity Council, Multicultural Greek Council, National Pan-Hellenic Council, and Pan-Hellenic Association. Two Greek-affiliated honor societies and many other groups such as Greek Week and the Greek Activities Review Panel also operate out of this office. Professional staff provide resources, programming assistance, and opportunities for leadership development.

Students should contact the Ombuds Office when there is a serious dispute with some part of the University over academic, administrative or other issues.

The Ombuds Office provides confidential and informal dispute resolution services and helps students develop and evaluate options to resolve disputes. With student permission, we may also discuss the situation with other parties to the dispute, such as faculty and staff, and help those parties consider resolution options. Referrals and other resources are available. The Office operates independently within the University and is an advocate for fairness in the resolution of problems. It is not an advocate for either side.

Finally, the Office helps the University identify policies, procedures and patterns of treatment that can be improved and seeks to facilitate those improvements.
Office of Student Activities and Leadership (SAL)
2205 Michigan Union 48109-1308
(734) 763-5900
salead@umich.edu
www.lso.umich.edu/
www.studentorgs.umich.edu

SAL provides resources and education for students, faculty, and staff associated with and/or interested in student organizations, student organization advising, and leadership education. Leadership education work emphasizes intercultural communication and social change. Resources include curriculum development, as well as written materials on a variety of leadership and organizational development topics. Services include Diag scheduling, “Festifall” and “Winterfest” (Michigan’s fall and winter activities fairs) as well as advising support of the Michigan Student Assembly (MSA) and the University Activities Center (UAC), U-M’s central student government and programming board, respectively.

Office of Student Conflict Resolution (OSCR)
600 East Madison, G121 South Quadrangle 48109-1372
(734) 936-6308
www.oscr.umich.edu/

OSCR provides a variety of programs and services designed to support a safe, just and peaceful community, and to help Michigan students learn how to manage and resolve conflict peacefully. OSCR offers a full-spectrum menu of conflict resolution pathways. These include Facilitated Dialogue, Restorative Justice Circles, Shuttle Negotiation, Social Justice Mediation, as well as the Formal Conflict Resolution process as described by the Statement of Student Rights and Responsibilities. (www.oscr.umich.edu/statement/). The Statement is a community-owned expression of Michigan’s values that outlines both the rights that U-M students enjoy as well as responsibilities they accept as members of this community. OSCR staff are available to consult with faculty regarding conflict resolution programs and services. Please call to speak with a staff member or to make an appointment.
The Program on Intergroup Relations (IGR)
Dr. Kelly E. Maxwell and Monita C. Thompson, Co-Directors
kmax@umich.edu and monitact@umich.edu
3000 Michigan Union 48109-1308
(734) 936-1875
www.igr.umich.edu

The Program on Intergroup Relations is a social justice education program that utilizes dialogue as a way to promote understanding across social identities.

Through Intergroup Dialogue courses, CommonGround Workshops, Research on Intergroup Dialogue, and other programs, IGR works to increase awareness, knowledge, and skill around issues of social justice, privilege, social identity, and oppression. IGR is a partnership between the Division of Student Affairs and the College of Literature, Science, and the Arts.

Services for Students with Disabilities (SSD)
G664 Haven Hall 48109-1045
(734) 763-3000
www.umich.edu/~sswd/

SSD provides services to students with visual impairments, learning disabilities, mobility impairments, hearing impairments, chronic health problems, and psychological disabilities. Services include accessible campus transportation, adaptive technology, sign language interpreting, readers, and guidance regarding course accommodations. Faculty often refer students to SSD in order to determine if the student has a disability and what accommodations are appropriate. SSD publishes a Faculty Handbook available at: www.umich.edu/~sswd/faculty.handbook.html
Sexual Assault Prevention and Awareness Center (SAPAC)
715 N. University, Suite 202 48104-1611
(734) 998-9368 (business line)
(734) 936-3333 (24-hour Crisis Line)
www.umich.edu/~sapac

SAPAC provides prevention education to the University community on issues of sexual assault, dating/domestic violence, stalking and sexual harassment. SAPAC also provides crisis intervention and advocacy to survivors of sexual violence, their friends and family. SAPAC offers a variety of volunteer opportunities in the Peer Education Program, Networking/Publicity/Activism Program, and Men’s Activism Program.

The Spectrum Center
3200 Michigan Union 48109-1308
(734) 763-4186
spectrumcenter@umich.edu
http://spectrumcenter.umich.edu

By providing a comprehensive range of education, training, and advocacy services, the Spectrum Center focuses on creating an open and inclusive campus climate for the Lesbian, Gay, Bisexual, Transgender, Queer, and Ally-identified community.
Conducting research for the Division, Student Affairs Research is a resource for many U-M departments and units. Primarily, Student Affairs Research activities focus on gathering and disseminating information about U-M students, and serving as a consultant to those departments and units who engage in research and assessment on U-M students, both within and outside of the Division. Consultation is available regarding the creation of assessment tools, data collection, dissemination of results, and expanding our knowledge about our students.

Student Legal Services
2304 Michigan Union 48109-0549
(734) 763-9920
www.studentlegalservices.dsa.umich.edu

Student Legal Services is a full-service law office available to currently enrolled students on U-M’s Ann Arbor campus. Areas of practice include landlord/tenant disputes, criminal defense, employment grievances, consumer problems, collection, insurance and other legal matters. Staffed by attorneys who are licensed to practice in the State of Michigan as well as the United States District Court and the Sixth Circuit Court of Appeals, SLS is funded through student fees. Although no additional fees are charged for services, students are responsible for postage, long distance calls, and all costs of litigation including court filing fees and service fees.
University Health Service (UHS)
207 Fletcher 48109-1050
(734) 764-8320
TTY: (734) 647-9717
www.uhs.umich.edu

UHS is a comprehensive outpatient clinic located on central campus. Enrolled students pay a health service fee, included in their tuition, which covers most services. Faculty and staff are also eligible to use UHS through Premier Care, fee-for-service, or other billable insurances. Appointments are recommended, but walk-in services are available for urgent health concerns. UHS is a contact for health questions and a source for wellness information and materials. When UHS is closed, a clinician is available by phone for advice about urgent health matters. Language interpretation is also available.

University Housing
1500 Student Activities Building 48109-1316
(734) 647-3048
housing@umich.edu
www.housing.umich.edu

University Housing provides on-campus accommodations to approximately 9,000 undergraduate students in 15 residences halls and a co-operative house. A live-in staff of over 300 students and professionals facilitate a comprehensive residential community experience with substantial social, educational, multicultural and wellness programs. Nearly 1,700 undergraduate students participate in 10 living-learning programs (Michigan Learning Communities) offered in University residence halls, 8 of which are in collaboration with the College of Literature, Science, and the Arts. Residents as well as students living off-campus have a choice of several meal plans to enjoy wide-ranging, nutritious menus at seven full-service dining rooms and several retail dining operations located across campus.

Northwood Community Apartments, composed of 1,480 apartment and townhouse units, houses another 1,800 undergraduate and graduate students, including students with families. University faculty and staff, both single and with families, also may lease university apartments. Northwood Community has
a significant international population, with students in residence from over 65 countries, and includes an accredited child development center and an English language instruction program.

University Housing provides part-time employment to 1,200–1,500 students annually through its many services for the residential communities.

A major focus of University Housing is the Residential Life Initiatives (RLI), a comprehensive, planned program to revitalize and expand the University’s residential facilities. In addition to upgraded security and fire-safety systems in all the residence halls, RLI projects include the complete renovations of Mosher Jordan, Stockwell and (in 2011) Couzens halls, the new Hill Dining Center, and the new North Quad Residential and Academic Complex (opening fall 2010).

Conference Services, a department of University Housing, offers comprehensive event and meeting planning to other University units, and coordinates lodging and food service for groups and academic departments using the residence halls in the summer. For more information about conference services, see www.conferences.housing.umich.edu, call (734) 764-5297 or send email to conferences@umich.edu.

University Unions strives to enrich campus life through facilities, services and programs that support and encourage student development and learning, and enhance the overall educational experience of students. Known for providing open, inviting, and comfortable atmospheres, the student unions serve as “living rooms” for the campus community by providing places where students, faculty
and staff can meet, socialize, attend events and enjoy a meal. From the original Michigan Club concept of bringing students together over 100 years ago, the Unions have developed into full service centers designed to meet most of the needs of today’s college student. Thousands of people visit our three student unions each day to enjoy such amenities as study space, co-curricular activities, entertainment, restaurants, banks/ATMs, bookstores, computer showcases and repair, meeting and reception rooms, convenience stores, wireless internet connection and more.
University of Michigan
Division of Student Affairs

Essential Information for Faculty and Other Educators—A Referral Guide

On the cover: The lobby of the new Ross School of Business. Photograph by Austin Thomason, U-M Photo Services.

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