Academic Support

Academic Computer Services

Students can take advantage of a number of first-class technology resources available at Temple University, including the TECH (Teaching, Education, Collaboration, Help) Center, a 75,000-square-foot, state-of-the-art facility with resources that cater to current learning styles. The TECH Center, located on Main Campus at 12th Street and Montgomery Avenue, is designed with a variety of workspaces to enable students to work collaboratively or individually.

The TECH Center provides the following resources:

- 700 computers available for student use;
- 13 breakroom rooms and 2 MediaScape tables for collaboration and group study;
- specialized labs, including specialty printing, video editing, recording booths, multimedia studio, graphic design, music composition, advanced technology lab, and "quiet" zones;
- social space for students with lounge areas and plasma televisions;
- a 24-hour Help Desk for students, faculty, and staff; and,
- a Starbucks café.

In addition, for the convenience of students, there is 24-hour access to the center. More information is available at the TECH Center (https://computerservices.temple.edu/lab/tech-center).

At the 24-hour Help Desk, professional consultants and technical student workers offer technical assistance on a wide range of computer topics. To obtain assistance, students can stop by the Help Desk on the first floor of the TECH Center, call 215-204-8000, submit a help request (https://its.temple.edu/#request-help), utilize the live Help Chat (https://its.temple.edu), or send an e-mail to help@temple.edu.

In order to use the computer resources at the TECH Center as well as Temple’s numerous applications and systems available online, you will need your AccessNet username and password. With this login information, you can gain entry to the TUportal web site (https://tuportal.temple.edu), a single gateway to the university’s most popular services, including TUmail, Canvas, Self Service Banner, Diamond Dollars, OWLbox, and My Housing.

The Ambler Learning Center (https://its.temple.edu/ambler-learning-center) on Ambler Campus is a state-of-the-art computer facility incorporating smart classrooms, wireless technology, computer labs/classrooms, breakout room, study lounges and a Help Desk/PC Clinic.

TUmail is an integrated e-mail system accessible anywhere on the internet to students using a web browser or software such as Microsoft Outlook or Google Mail.

The Canvas system enables faculty and students to share coursework materials and discuss topics online.

Self Service Banner allows students to view course prerequisites and register for classes, view rosters, check grades, view account balances and financial aid information, and pay bills, all on the web.

For up-to-date information on the rapidly-changing nature of technology at Temple, including wireless access and security awareness initiatives, go to the Information Technology Services web site (https://its.temple.edu).

Academic Resource Center

The Academic Resource Center was created to serve the needs of Temple University students who have not yet decided on a school/college or major. The team of professionally trained and dedicated academic advisors will assist students in navigating the transition to campus life as well as provide academic and career exploration assistance to our students. Services include individual and group advising appointments, academic success workshops, and major exploration programs all tailored to support personal growth and to promote scholastic achievement.

Appointments with academic advisors are scheduled Monday through Friday from 9:00 a.m. - 4:00 p.m., and on a walk-in basis during designated hours posted on the Academic Resource Center web site. For assistance, please call 215-204-2500, visit the Academic Resource Center web site (http://www.temple.edu/vpus/arc), or stop by the office at Mitten Hall, Suite 110.

Advising

Each school, college, and campus of the university offers a range of academic advising services for students. Professional advisors help students choose majors, plan curriculum, make vocational and post-graduate plans, connect students to university resources, and help resolve a variety of academic issues. Many schools and colleges offer the services of faculty advisors and peer advisors as well. Students should consult the specific advising unit in their school or college section of this Bulletin for locations and specific information about these units.
Students who are active in the Fly in 4 (https://fly.temple.edu) program agree to consult with an academic advisor in their school or college at least once per semester for academic planning. Advisors review proposed coursework and refer students to appropriate information regarding graduation requirements. In addition, advisors help students achieve breadth in the curriculum and provide other assistance as needed.

Students are required to meet with an advisor when they do not meet the academic standards set by the University. See the Academic Policies section of the Bulletin, called Academic Standing (http://bulletin.temple.edu/undergraduate/academic-policies/academic-standing), for detailed information.

Academic advisors strive to teach students how to make the most informed decisions when planning their academic program, while satisfying all university, college, and major requirements. Students assume primary responsibility for knowing the requirements for their degree and for acquiring current information about their academic status.

Some of the services offered by the advising centers are listed below:

- **New Student Orientation**: for freshmen and first semester transfer students.
- **Registration Assistance**: This includes online processing of original registrations, schedule revisions, and course withdrawals, in accordance with deadlines published on the University Registrar (http://www.temple.edu/registrar) web site.
- **Academic counseling**: Students work with advisors to develop a meaningful education plan compatible with life goals and current needs. Through contact with departmental faculty, students gain an in-depth appreciation of a specific discipline and discover opportunities associated with their field of interest.
- **Problem solving**: Students can meet with advisors to discuss a variety of academic concerns and develop some possible solutions. Students experiencing academic difficulty work with advisors to learn strategies for overcoming the obstacles to success.
- **Policy clarification**: The advising centers help students understand the policies and procedures integral to achieving a successful and fluid transition through university life. This includes such things as academic progress, academic standing, grievance procedures, and registration policies, including add/drop/withdrawal policies.
- **Honors advising**: In addition to receiving advising from their college, students enrolled in the University Honors Program may also be advised in the Honors Office in Tuttleman Learning Center until they have completed 60 semester hours, with the exception of the Fox School of Business and Management students, whose Honors program advising is conducted within the school.
- **Change of Program (CoP) advising**: Students changing programs or campuses at Temple meet in groups or individual sessions, by appointment. (Formerly referred to as Intra-University Transfer, or IUT).
- **Re-enrollment interviews**: Students may meet with advisors if they have taken time away from Temple University and wish to return.
- **Graduation Reviews**: Students meet with advisors prior to the start of their senior year to plan for graduation and beyond.
- **Petition processing**: Advisors facilitate processing of petition requests including leave of absence, completing a course at another institution, third registration for a course, withdrawal with approved excuse, registering for an academic overload, evaluating life experience credit and credit by examination, reviewing of transfer credit evaluation, considering DARS exceptions, academic forgiveness for re-enrolling students, and receiving approval for an exception to policy.
- **Referrals**: Advisors make referrals to such services as financial aid, career development, study abroad advising, counseling, tutoring, disability services, and testing.
- **Pre-registration advising**: Advisors work with students prior to fall and spring registration periods to review outstanding requirements and develop a registration plan. Prior to their pre-registration advising, students should review their DARS and course selections for the upcoming semester. DARS for all students are available on the web through dars.temple.edu.
- **Student retention initiatives**: Each school and college provides focused support for students to enhance their level of engagement with the school or college, and with the university. Advising units reach out to students to increase their awareness of the support services and resources available to all Temple students.
- **Critical Paths advising**: Schools and colleges have identified benchmarks for progress through each academic major. These key courses should be completed according to the timeline laid out by the schools and colleges to ensure timely graduation. Academic advising units help students navigate these critical paths, incorporating individualized needs and goals such as adding a minor or studying abroad into students' academic plans.

### Academic Advising Mission

In support of the mission of Temple University, academic advisors work collaboratively with students, faculty, staff, and community partners to meet the diverse, evolving needs of all students within our university community. It is our purpose to provide quality advising programs and services that support students in achieving their personal, academic, and career goals. By helping students interpret university policy, providing referrals to appropriate resources, and assisting students in creating individual plans for academic success, Temple advisors encourage our students to engage in and to take ownership of their education.

### Nancy & Donald Resnick Academic Support Center for Student-Athletes

Justin Miller, Senior Director
1800 N. Broad Street
Pearson Hall 150
215-204-9002
Temple University's Nancy and Donald Resnick Academic Support Center for Student-Athletes (RASC) provides superior academic, personal and professional guidance to support all Temple University student-athletes. Through core values of diversity, integrity and collaboration across the University, the Center strives to inspire student-athletes to learn and succeed to their greatest academic and professional potential.

**Service Philosophy**

The Nancy and Donald Resnick Academic Support Center for Student Athletes (RASC) and its staff of advisors, learning specialists, graduate externs/interns, tutors, and mentors are in place to help ensure the academic success of Temple’s student-athletes. It is our responsibility to encourage and motivate each and every student-athlete to reach his or her academic potential, while meeting NCAA eligibility benchmarks and progressing towards graduation.

**Resnick Academic Support Center Facilities**

The RASC is located on the first floor of 150 Pearson. The RASC is open Monday - Thursday 8 a.m. - 10 p.m., Friday 8 a.m. - 5 p.m. and Sunday 5 p.m. - 8 p.m. during the fall and spring semesters (summer hours are Monday – Friday 8 a.m. - 5 p.m.). There is a computer lab which houses 36 MAC computers as well as a printing station. There is a lab dedicated to tutor and mentor appointments, with the additional option to reserve a smaller breakout room to complete study hall hours, study, group meetings or an academic mentor or tutor session. You are encouraged to utilize the RASC for all your academic and computing needs.

**Academic Advisors**

Each intercollegiate sport at Temple University is assigned an academic advisor within the RASC, who provides day-to-day academic support for members of that team. Advisors within the RASC work very closely with not only students but also coaches and athletic administrators to ensure that each individual team member is fulfilling their obligation as a student-athlete.

**Learning Enhancement and Academic Development (LEAD)**

Learning Enhancement and Academic Development (LEAD) is a unique program at the Resnick Academic Support Center that is designed to provide in-depth learning strategies for student-athletes who want to reach their fullest academic potential. Students at all levels of academic achievement can benefit from LEAD services.

Students who participate in LEAD are paired with a learning specialist with experience in school psychology and secondary education. The two work closely to identify the student's strengths and areas that need improvement. The goal is to not only address students' immediate or circumstantial academic needs, but the underlying patterns and habits that shape their learning patterns.

**Tutoring**

Tutoring is a service offered to student-athletes to serve as a supplement to classroom instruction. Tutorial services are available on a 1-on-1 or small group basis during scheduled study sessions. Review sessions for courses with high student-athlete enrollment are also offered throughout each semester.

Tutoring provides the student-athlete with the assistance and encouragement needed to help them learn better, excel academically, and develop into an active and independent learner. Tutoring is appropriate for situations in which students are having trouble with classroom material or wish to advance their knowledge of material.

**Tutor Coordinator Contact Information:**
Sarah Pergine, Tutor Coordinator
spergine@temple.edu

**Academic Mentor Program**

Academic Mentors are an integral part of the Nancy and Donald Resnick Academic Support Center for Student-Athletes and subsequently are an extension of the Academic Advisor. An academic mentor acts as a guide and assists a student-athlete with their transition from high school to college, guides the student-athlete through the rigors of collegiate level academic work and assists with academic skill building - all with a goal of helping the student-athlete develop autonomous academic skills and earn their degree.

**Academic Advising and Priority Registration**

Student-athletes are expected to meet with their on-campus school or college academic advisor each semester in an effort to ensure the student-athlete is making satisfactory progress towards their degree and meeting university benchmarks. Student-athletes at Temple University have been granted priority registration in order to best accommodate the demands of academic and athletic schedules. Student-athletes are expected to register for classes
during the advanced registration period to ensure they get the most accommodating schedule for the semester. Student-athletes are expected to register for 15-17 credits per semester in order to stay on track for graduation. Student-athletes should work with college advisors and athletic academic advisors to assist with graduation and degree completion goals. Additionally, student-athletes must meet with their athletic academic advisor prior to registration to ensure the student-athlete is registering for the appropriate courses.

**Degree Audit Reporting System (DARS)**

Debbie Bennett-Kenney, DARS and Transfer Systems Coordinator
Sheila Brogden, DARS/Technical Support Specialist
Benton Wilson, Technical Support Specialist Assistant
dars@temple.edu
https://sites.temple.edu/degreeaudit/

DARS stands for the Degree Audit Reporting System. Students and advisors can use DARS both to track and plan students’ academic progress toward completion of an undergraduate degree in their declared major. DARS shows students how their Temple University courses, transfer courses, and courses in progress apply toward degree requirements. It gives detailed and accurate information about the student’s academic record.

The information on the audit comes from the Banner Student information system. This is the same system students use to register for classes and to check their grades at the end of the term. Since DARS accesses the actual database where students’ information is stored, it is current as of the moment an audit is processed.

The Degree Audit system was upgraded to the newest version of the software and now offers students and advisors an interactive Roadmap from which students can build a semester-by-semester Plan to define a clear path to graduation. These plans work as a powerful advising and planning tool to provide a clear and individually-customized path to meet graduation goals. The Self-Service site is also used to request audits of degree requirements, view course history and review transfer credit evaluations.

Students can request a degree audit by clicking on the Student Tools tab in TUportal and then, in the Records channel, clicking on Degree Audit. The direct link is dars.temple.edu.

Students can learn more about DARS on our web site (https://sites.temple.edu/degreeaudit), including information about how to interpret the degree audit, documentation about the new Self-Service site, general resources available in the DARS office, and information about the system.

**Fly in 4**

Fly in 4 is Temple University's innovative plan to fast-track students' futures and limit student loan debt. The Fly in 4 partnership ensures that students complete their degrees on time—or Temple will pay for their remaining course work. To limit students’ obligation to work for pay, Temple will award a limited number of Fly in 4 grants per entering class to students with high financial need. Eligibility is based on the Free Application for Federal Student Aid (FAFSA). To learn more about Fly in 4, visit fly.temple.edu.

**Pre-Professional Health Studies: Advising & Programs**

Mitten Hall, Suite 110
215-204-2513
healthadvising@temple.edu
www.temple.edu/healthadvising

The office of Pre-Professional Health Studies at Temple University provides advising, counseling, and application support for students interested in preparing for specific careers in health care. Advising offered by the office supplements the academic advising (course registration, major requirements and graduation review) provided by the Academic Advisors in the student’s primary college which is based on their Major program of study.

Specifically, the office of Pre-Professional Health Studies advises students preparing for the following health professions or graduate programs:

Health Professional schools for:
- Dentistry
- Medicine
- Optometry
- Pharmacy
- Podiatry
- Veterinary Medicine

-or-

Graduate Program options in:
• Physical Therapy
• Occupational Therapy
• Physician Assistant

The office of Pre-Professional Health Studies provides advising support for students to help them identify their academic strengths and interests and the paths that will best prepare them to fulfill their career aspirations within the health professions. Specifically, the office provides:

• individual, group, and electronic (ePortfolio) advising to help students stay organized as they identify tracks / programs best suited to their interests in the health care professions;
• seminars, colloquia, and speakers on issues and concerns central to understanding the complexities of the health care profession in the twenty-first century;
• information on student organizations focused on health care issues and concerns that students can get involved in early and stay involved in throughout their undergraduate career;
• information on opportunities for internships, service learning, and other experiential learning activities key to the professional development of the individual interested in a career in the health-care professions; and
• Pre-Health Evaluation Committee Process for letters of recommendation in support of applications.

Special Admissions Programs

The Pre-Med Health Scholar Program

The Pre-Med Health Scholar Program is offered to highly talented High School Seniors interested in pursuing a career as a physician. It is designed to recruit exceptional students to Temple University by offering a Linkage Agreement with Lewis Katz School of Medicine at Temple University. Students entering Temple University as Pre-Med Health Scholars have the option to consider an Accelerated BA/MD (3+4) Degree.

Accelerated Scholar Programs for Dentistry, Pharmacy, Podiatry, or Physical Therapy

Accelerated Scholar Programs allow Pre: Dentistry, Pharmacy, and Podiatry (3+4 Tracks) as well as Physical Therapy (3+3 Track) students the option of earning both their Bachelor of Arts and Graduate degrees in a shorter period of time. After successfully passing all courses in their first three years as undergraduates, Accelerated Scholars are eligible for a Linkage Agreement with the corresponding Temple University professional school or graduate program. Once accelerated students pass all courses in their first year of professional school, a Bachelor's degree is conferred. The Accelerated BA/DMD, BA/PharmD, BA/DPM, or DPT Programs are designed for high-achieving students who have distinguished themselves with impressive high school academic records and a demonstrated interest in their respective field.

Accelerated Scholar Program applications for interested high school students are available on the Pre-Professional Health Studies website. Completed applications are due before a student enters Temple University for their freshman year. Applicants will therefore know their accelerated option status before entering Temple University.

Scholar Development and Fellowships Advising

Tuttleman Learning Center, Suite 201
215-204-0708
215-204-0704 (fax)
www.temple.edu/vpus/fellowships/

Scholar Development and Fellowships Advising offers assistance to Temple students in all stages of the application process for merit-based fellowships and other funded opportunities. We provide information on available programs, advice, opportunities for strategic planning and reflection, and guidance for completing a competitive application.

Student Success Center (SSC)

Lori Salem, Director
www.temple.edu/class

Main Campus Locations:

Student Success Center 100
100 Tuttleman Learning Center
215-204-8466

Student Success Center 201
201 Tuttleman Learning Center
215-204-0702

Fall/Spring Hours:
The Temple University Libraries form an extensive network of services and resources to support the educational and research needs of the university's students and faculty.

The combined collections include more than 3 million volumes and 27,000 current serial subscriptions, and over 600 research databases, as well as extensive collections of microforms, maps, photographs, and audiovisual materials.

The Special Collections Research Center includes the Urban Archives and the Philadelphia Jewish Archives collections, which document the social, economic, and physical development of the greater Philadelphia region since the mid-19th century; rare books, artists books, and manuscripts.
collections; the Contemporary Culture Collection; the Science Fiction and Fantasy collections; the Philadelphia Dance Collection; and the University Archives. The Charles L. Blockson Afro-American Collection documents the history and culture of people of African descent. The Libraries serve as a depository for both Pennsylvania and federal documents.

Information Retrieval
Research databases, full-text resources, the Library Search, electronic references, and other information and services are at https://library.temple.edu/. The Library Search is the gateway to discover books, journal articles, newspapers, archival material, images, library research guides, and much more. The Library Search lists library holdings and their circulation status, and links directly to electronic books and streaming movies and music. The Paley Library offers a computing commons and hundreds of seats for study. A media services center provides access to audio-visual resources, and offers specialized viewing/listening stations and study rooms. Students have access to course-specific library material directly through an electronic reserve module found in the Canvas course system.

Expert assistance in using the library resources is provided by subject specialist library research consultants (https://library.temple.edu/services/library-instruction/specialists). Students are introduced to basic information literacy skills through the University General Education (http://bulletin.temple.edu/undergraduate/general-education) program. Librarians collaborate with faculty to integrate research skills development into general education courses, such as the freshman Analytical Reading and Writing course. Librarians also provide user education classes tailored to individual courses. Individual questions are answered in person, as well as by phone, e-mail, text message, online chat, and IM. Go to the Ask A Librarian web site at https://library.temple.edu/asktulibraries to ask questions and retrieve information.

When local resources do not supply needed material, Temple students and faculty may directly request books from other universities and colleges through the E-Z Borrow Program, or request article copies and books through the Temple Libraries' interlibrary loan service.

Locations
The resources of the University Libraries are housed in Paley Library (the main library) and in a number of separate facilities serving specific disciplines and campus locations. Hours and information for the following are on the libraries' web site:

- Ambler Campus Library, 580 Meetinghouse Road, Ambler, PA 19002, 267-468-8648
- Charles L. Blockson Afro-American Collection, Sullivan Hall, Main Campus, 215-204-6632
- Harrisburg Library, 234 Strawberry Square, Harrisburg, PA 17101, 717-231-3646
- Ginsburg Health Sciences Library, 3500 N. Broad Street, Health Science Campus, 215-707-2665
- Charles E. Krausz Library of Podiatric Medicine, School of Podiatric Medicine, 8th and Race Streets, Philadelphia, PA 19107, 215-625-5205
- Law Library, Charles Klein Law Building, Main Campus, 215-204-7891
- Samuel L. Paley Library, 1210 Polett Walk, Main Campus, 215-204-0744

Reading rooms and libraries are also maintained by several academic programs. The following facilities are located on the Main Campus:

- College of Liberal Arts Educational Technology Center, AL-21 Anderson Hall, 215-204-3213
- Esther Boyer College of Music Listening Library, 100 Presser Hall, 215-204-8338
- Social Science Data Library, 863 Gladfelter Hall, 215-204-4441

Tutoring Services
The following is a list of tutoring services available in various schools, colleges, and departments. This list is subject to change, so students should consult with their academic advisors or contact the Student Success Center (http://www.temple.edu/class/resources) for assistance in finding a tutor.

Main Campus
Accounting
403 Alter Hall
215-204-8110

Actuarial Science
215-204-6183

Alliance for Minority Participation (AMP) Bridges to Baccalaureate Program
215-204-4073 or 215-204-6390

Engineering
Engineering Building, Room 349
215-204-7800

Finance
401 Alter Hall
215-204-7605
FGIS (French, German, Italian, Slavic)
Anderson Hall, Room 539
215-204-1261

Intellectual Heritage
IH Lounge, 215 Anderson Hall
215-204-5625

Marketing
501 Alter Hall
215-204-8111

Praxis Tests (Basic Skills Assessment Exams)
College of Education, Shimada Resource Center, Ritter Annex 150
215-204-8011, edadvising@temple.edu

Risk Management and Insurance (RMI)
601 Alter Hall
215-204-2046

Statistics
390G Speakman Hall
215-204-3505

Student Success Center
Tuttleman Learning Center, Suite 201
215-204-0702
http://www.temple.edu/class/resources/index.html

Ambler Campus
Office of Academic Advising and Career Development
109 West Hall
267-468-8200

Center for Learning and Student Success
102 Learning Center
267-468-8386
www.temple.edu/class/tutoring/

Writing
102 Learning Center
267-468-8386

Center City Campus
Statistics
Sixth Floor, 1515 Market St.

Other Tutoring Sources
- Instructors may be able to recommend tutors, often graduate students working toward master's or doctoral degrees in the department.
- Departmental offices generally have lists of qualified tutors available to work with undergraduates.
- The Student Assistance Center, first floor, Student Center, Main Campus, maintains a list of students available to tutor in a variety of subjects. These tutoring services often are available for a nominal hourly fee, arranged with the tutor.
- At the Ambler campus, the Office of Academic Advising and Career Development, 109 West Hall (267-468-8200), maintains information about tutoring services.