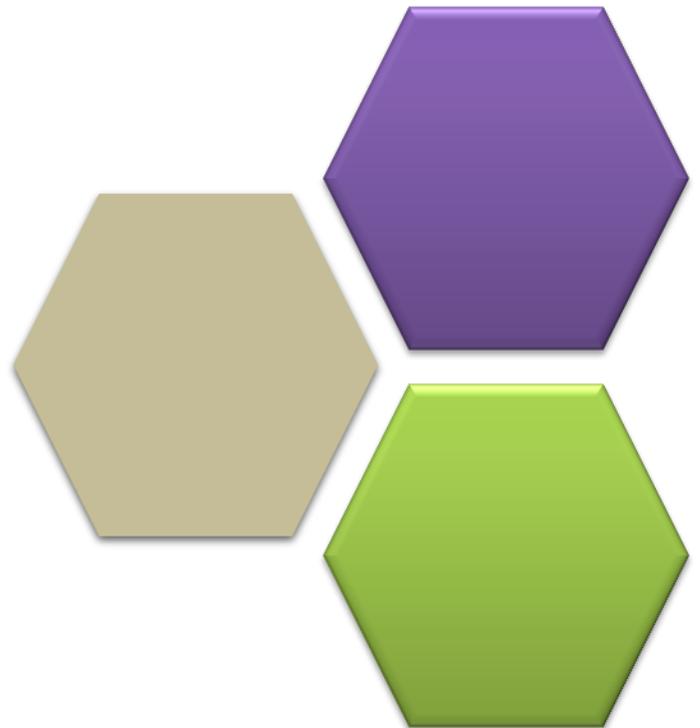


# Peer Academic Coaching for Success

Campus  
Resource  
Packet



# University of Massachusetts Boston Resource Packet

The Peer Academic Coaching for Success (PACS) academic peer coaching program was developed by members of the Transitions to Adulthood Center for Research (Transitions ACR) at the University of Massachusetts Medical School in partnership with Boston University and University of Massachusetts Boston. This project would not be possible without the hard work and dedication of its team members. Many thanks to everyone who made this happen.



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## Academic Advising (University Advising Center)

	Mental Health	Physical Health	Academic	Social
Academic Advising			X	

**Description:** The University Advising Center helps first-year students or new transfers start on track by:

- Working with you from the first day to help you navigate the paths open to you and help you focus on results.
- Helping you to identify your talents, turn them into strengths, and figure out how to apply them in college and beyond.
- Helping you sort out what's important bridging you to other campus resources
- Resources for [Course Search & Planning and Academic Success](#)

The Center says: “It’s not just about job or career advancement – it’s about gaining new insights and perspectives, strengthening social responsibility, locally and globally, improving quality of life, and learning how to learn for the rest of your life.”

For returning or continuing students: [https://www.umb.edu/academics/vpass/uac/stay\\_on\\_track/moving\\_along](https://www.umb.edu/academics/vpass/uac/stay_on_track/moving_along)

**Advising Office for Students who are NOT assigned to the University Advising Center:**

- [College of Education and Human Development](#)
- [College of Liberal Arts](#)
- [CLA First!](#)
- [College of Management](#)
- [College of Nursing and Health Sciences](#)
- [College of Science and Mathematics](#)
- [School for the Environment](#)

**Contacting your advisor:**

- To set up an appointment via phone, email, or zoom with your advisor please visit here:
  - <https://www.umb.edu/academics/vpass/uac/staff>

**Learn more here:** <https://www.umb.edu/academics/vpass/uac>

## Academic Support Services

	Mental Health	Physical Health	Academic	Social
Academic Support Services			X	

**Description:** The Academic Support Services offer students tutoring in a number of programs.

\*Email is by department and is the best way to get in touch.\*

### The Tutoring Centers:

- [Reading, Writing, and Study Strategies Center](#)
  - Blog: <http://blogs.umb.edu/rwssc/> ; [Set up appointment](#)
  - Email: [rwssc@umb.edu](mailto:rwssc@umb.edu)
  - Phone: 617-287-6550
- [Subject Tutoring Program](#) (*only* for 100 and 200 level classes)
  - Blog: <http://blogs.umb.edu/subjecttutor/> ; [Set up appointment](#)
  - Email: [tutoringprogram@umb.edu](mailto:tutoringprogram@umb.edu)
- [ESL Center:](#)
  - Link: [https://www.umb.edu/academics/vpass/academic\\_support/academics/esl](https://www.umb.edu/academics/vpass/academic_support/academics/esl)
  - Email: [Lorena.Fuentes-Lopez@umb.edu](mailto:Lorena.Fuentes-Lopez@umb.edu)
- [Math Resource Center](#)
  - Link: [https://www.umb.edu/academics/csm/mathematics/beyond\\_the\\_classroom/resources](https://www.umb.edu/academics/csm/mathematics/beyond_the_classroom/resources)
  - Email: [math@umb.edu](mailto:math@umb.edu)
- [Testing Center](#)
  - Link: [www.umb.edu/academics/vpass/uac/testing\\_services](http://www.umb.edu/academics/vpass/uac/testing_services)
  - Email: [Uac.testing@umb.edu](mailto:Uac.testing@umb.edu)

### Programs:

- [Academic Support Programs](#)
- Academic Programs
- Pre-Admission Programs
- Student Support Services
- [Success Boston](#)
- [Tutoring Programs](#)
- [Workshops and Instructional Support](#)

**Learn more here:** [https://www.umb.edu/academics/vpass/academic\\_support](https://www.umb.edu/academics/vpass/academic_support)

### Tools & Resources

- [Bursar's Office](#)
  - Link: <https://www.umb.edu/bursar>
  - Email: [bursar@umb.edu](mailto:bursar@umb.edu)
- [Continuing and Professional Studies \(CAPS\)](#)
  - Link: [www.umb.edu/academics/caps](http://www.umb.edu/academics/caps)
  - Email: [caps@umb.edu](mailto:caps@umb.edu)
- [Healey Library](#)
  - Link: <https://www.umb.edu/library>

- Email: [library.circulation@umb.edu](mailto:library.circulation@umb.edu)
- [Ask a librarian: https://umb.libanswers.com/](https://umb.libanswers.com/)
- [Reference, Outreach, and Instruction](#)
  - Link: <https://www.umb.edu/library/about/departments/roi>
  - Email: [library.reference@umb.edu](mailto:library.reference@umb.edu)
- [Instructional Technology](#)
  - Link: [www.umb.edu/training](http://www.umb.edu/training)
  - Email: [itc@umb.edu](mailto:itc@umb.edu)
- [Honors College](#)
  - Link: <https://honors.umb.edu/>
  - Email: [honors.ambassadors@umb.edu](mailto:honors.ambassadors@umb.edu)

## Beacon Fitness Center

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
Beacon Fitness Center	X	X		

**Description:** Open to all full-time students, faculty, staff as well as adjunct faculty and those who are eligible to purchase a BFC membership and designed to satisfy both inexperienced and experienced gym users. Includes locker rooms with bathrooms and showers. Fitness groups/personal trainers are also available at the Clark Gymnasium for students and members as well as a multipurpose studio, ice-skating rink, and two racquetball courts.

**Learn more here:** [https://www.umb.edu/recreation/facilities\\_hours](https://www.umb.edu/recreation/facilities_hours)

## Career Services and Internships

	Mental Health	Physical Health	Academic	Social
Career Services and Internships			X	

**Description:** This resource provides students, alumni, and outside individuals employment options as well as other ways to stay connected the Office of Career Services. Students, alumni, and employers each have their own section under “Welcome” on the main Career Services page.

### How to make an appointment:

- Call 617-287-5519
- Email: [careers@umb.edu](mailto:careers@umb.edu)
  - The subject line of the email should be “Appointment Request”
  - Information to be included in your email:
    - Your phone number
    - The reason for the appointment
    - Your major
    - The days and times that work for you
    - Preface to have the appointment via phone or Zoom

### Other Resources

- Handshake: <https://umb.joinhandshake.com/login>
- Social Media
  - LinkedIn: <https://www.linkedin.com/in/umbbeaconcareers/>
  - Instagram: <https://www.instagram.com/umbbeaconcareers/>
  - Twitter: <https://twitter.com/UMBBeaconCareer>

**Learn more here:** [https://www.umb.edu/academics/vpass/career\\_services](https://www.umb.edu/academics/vpass/career_services)

## Dean of Students Office

	Mental Health	Physical Health	Academic	Social
Dean of Students Office	X		X	X

**Description:** The central resource for students, staff, faculty, and families. Assists in navigating academic, personal, and social challenges through support, advocacy, and accountability. This is also where you can find different forms such as, the “[Excused Absence Request Form](#)”

### How to Contact the Dean of Students Office:

- Email: [Dean.Students@umb.edu](mailto:Dean.Students@umb.edu)
- Phone: 617-287-5800
  - Leave a message with your name and phone number.
- Requesting a virtual meeting or phone call:
  - [https://cm.maxient.com/reportingform.php?UMassBoston&layout\\_id=19](https://cm.maxient.com/reportingform.php?UMassBoston&layout_id=19)

### Learn more here:

- [https://www.umb.edu/life\\_on\\_campus/dean\\_of\\_students](https://www.umb.edu/life_on_campus/dean_of_students)
- [https://www.umb.edu/life\\_on\\_campus/dean\\_of\\_students/about](https://www.umb.edu/life_on_campus/dean_of_students/about)

## Interfaith Campus Ministry

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
Interfaith Campus Ministry	X			X

**Description:** Offers spiritual guidance and pastoral care to the students, faculty, and staff of UMass Boston. Their primary aim is to help students develop an intellectual understanding of their faith. Have services for Catholicism, Protestantism, Judaism, and Islam. Can also help students find a place of worship.

**Email:** [interfaith.campusmin@umb.edu](mailto:interfaith.campusmin@umb.edu)

**Phone:** 617-287-5838

**Learn more here:** [https://www.umb.edu/life\\_on\\_campus/multiculturalaffairs/campus\\_ministry](https://www.umb.edu/life_on_campus/multiculturalaffairs/campus_ministry)

**Events and Activities:** [https://www.umb.edu/life\\_on\\_campus/multiculturalaffairs/campus\\_ministry/events](https://www.umb.edu/life_on_campus/multiculturalaffairs/campus_ministry/events)

## Intramural Sports

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
Intramural Sports		X		X

**Description:** Intramural sports programming is open to all current UMass Boston students, faculty and staff. Students choose to play and have fun for many different reasons. Some enjoy the competition, camaraderie, and social aspects. Others prefer the fitness benefits, stress relief and a short break from classes and studying.

When does Indoor Flag Football start? Are there any volleyball teams looking for another player? How many points did I score in my last basketball game? What is my team's win-loss record? Answer all these questions and more by registering a player profile at [www.imleagues.com/umb](http://www.imleagues.com/umb)

Get your friends and sign up a team or join as a free agent and make new friends! Have fun!

To activate your free membership to Recreation and sign-up for Intramural sports, please go to our new online [Rec Connect Portal](#)--> click login in on the top right --> click [umb login](#) and enter your UMB username & password --> **YOU MUST SIGN THE WAIVER & ACCEPT NOW!!**

**Link:** <https://www.umb.edu/recreation/intramural>

**Phone:** 617-287-6786

## New Student Programs

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
New Student and Family Programs				X

**Description:** Gives incoming first-year students and transfer students an introduction to the community and provides updates on what goes on around campus. Provides orientation videos for both clusters of students.

**Learn more here:** <https://www.umb.edu/newstudents>

**Email:** [orientation@umb.edu](mailto:orientation@umb.edu)

**Phone:** 617-287-5813

## Office of Diversity, Equity, and Inclusion

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
Office of Diversity, Equity, and Inclusion				X

The Office actively supports and advances the university's values of diversity and inclusion, engagement, transformation and cultural development. It also aspires to create a campus climate that affirms diverse identities and experiences, fosters value and respect of all community members, and celebrates differences.

**Learn More Here:** [www.umb.edu/odei](http://www.umb.edu/odei)

**Email:** [diversity@umb.edu](mailto:diversity@umb.edu)

**Phone:** 617-287-4833

## Office of Housing and Residential Life

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
Office of Housing and Residential Life				X

### On Campus

- Provides the first steps for students to live independently. Allows students to:
  - Meet new people and start developing life-long friendships
  - Get involved and broaden your perspectives
  - Have an easy commute to class and activities: Be in class in minutes and in the middle of campus life
- Email: [housing@umb.edu](mailto:housing@umb.edu)
- Phone: 617-287-6011
- Link: [https://www.umb.edu/housing/on\\_campus](https://www.umb.edu/housing/on_campus)

### Off-Campus

- Email: [offcampus@umb.edu](mailto:offcampus@umb.edu)
- Phone: 617-287-6373
- Link: [https://www.umb.edu/housing/off\\_campus](https://www.umb.edu/housing/off_campus)

## Office of Student Activities

	Mental Health	Physical Health	Academic	Social
Office of Student Activities				X

**Description:** Your connection to engage with others and the UMass Boston community outside the classroom. Use the UMBEInvolved portal to connect with clubs, organizations, and events.

Find events and organizations to get involved with through [UMBEInvolved](https://umb.campuslabs.com/engage/) (<https://umb.campuslabs.com/engage/>)

**Email:** [student.activities@umb.edu](mailto:student.activities@umb.edu)

**Phone:** 617-287-7950

**Learn more here:** [https://www.umb.edu/life\\_on\\_campus/student\\_involvement/activities](https://www.umb.edu/life_on_campus/student_involvement/activities)

## Office of Student Leadership and Community Engagement

	Mental Health	Physical Health	Academic	Social
Office of Student Leadership and Community Engagement	X			X

**Description:** Enhances the student experience through the development of local community engagement programs, leadership development opportunities, service trips, [anti-racist resources](#), and more.

**Location and Information:**

- Campus Center, 2<sup>nd</sup> floor (Suite 2300)
- Email: [oslce@umb.edu](mailto:oslce@umb.edu)
- Phone: 617-287-7925

**Learn more here:** [https://www.umb.edu/life\\_on\\_campus/oslce](https://www.umb.edu/life_on_campus/oslce)

## One Stop Center

	Mental Health	Physical Health	Academic	Social
One Stop Center			X	

One Stop allows students the ability of taking care of several financial aid, registrar, and student billing transactions, all at once and in one centralized location. The center is staffed with a team of professionals, who represent three essential offices:

- Financial Aid Services
  - Email: [finaid@umb.edu](mailto:finaid@umb.edu)
  - Phone: 617-287-6323
  - Link: <https://finaid.umb.edu/>
- Registrar's Office
  - Email: [registrar@umb.edu](mailto:registrar@umb.edu)
  - Phone: 617-287-6200
  - Link: <https://www.umb.edu/registrar>
- Bursar's Office
  - Email: [bursar@umb.edu](mailto:bursar@umb.edu)
  - Phone: 617-287-5350
  - Link: <https://www.umb.edu/bursar>

### One Stop Center

- **Link:** <https://www.umb.edu/onestop>
- **Email:** [theonestop@umb.edu](mailto:theonestop@umb.edu)
- **Visit:** located on the Upper Level (ground floor) of the Campus Center. Walk-In Hours are Mon-Thurs 8 am – 6 pm, Friday 8 am – 4 pm.
- **Chat-** Live chat Mon-Fri 8:30 am – 5 pm or any time you see the "Chat Now" widget in the corner of your screen.

### Services provided:

- Explaining financial aid award letters
- Assistance completing FAFSA (Free Application for Federal Student Aid)
- Providing tuition bill breakdown
- Signing up for In-House Payment Plan
- Registering for classes
- Assisting with pass/fail or withdrawal option
- Generating verification of enrollment letter
- Processing unofficial and official transcripts
- Changing or adding a major and/or minor
- And more....

## Parents and Family Programs

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
Parents and Families Programs	X	X	X	X

**Description:** Parents and families are a big part of any student's success at any university. As the parent or family member of a UMass Boston student, you are an important member of our community. We deeply appreciate the role that you have played and will continue to play in your student's success. It is our desire to support you in reaching our common goal: success for the student.

Link: <https://www.umb.edu/families>

### **University Resources**

As a companion to the information you will receive at Parent and Family Orientation, we have also organized the following additional resources here for your convenience.

- [Vice Chancellor for Student Affairs](#)
- [Dean of Students Office](#)
- [New Student and Family Programs](#)
- [Academic Calendar](#)
- [Office of Housing and Residential Life](#)
- [Getting to Campus](#)
  - [Campus Map](#)
  - [TransLoc UMass Boston Shuttle Tracker](#)
- [Tuition and Fees](#)
  - [Financial Aid](#)
  - [Merit Scholarships](#)
- [Public Safety](#)
- [U-ACCESS](#)
- [Student Employment](#)
- [University Health Services](#)
  - [Information from Health Services for New Students](#)
  - [Consent to Treat a Minor Form](#)
  - If your student has pre-existing health concerns which you would like to discuss with University Health Services, please contact Cheryl Bryant, RN at 617.287.5662.
  - Be sure to sign up for your monthly [Parent's Perspective](#), the companion issue to Student Health 101 which your student will receive each month.

## Ross Center for Disability Services

	Mental Health	Physical Health	Academic	Social
Ross Center for Disability Services	X	X	X	

**Description:** The Ross Center helps ensure academic and housing access and inclusion for students by promoting a view of disability informed by social, cultural, and political forces. They provide academic accommodations, resources, and training in assistive technology, and information to increase the understanding of disability throughout the university community.

### How to Contact the Ross Center

- Email: (main email) [ross.center@umb.edu](mailto:ross.center@umb.edu);
  - Staff will also be answering their University email in a timely manner.
  -
- Main number, 617-287-7430
  - Please leave a detailed message (along with your ID# if you are a student)
- Visit us in-person on the Upper Level of Campus Center, Rm 211 (across from Dunkin' Donuts)

**Learn more here:** <https://www.umb.edu/academics/vpass/disability>

Link to Request Accommodations:

[https://www.umb.edu/academics/vpass/disability/students/requesting\\_accommodations](https://www.umb.edu/academics/vpass/disability/students/requesting_accommodations)

## Student Multicultural Affairs

	Mental Health	Physical Health	Academic	Social
Student Multicultural Affairs				X

**Description:** Seeks to build a community within the University that has different cultural viewpoints and diverse identities that are explored and respected. Students of diverse backgrounds are encouraged to enhance their chances for academic success and social development. The program helps develop leadership and advocacy skills for effective engagement and encourages community building.

**Location and Information:**

- Campus Center, 2<sup>nd</sup> floor (Suite 2300)
- Email: [MC.Affairs@umb.edu](mailto:MC.Affairs@umb.edu)
- Phone: 617-287-5434

**Learn more here:** [https://www.umb.edu/life\\_on\\_campus/multiculturalaffairs](https://www.umb.edu/life_on_campus/multiculturalaffairs)

## U-ACCESS

	Mental Health	Physical Health	Academic	Social
U-ACCESS	X		X	

Description: Designed to help Umass Boston students meet their basic needs to help them achieve academic success. The office provides leadership development and provides students with work and internship opportunities.

### Qualifying for U-ACCESS

- You must be a Umass Boston student taking at least one credit.
- To begin receiving services a student must fill out this form:
  - [https://cm.maxient.com/reportingform.php?UmassBoston&layout\\_id=3](https://cm.maxient.com/reportingform.php?UmassBoston&layout_id=3)

### Offers to Students

- Case Management
- Regular Food Pantry access
- Meal and snack programs
- Meal swipe program
- Free on-campus locker rental
- Legal Consultations
- SNAP application assistance (i.e. food stamps)
- Emergency and permanent housing assistance
- Financial Counseling
- Year-round tax preparation
- Emergency toiletries and school supplies
- Information and Resource Referral

**Important note:** \*Please note that you do NOT need to fill out the intake form to receive tax preparation services, legal consultations, or financial counseling. Please send an email to U-ACCESS to make an appointment.\*

**Learn more here:** [https://www.umb.edu/life\\_on\\_campus/uaccess](https://www.umb.edu/life_on_campus/uaccess)

## University Health Services – Counseling Center

	Mental Health	Physical Health	Academic	Social
University Health Services – Counseling Center	X			

Description: The center is comprised of a group of social workers, psychologist, and the front desk administrator who make sure all students have access to good wellness and mental health care.

### Contact information:

- Phone: 617-287-5690
- Located on the 2<sup>nd</sup> floor of the Quinn Administration Building

### Services:

- Individual or group therapy
- Meeting with the consulting psychiatrist or nurse practitioner for medication
- Referral help to a mental health provider in the community or other support services

### Crisis and emergency community-based supports:

- National Suicide Prevention Lifeline: **1-800-273-8255**
  - <https://suicidepreventionlifeline.org/>
- Samaritans Helpline for 24/7 phone or text support: **1-877-870-4673**
  - <https://samaritanshope.org/our-services/247-crisis-services/>
- Any resident of Massachusetts can call **1-877-382-1609** and enter your zip code to get the number of the closest Emergency Services Program
  - <https://www.masspartnership.com/pdf/ESPflyerindividualsandfamilies.pdf>

### Therapy Options:

- Psychology Today
  - <https://www.psychologytoday.com/us/therapists>
- Network of Care
  - <https://massachusetts.networkofcare.org/mh/index.aspx>
- Open Path Collective
  - <https://openpathcollective.org/>

Learn more here: [https://www.umb.edu/healthservices/counseling\\_center](https://www.umb.edu/healthservices/counseling_center)

## University Health Services – General Medicine

	Mental Health	Physical Health	Academic	Social
University Health Services – General Medicine		X		

**Description:** Provides primary and episodic illness care to students. The staff can address pre-existing and ongoing health needs, as well as evaluate new symptoms.

### How to get in Contact:

- Phone: (617) – 287 – 5660
- Email: [uhs@umb.edu](mailto:uhs@umb.edu)

### Students can make an make an appointment for:

- Primary preventative care
- Women’s and men’s healthcare
- Annual physical exams

### Specialties

- Travel medicine
- Sport physicals
- Laboratory services
- Nutrition counseling
- Immunization and TB screening clinics

**Learn more here:** [https://www.umb.edu/healthservices/general\\_medicine](https://www.umb.edu/healthservices/general_medicine)

## University Health Services – Health & Wellness Programs

	<b>Mental Health</b>	<b>Physical Health</b>	<b>Academic</b>	<b>Social</b>
University Health Services – Health & Wellness Programs	X	X		

Description: Contributes to an environment that values education, prevention, wellness, and community responsibility. They support the academic success and personal development of students by providing care in welcoming and inclusive environments.

### **Programs**

- Virtual Wellness Programs
  - <https://www.umb.edu/wellness/calendar>

### **Location and Information:**

- University Health Services, 2<sup>nd</sup> floor of Quinn Building
- Email: [wellness@umb.edu](mailto:wellness@umb.edu)
- Phone: (617) – 287 – 5680