Welcome

Dear Student and Family,

First, let me extend a warm Mercyhurst welcome to you and congratulations on your recent graduation! We’re so pleased you could join our family on the Hill. Today is an exciting day for us as we begin what you and I hope will be a long and enduring relationship.

Soon you will walk through the front gates and get settled into a new and exciting life as a university student. During your time you will enter into a stage of life where education takes the front seat. You’ll learn about yourself, your dreams and ambitions, your chosen career path and much more. Each class of new students brings its own unique gifts to the Mercyhurst tradition. I can't wait to see what you’ll bring to us. As we prepare for the opening of the academic year, I share your enthusiasm and excitement, but I also understand how overwhelming the campus can feel.

This Summer Orientation day has been planned to help you and your family better understand all that Mercyhurst has to assist you in this grand adventure. Ultimately, your success will be your own achievement. We want to assure you of our investment in helping you to achieve your goals and to navigate the many avenues of life on the Mercyhurst campus. This guide provides information about many of the resources available to you and your family. Keep it handy. None of us knows everything but all of us can know where to find answers to answerable questions. I sincerely hope that today is the beginning of a memorable Mercyhurst experience that you will treasure now and in the years ahead.

Sincerely,

Thomas J. Gamble, Ph.D.
President

Thomas J. Gamble, Ph.D.
President
In this guide:

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Dear Student and Family,

On behalf of the faculty and staff of the Office for Academic Affairs, I want to extend my warmest welcome to you.

At Mercyhurst University, the Office for Academic Affairs recognizes and promotes the integral role academics play in the life of the university. We provide and promote academic leadership, challenging students and faculty to continually focus and refocus the exchange of ideas and actions.

We are a Mercy institution in the liberal arts tradition, and therefore we embrace the essence of our founders, the Sisters of Mercy, as we realize active compassion as central to our academic endeavor. Academics are deliberate and purposeful at Mercyhurst University, an intersection of knowledge, faith and action. We work with students, faculty, departments and disciplines to shape academics within our core values, defining what makes our university, and ultimately you as graduates, unique. We recognize the science, art, practice and social justice of education through the honoring of the scholar-teacher.

We also recognize the significant role the student plays in defining the academics of the university. We have prepared this section to assist you in understanding the people, policies and procedures that will help you in this process.

At Mercyhurst University we ask all members of our community, students included, to contribute to our story.

Enjoy and welcome,

Phillip J. Belfiore, Ph.D.
Vice President for Academic Affairs
Professor, Special Education
Academic Calendar and Curriculum

The academic year is divided into two 14-week semesters and one 3 ½ week intersession term called the J-Term. Typically freshmen enroll in 12 to 18 (or 4 to 6 courses) credits each semester, and must enroll in one 3-credit course during the J-Term, to earn 30 credits in an academic year. The J-Term is offered during January (hence the “J”), and students enrolled in the J-Term spend about 3 hours per day in class for about 3 ½ weeks. The average freshman will spend between 15 and 20 hours in direct classroom activities each week.

As a liberal arts university, Mercyhurst requires students to study subjects in the humanities, social sciences, the arts, and natural sciences, as well as career-specific subjects. These general education requirements, called the Core curriculum, build critical and creative thinking competencies, preparing students for meaningful participation in our complex world. Families can view the Core curricula online in the Undergraduate Course Catalog on the University’s website.

Academic Advising

Academic advising is an important element of a successful and satisfying college education. At Mercyhurst, each student is assigned a faculty advisor, typically a professor in the student’s major department, and an academic counselor from the Office of Academic Support. Working in partnership with each other, faculty advisors and academic counselors guide students in selecting courses that address their academic interests, fulfill core and graduation requirements, and prepare them for post-baccalaureate work.

At Mercyhurst, students can declare a major in their freshman year or choose to begin their studies as an undeclared student. The faculty advisor or academic counselor will help the undeclared student explore various academic disciplines while meeting core requirements in a timely manner.

At the college level, the student is expected to be a responsible and active partner in the advising process. We encourage all freshmen to schedule regular meeting times with their faculty advisor and academic counselor so that they are working toward department and graduation requirements each time they schedule classes.

Office of Academic Support & Retention Services

The Office of Academic Support and Retention Services consists of a team of professional academic counselors who work in cooperation with faculty advisors and major departments to guide and support students during their Mercyhurst education. Key to these efforts is counseling students who are experiencing academic or social challenges; working with students who may be thinking of changing their major; advising undeclared students; assisting with registration issues; and maintaining a faculty referral system for early warning and academic intervention strategies. Each incoming student is assigned an academic counselor who serves as an attentive, available and responsive resource person for the student’s academic success and related needs. Academic counselors use multiple approaches to facilitate student success, such as learning and study skills work, interest inventories, and midterm grade reviews.
Peer Tutoring Services

The Tutoring Center: Office of Academic Support
The Tutoring Center offers one-on-one or small group tutoring in most subject areas. Tutors are current students who have demonstrated mastery over the subject's content area. All tutors are recommended or approved by the faculty at Mercyhurst and maintain a high cumulative grade point average. Students seeking tutoring can request a tutor through the Tutoring Center's page on the My.Mercyhurst Portal at tutoring.mercyhurst.edu.

The Writing Center: Department of English
Writing tutors help students at any stage in the writing process, including analyzing and understanding the assignment; revising and editing a rough draft; using correct citation styles: MLA, APA, or Chicago style; and incorporating professor's suggestions about draft. Students may bring in any writing project for any class. To meet with a tutor, students may sign up on the schedule affixed to the Writing Center door, where regular hours are posted each term. An appointment is for 30 minutes, and a printer is available. Please visit the Writing Center’s webpage for more information: plato.mercyhurst.edu/writingcenter.

Academic Policies

Even the most carefully drawn plans will sometimes require modification. For the freshman, changing plans can be an anxious moment, and for the parents, possibly bring a frantic call home. Here is a brief overview of changes that can be made and important guidelines every student should follow.

During the first week of a semester, students can change their schedule by adding and/or dropping courses. Before adding or dropping a class, students are encouraged to consult with their faculty advisor or academic counselor. Students are advised not to drop a class that brings their total credits for the semester below 12 credits.

After the add/drop period is over, students wishing to “drop” a class must withdraw from it. Withdrawing from a course may affect financial aid, satisfactory academic progress, and completion of degree requirements. For these reasons, students must get the signature of their faculty advisor or academic counselor in order to withdraw from a class. Students who are athletes are encouraged to consult their coach or the Athletic Department before withdrawing as doing so may affect their eligibility to play. It is also recommended that students consult with their financial aid counselor before making any schedule changes.

A significant number of freshmen decide to make a change of major. Students can find support and guidance through a number of university resources, including their faculty advisor, the Office of Academic Support or the Career Development Center. Once a decision to change has been made, the student must make the change official by completing a change of major form.

For more information about academic policies, students and parents can consult the Undergraduate Course Catalog.

Successful students utilize campus resources to maximize their academic potential. Students are encouraged to make use of their Academic Counselor and the Center for Student Excellence, which includes the Tutoring Center and the Writing Center.
Family Educational Rights & Privacy Act (FERPA)

How can families evaluate the student’s academic progress throughout the freshman year? Families should discuss the Family Educational Rights and Privacy Act. Some families might simply agree to share and discuss quizzes, exam scores and final course grades. Other families will choose to make the university an official partner in the communication process by completing the form, Authorization for Access to Student Educational Records.

FERPA protects the privacy and accuracy of students’ records. Any educational institution receiving federal funds must comply with this law. The act prevents educational institutions from disclosing information contained in educational records, including grades. However, students can sign the Authorization for Access to Student Educational Records release form so that university officials can discuss academic progress with parents. Once students sign the FERPA release, parents can then request that they receive a printed grade transcript at the end of each term. Parents must renew the transcript request yearly.

The relationship between parents and guardians and their students is a significant one. Important to this is communication. Mercyhurst University wishes to facilitate and be part of this communication. And while we desire to be a partner in this relationship, there are some limitations we must abide by.

What is FERPA? The Family Educational Rights and Privacy Act of 1974 (FERPA) is a federal law that applies to all educational institutions that are recipients of federal funding. FERPA helps protect the privacy of student records and affords students certain rights with respect to their educational records.

These include:

- The right to inspect and review their educational records
- The right to seek to amend those records
- The right to consent to disclosures of personally identifiable information contained in the student’s educational records
- The right to file a complaint with the U.S. Department of Education’s Family Policy Compliance Office

Counseling Records
Psychological counseling is premised upon the client’s confidence that everything shared with the counselor is kept confidential. With the exception of a client’s imminent threat to harm themselves or others, a counselor is legally and ethically prohibited from sharing information with anyone without the written consent of the client.

Medical Records
In the event that a student becomes ill and a parent or guardian wishes to contact the Cohen Student Health Center with concerns or questions, the staff could not share information without permission from the student. Furthermore, no information can be released without the student’s permission in writing. A student can fax a release to the health center if they are not able to be there in person.
Student Conduct Records

All records maintained by the Student Conduct Office, including incident reports and sanction information, are protected by FERPA. This means that, aside from the parental notification exceptions listed in the Student Handbook, information about incidents and sanctions can only be discussed with the student involved.

In order for a parent or guardian to have access to FERPA protected information, the student must sign a Student Conduct Release. Furthermore, if the student stipulates that certain aspects of the record are not to be disclosed, the university cannot release that information.

However, it should be noted that fines and fees charged to a student's account may bear descriptors such as “Incomplete Community Service Fee,” “Student Conduct Fine” or “Alcohol Class Fee.” This is not a breach of FERPA because it is placed on the student's bill.

Educational Records

Educational records are any official information that the university keeps about the student. At Mercyhurst, official educational records are held by the Office of the Registrar. Information contained in these records include grades, dates of attendance, etc.

The information is regarded as private, meaning that only the student and the university have access to a student's educational records. There are a few exceptions to this rule, such as disclosure to university officials with legitimate educational interest or where FERPA authorizes disclosure without consent.

Directory Information

Information about a student that is considered “directory information” may be released without the student's prior written consent unless the student has requested the directory information be withheld. This information is not considered harmful or an invasion of privacy if disclosed to a third party:

- Name
- Email address
- Dates of attendance
- Enrollment status
- Degrees conferred
- Sports and activities
- Photographs
- Date and place of birth
- Address
- Telephone number
- Class standing
- Major or minor
- Honors received
- Most recent educational agency or institution attended
- Height and weight of athletic team members

A student must sign a request to prevent disclosure if the student does not want directory information released. The request will remain in effect until the student requests a change in writing.

The following websites will be helpful in providing more detailed information regarding FERPA and other policies that protect the rights to privacy for your student:

Family Policy Compliance Office (FPCO)


Family Educational Rights and Privacy Act (FERPA)


Forum Guide to the Privacy of Student Information

nces.ed.gov/pubSearch/pubsearch.asp?pubid=2006805

HHS – Office of Civil Rights – HIPPA

www.hhs.gov/ocr/privacy

ferpa.mercyhurst.edu
Even if you are financially contributing to your student’s education, you do not have automatic eligibility to view your student’s records.

The Appropriate Form...

- **IF** you are a student and want to grant access to your academic records, you must complete and return to the Registrar an Authorization for Access to Student Educational Records.

- **IF** you are a student and want to have Directory Information withheld from disclosure, you must notify the registrar’s office. The form, Request to Prevent Disclosure, is available on the Mercyhurst University website. Go to ferpa.mercyhurst.edu.

- **IF** you are a student and want to grant access to your medical information, you must complete and return to the Cohen Student Health Center the Release of Medical Information. This release is good for one academic year or until the student revokes consent.

- **IF** you are a student and want to grant access to your counseling information, you must complete and return to the Counseling Center the Release of Counseling Information.

- **IF** you are a student and want to grant access to your student conduct records, you must complete and return to the Residence Life and Student Conduct Office the Student Conduct FERPA Release. This release must be signed each time an incident occurs in order for information to be shared with the designated persons. There is no blanket release to cover all incidents.

**Mercyhurst University may disclose information without a student’s written consent...**

- To university officials having legitimate educational interests

- To officials of other educational institutions in which the student seeks to enroll (the issuing institution must make a reasonable attempt to inform a student of disclosure)

- To federal, state and local authorities involving an audit or evaluation of compliance with educational programs

- To organizations contacting students for or on behalf of educational institutions

- To accrediting organizations

- To comply with judicial orders or subpoenas

- In a health or safety emergency

- For directory information

- Involving results of disciplinary hearings of an alleged crime of violence

- To a court if legal action has been initiated by the student or the institution

- To parents of a student under 21 years of age regarding a violation of any law or institutional policy governing the use of alcohol or a controlled substance

- Other exceptions as noted in the Act.
Academic Achievement

A noted difference in college learning is the grading scale and policies used by professors. Frequently students are surprised to learn that each letter grade has a limited point range, and a failing grade has a high cut-off point. Most professors include a grading scale and policies with their introductory syllabus materials. Students should carefully review these standards and measure their learning and performance based on those criteria. Final grades are issued at the end of each academic semester and are available online to the student. You can review the grading system in the Course Catalog.

The following criteria are important academic benchmarks to monitor with your student. You can read about calculating a Grade Point Average (GPA) in the Course Catalog. The Cumulative Grade Point Average is calculated as part of all semester final grades. Students are expected to earn a cumulative GPA of 2.0 or higher each semester. Students earning a lower cumulative GPA are placed on academic probation and are monitored by the Office for Academic Affairs.

A minimum departmental GPA is required in many majors, ranging from a 2.0 GPA to a 3.0 GPA. This GPA measures the student's performance in courses integral to the major. Families can learn about their student's department GPA requirements in the departmental section of the Course Catalog.

Students receiving state and federal aid must achieve satisfactory academic progress. In order to make satisfactory academic progress, a student must earn a minimum of 24 credits in an academic year. Scholarship standards vary by the sponsoring institution or organization. To learn more about the standards for Mercyhurst scholarships, refer to the Course Catalog or contact Student Financial Services.

Athletic eligibility is governed by the standards of the National College Athletic Association, which requires a minimum GPA and a specific number of earned credits on a yearly basis. Student-athletes should know and discuss these standards as well as their athletic eligibility with their coach.

With time, students will develop confidence in following their academic program and University policies. The College Catalog and the Student Handbook explain these policies and provide an excellent reference to the many types of academic services available at the University. Both the college catalog and the student handbook are available on the my.mercyhurst portal. The catalog is found on the Office of Academic Affairs page. The handbook is found under the “student” tab on the main portal page.

Academic Responsibility

Students are responsible for ensuring that they complete graduation requirements. This responsibility includes knowing degree requirements for successful completion of academic programs as well as responding to faculty and administrators who assist students. The Registrar’s Office is responsible for course scheduling and for verifying that students have met requirements for graduation. The office communicates with students primarily through email. It is important for students to read and respond to communications from the Registrar’s Office. WebAdvisor gives students access to online registration and to their academic profile (grades at the end of each semester, listing of transcripted courses and grades), their individual course schedule, their program evaluation, the academic schedule for each semester and a listing of closed courses. Since the program evaluation provides an updated summary of the status of completion of core courses, students need to review this screen after they have completed online registration. By accessing this information after each registration, students can verify that they have registered correctly for program requirements.
# 2014-2015 Academic Calendar

## Fall Semester

<table>
<thead>
<tr>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tbody>
<tr>
<td>22   Fri</td>
<td></td>
<td></td>
<td>Summer Orientation IV</td>
<td>1   Mon</td>
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<td></td>
<td></td>
<td></td>
<td>Summer Incompletes to Instructor</td>
<td>Day and Evening Classes resume</td>
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<tr>
<td>23   Sat</td>
<td></td>
<td></td>
<td>Students Arrive / Welcome Week Begins</td>
<td>5   Fri</td>
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<tr>
<td>26   Tues</td>
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<td></td>
<td>Welcome Week Concludes</td>
<td>Regular classes end</td>
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<td></td>
<td></td>
<td>Freshman Service Project</td>
<td>Last day to withdraw from classes</td>
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<tr>
<td>27   Wed</td>
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<td></td>
<td>Freshman Convocation</td>
<td>6-7  Sat-Sun</td>
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<tr>
<td>30   Sat</td>
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<td></td>
<td>Major Orientation</td>
<td>Weekend classes held</td>
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<td></td>
<td></td>
<td>Faculty Convocation</td>
<td>8   Mon</td>
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<td></td>
<td></td>
<td></td>
<td>Reading Day - No Classes</td>
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<td></td>
<td>Freshman Service Project</td>
<td>9-12  Tues-Fri</td>
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<td></td>
<td>Major Orientation</td>
<td>FINAL EXAMS</td>
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<td></td>
<td>Faculty Convocation</td>
<td>17  Wed</td>
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<td>Grades due: 9 a.m.</td>
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## J-Term

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<thead>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>5   Mon</td>
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<tr>
<td>Day and Evening Classes Begin</td>
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<tr>
<td>7   Wed</td>
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<tr>
<td>Last day to drop/add classes</td>
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<tr>
<td>16  Fri</td>
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<tr>
<td>Last day to declare pass-fail</td>
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<tr>
<td>19  Mon</td>
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<tr>
<td>Martin Luther King Day Observed</td>
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<tr>
<td>(no classes held)</td>
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<tr>
<td>23  Fri</td>
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<tr>
<td>Last Day to Withdraw from Classes</td>
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<tr>
<td>23  Fri</td>
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<tr>
<td>Classes end</td>
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<tr>
<td>27  Tues</td>
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<tr>
<td>Grades due: 9 a.m.</td>
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## Spring Semester

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<th>January</th>
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<tbody>
<tr>
<td>28  Wed</td>
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<td></td>
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<tr>
<td>Day classes begin</td>
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<tr>
<td>29  Thurs</td>
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<tr>
<td>Evening Classes Begin</td>
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<td>(classes meeting after 3:30 p.m.)</td>
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<td>30  Fri</td>
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<tr>
<td>Fall Semester Incompletes to Registrar</td>
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<tr>
<td>31  Sat</td>
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<tr>
<td>Weekend Classes Begin</td>
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<table>
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<th>February</th>
<th>March</th>
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<td>4   Wed</td>
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<tr>
<td>Last day to drop/add classes</td>
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<tr>
<td>Date</td>
<td>Day</td>
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<td>March</td>
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<td>7-13</td>
<td>Sat-Fri</td>
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<td>Fri</td>
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<td>14</td>
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<td>April</td>
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<td>Thurs</td>
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<td>7</td>
<td>Tues</td>
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<td>Mon</td>
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<td>May</td>
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<td>Fri</td>
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<td>9-10</td>
<td>Sat-Sun</td>
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<td>11-14</td>
<td>Mon-Thurs</td>
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<td>Sat</td>
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<td>17</td>
<td>Sun</td>
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<td>20</td>
<td>Wed</td>
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**SUMMER SESSION**

Pre-Summer Session: TBA
Mini-Summer Session: TBA
Regular Summer Session TBA
Dear Student & Family,

Welcome to Mercyhurst!

All of us who work in Student Life are excited to have you with us today! As you spend your summer preparing for this new chapter in your life, we are busy here on campus getting ready for your arrival.

While academics is, and should be, the focus of your time in college, your overall experience here at Mercyhurst will include much more. Late night talks with friends in your residence hall, attending extracurricular activities (like a game or a play), joining a club or organization, participating in a service learning activity, or perhaps becoming a member of student government; all of these activities will enrich your life while you are here by broadening your knowledge of the campus community, the world, and yourself. We encourage you to embrace these experiences – explore and make the most of your opportunities, stretch and realize your potential, and determine now to own and shape your Mercyhurst experience as well as your future.

To give you an overview of some of the many opportunities that will be available to you as you strive to create a fulfilling experience, we've prepared this section of the Family Guide for you.

We look forward to meeting you as you arrive on campus in August! And please, if you have questions before you arrive, do not hesitate to contact my office – there are many individuals who stand ready to help you.

Enjoy the rest of your summer!

Sincerely,

Laura Zirkle, Ph.D.
Vice President for Student Life
Making the Most of the Mercyhurst Experience

While students will invest a great deal of time and effort on their academic studies, it’s a commonly referenced fact that students will spend, on average, more than 85% of their time outside the classroom. Aside from studying, there are a wide variety of extracurricular and social events for students to enjoy. Making the most of the Mercyhurst experience means choosing to be an engaged member of the campus community. Research shows that an engaged student is more likely to succeed! We encourage students to join a club or organization, attend campus activities, participate in a variety of service and leadership events, and partake in the various athletic and cultural events on campus. To help you assess how your student is connecting, Mercyhurst University has developed the following goals for first-year students. Your student should be:

1. **Gaining confidence and competence as a college-level student.**

A student is meeting this goal if he or she is:

- Aware of the campus and location of important offices and services.
- Aware of the difference between their academic counselor and their academic advisor.
- Identifying his or her purpose in pursuing a Mercyhurst education.
- Developing university-level skills for acquiring knowledge and evaluating ideas.
- Gaining skill in effective academic communication, in both oral and written forms.
- Using learning technologies such as the portal, WebAdvisor, Blackboard, and research databases.
- Displaying a knowledge of and willingness to use key campus services.

2. **Making positive connections with faculty, staff, and peers.**

A student is meeting this goal if he or she is:

- Attending campus activities, athletic events or cultural events.
- Seeking out professors during their office hours.
- Meeting fellow students in his or her residence hall.
- Utilizing commuter student services.
- Aware of the names of his or her RA and Hall Director.
- Using Mercyhurst email service on a regular basis.
- Demonstrating an awareness of campus life and extracurricular opportunities through reading The Weekender and the Merciad.

3. **Engaging in behaviors that promote personal health and well-being.**

A student is meeting this goal if he or she is:

- Aware of the locations of the Cohen Health Center, Counseling Center, and Recreation Center.
- Establishing a balanced lifestyle that incorporates adequate sleep, nutrition, study and recreation.
- Making responsible decisions regarding alcohol.
4. Developing awareness of the impact of his or her personal choices.
A student is meeting this goal if he or she is:

- Taking responsibility for his or her actions.
- Working out differences with roommates or other peers.
- Taking responsibility for his or her academic success.

5. Developing awareness and connection to the university’s core values.
A student is meeting this goal if he or she is:

- Engaging in self-reflection for personal and moral growth.
- Treating others with empathy and compassion.
- Acting in ways that are ecologically responsible by recycling and reducing waste.
- Embracing the larger goals of intellectual curiosity and lifelong learning.
- Reaching out and giving back to the community.

Another important part of development for students will be learning to advocate on their own behalf. Mercyhurst University encourages parents to resist the urge to immediately intervene when a problem or concern arises. Instead, take time to help your student sort out the problem, identify potential solutions, and pursue those solutions. Students may face difficult or uncomfortable situations – a roommate conflict, homesickness, difficulties in a class, or navigating the financial aid process – while adjusting to university life. These situations are educational opportunities for students to continue developing as mature, independent adults. Keep the lines of communication open with your student during these situations and help your student learn to advocate on his or her own behalf. Mercyhurst University has a number of support services and offices that help students become engaged, healthy and happy members of the university community. We hope you’ll spend some time learning about some of the resources mentioned in this section.

**KEY (Knowledge Empowers You)**

The Knowledge Empowers You (KEY) committee on campus consists of several campus offices whose goal is to support our students and provide them with the resources they need to navigate college life. The mission of the KEY Initiative is to facilitate the success of Mercyhurst students by integrating the efforts of campus life and academic support through programming that meets the holistic academic, social, and developmental needs of students.

One of the KEY initiatives is Mentoring Matters. Several administrators, coaches, and campus staff volunteer to mentor our incoming freshmen and transfer students as they transition to Mercyhurst. Mentors check in with their mentees at the start of each semester. The initiative is not mandatory for students, but just another example of how we support them.

The following offices are a part of the KEY committee:

- Academic Affairs Academic Support
- Campus Involvement Center
- Campus Ministry
- Counseling Center
- Residence Life & Student Conduct
- Service Learning Student Life

*There are also other offices that assist the committee with various projects and programs.*
Welcome Week

Welcome Week is a cooperative effort by many offices, departments, staff, faculty, administrators and students at Mercyhurst University. It provides programs and services to first-year undergraduate students to help facilitate their transition to the university, prepare them for the university's educational opportunities, and begin their integration into the intellectual, cultural, and social climate of the institution.

Welcome Week officially begins with **Move-In Day** on **Saturday, August 23**. Dozens of student volunteers, the Residence Life staff and the campus community help make the move-in process incredibly smooth. Welcome Week is a perfect opportunity for students to participate in orientation sessions and workshops, take a campus tour, attend social events and make some new friends before the fall semester gets too hectic. Through providing you with a host of educational and entertaining activities, we want to show you we’re glad you’re a Mercyhurst Laker!

**Freshman Convocation** is one of the first of many vibrant traditions that you will experience at Mercyhurst University. At convocation, the Academic Officers of the University, including the President, Academic Vice President, and the Deans of the eight academic schools process in full academic regalia to the stage of the Performing Arts Center. Together they will conduct the ceremony, which leads to the formal and final admittance of the freshmen class to Mercyhurst University. At Freshman Convocation, you are formally invited, as an incoming Mercyhurst University student, to join the community of learning and to pledge yourself to the intellectual enterprise.

Campus Involvement Center

Every parent has heard: “I’m bored.” “There’s nothing to do.” “I’m lonely.” “Everyone does it.” Often these same words are spoken by freshmen as they struggle to learn the ropes and cope with homesickness. You can give your student encouragement by directing him or her to the wealth of activities, organizations and resources on the Mercyhurst campus.

The hub of student life is the Campus Involvement Center. The high-energy staff guides the student body in self-government, promotes clubs and organizations, cultivates leadership skills, and presents a lively, diverse schedule of activities. The Campus Involvement Center is conveniently located in the Sister Carolyn Herrmann Student Union and it serves as a central location for students to get involved with campus activities and events and meet new people.

The Student Union is an environment that is welcoming and one in which students can fully interact and participate in a range of academic, social, spiritual, cultural and recreational activities. It is a wireless building that houses computers and a print station for student use. There is a free pool table, table and foosball tables for students to enjoy, compliments of Mercyhurst Student Government, as well as several TVs with popular sports packages so students can catch all their favorite teams on campus. The Student Union is an ideal meeting and event space for student clubs and organizations, group projects, socializing or even curling up on a couch completing homework or chatting with friends.

The Campus Involvement Center hosts a variety of annual events, including Summer Orientation, which ensures that new students have a successful transition and integration into university life. The program promotes discussion among new and current students, parents/guardians, as well as faculty and staff on the expectations and perceptions of university life and the campus community. Another series of events takes place during Alcohol Awareness Weeks which engages students in a variety of activities designed to promote informed decisions and abuse prevention.
The Wellness Fair is an annual event where students enjoy delicious, healthy food and beverages, massages, information on nutrition, blood pressure, cancer prevention, physical assessments and a number of other health-related topics.

The Leadership Certification Program (LCP) allows participants to discover their own leadership interests and styles while developing specific leadership skills. The LCP is a dynamic, high-quality leadership training program that combines a speaker series (made up of campus constituents and alums), workshops and a variety of leadership activities. The skills students learn and utilize within the LCP are advanced abilities for their professional and personal lives. Throughout the LCP program, participants build networks with other student leaders while building a strong leadership component for their résumés.

Mercyhurst Student Government (MSG) is a multifunctional organization. Through its elected officers and senators, MSG is the voice of all students at the university. MSG also serves as the liaison between the student body and the administration. In conjunction with the Campus Involvement Center, MSG officially recognizes student clubs and organizations. All students are invited to become involved in the activities of MSG at all participation levels. Students can contact an officer or a student senator or simply attend an MSG meeting. Meetings are open to the entire university community and are held Monday evenings in the Student Union.

Mercyhurst has more than 80 Recognized Student Clubs/Organizations (RSCO) that students can join. Every fall, the Campus Involvement Center launches the new academic year with the annual Campus Involvement Fair, which is an excellent opportunity for students to get involved and get connected with RSCOs and service agencies. Listed below is a small sampling of our clubs and organizations, arranged by interest area:

<table>
<thead>
<tr>
<th>Academic &amp; Honor Societies</th>
<th>Most academic majors sponsor a recognized club or organization and Mercyhurst has local chapters for 10 national honor societies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts &amp; Humanities</td>
<td>Art Education Club, Liturgical Dance Ensemble, Photography Club, UNICEF-MC, Theatre Appreciation Club</td>
</tr>
<tr>
<td>Communications</td>
<td>The Merciad student newspaper</td>
</tr>
<tr>
<td>Cultural/Diversity</td>
<td>Asian Cultures Club, Animé Tamashii, International Student Organization, Multicultural Programming Board</td>
</tr>
<tr>
<td>Environmental</td>
<td>Sustainability Club, Outdoor Adventure Club</td>
</tr>
<tr>
<td>Recreational</td>
<td>Equestrian Club, Fencing Club, Soccer Club, Ski Club, Ultimate Frisbee Club</td>
</tr>
<tr>
<td>Service &amp; Leadership</td>
<td>Ambassadors, Circle K, Habitat for Humanity, Student Government, Rotaract, Student Activities Council</td>
</tr>
<tr>
<td>Special Interest</td>
<td>Active Minds, Student Athletics Advisory Board, Video Game Club</td>
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</tbody>
</table>
The Student Activities Council (SAC), the primary campus programming organization, provides activities that enrich the university community both socially and culturally. Some of SAC’s many activities have included tournaments, dance parties, movies, coffee house events, comedians, bands, hypnotists and spirited competitions for athletic events. Such activities are generally held on Friday and Saturday evenings throughout the academic year.

Also, SAC and MSG cooperatively host events such as formal dances and fests throughout the year. We encourage all students to attend scheduled events and participate in SAC by planning and organizing future activities.

The university sponsors many cultural activities that students can enjoy. Throughout the academic year, the calendar is filled with programs in dance, music and film. Nationally known speakers bring their expertise to campus for such events as the McHale Distinguished Speaker Series, Academic Celebration and the Literary Festival.

EMTA Partnership

Mercyhurst University has partnered with MSG as well as the Erie Metropolitan Transit Authority (EMTA) to offer transportation services. The MSG customized route is found online at ride-the-e.com (Click on route #17). The MSG customized route with EMTA provides transportation based on student interests and needs to the following locations:

- Millcreek Mall
- Wal-Mart
- Target
- Panera
- State Street
- Sam’s Club/Giant Eagle
- Tinseltown movie theaters
- Wegman’s
- Barnes & Noble Bookstore

Students and employees of all Mercyhurst campuses can use the entire EMTA system free of charge simply by showing a Mercyhurst University ID.

Career Development Center

The Career Development Center (CDC) is located on the first floor of Egan Hall. The CDC provides information regarding career counseling, cover letters and résumé construction, job searches and job interviews, and graduate schools. The hub of CDC operations is CareerConnect, an on-line career management system. Available jobs, internships and other career related activities are posted on CareerConnect. Students can post their résumés and credentials for review by prospective employers. CareerConnect also offers on-line scheduling for on campus interviews. Each student is assigned an account on CareerConnect which gives them access to all of its services.

The CDC also offers Mercyhurst University students access to an on-line job search tool called Career Shift (careershift.com). Contact the CDC for more information on how access either site.

For undeclared students or students considering a change of major or minor, the CDC utilizes self-guided assessments for students to explore and determine the career path most suited to their needs. Students can discuss feedback from these assessments with any Career Development staff member. We work to engage our students from the moment they arrive on campus until they graduate, but our services continue even after they become alumni.
The CDC also hosts an annual Career Fair each spring. This event brings many organizations to campus to discuss part-time and full-time jobs and internships with our students. Students are also encouraged to meet with companies to explore career opportunities and options.

Finally, the CDC coordinates an on-campus recruiting program. Annually we invite organizations to schedule visits to campus to directly interview students for part-time/summer/full-time jobs and internship placements. Students receive notifications and signup information through the CareerConnect system.

**Internship Program**

The Internship Program places and supervises full-time, part-time and summer internship students each year across the curriculum. Internships are a combination of classroom theory and on-the-job training organized in an educationally sound manner, so that experiences in business, industry, government and various public agencies become an integral part of the student's university education. We work to engage our students from the moment they arrive on campus until they graduate and become alumni. All current internship placements can be accessed on CareerConnect.

**Campus Ministry**

Campus Ministry serves as the locus of spiritual life for the entire University community. Recognizing and celebrating its Catholic identity, Campus Ministry provides Catholic sacramental and spiritual practices. By its grounding in the Catholic and Mercy tradition, Campus Ministry offers prayer opportunities, spiritual guidance, and activities for those from Protestant and other religious traditions. Campus Ministry encourages open dialogue about the spiritual journey from various perspectives. The ministry team includes a director, a Catholic priest as University chaplain, a Protestant outreach coordinator minister, and a receptionist/interfaith outreach coordinator. Together, they welcome all students to enjoy the comfort and hospitality of the Campus Ministry lounge, located in the Carolyn Herrmann Student Union. Each member of the team is available for pastoral counseling as students make their faith journeys.

Prayer/worship offerings:

- Sunday Mass is celebrated at 11 a.m. year-round and at 8:30 p.m. when school is in session. Daily Mass is celebrated at 8 a.m. Monday through Thursday when school is in session.
- The Sacrament of Reconciliation is scheduled weekly, before and after masses, and by appointment.
- Regular interfaith and ecumenical services are scheduled at announced times.
- Information and assistance to local worship sites is available for interested students.
- Student musicians of all faiths are invited to participate in our Catholic Masses, weekly Protestant fellowship and Catholic devotional programs.
- A variety of popular spiritual retreats are offered throughout the year, such as the Fall Retreat, Busy Person's Retreat, the student-led Carpe Diem retreat, Jubilee Protestant Conference and Men's and Women's Retreats.

**Internship Program**

Egan 213
Director: 814-824-2171

**Campus Ministry**

Herrmann Student Union
Office: 814-824-2429
Director: 814-824-2301
Outreach Coordinator: 814-824-2549
Chaplain: 814-824-2467

Search for us on Facebook.
• Campus Ministry also offers an Area Worship Guide to connect students with local places of worship, and transportation can often be provided. We also regularly take students on tours and visits to local faith communities.

Opportunities for community, learning, discussion, peace and justice, and service:

• The student-led, nationally-recognized MYRACLE retreat ministry plans and offers retreats for youth from neighboring schools and parishes and engages in a variety of forms of community outreach.

• Student-led Bible study engages students in reading and reflecting upon sacred scripture.

• Students can explore the Catholic faith for personal knowledge or for Confirmation preparation. All are welcome to explore without obligation.

• Weekly Protestant Fellowship offers students a faith community to explore the Christian faith, pray and worship together.

• Devotional opportunities such as Rosary and Eucharistic Exposition help students to deepen their Catholic faith.

• Regular interfaith dialogues are offered on campus to allow students and employees to learn the personal spiritual practices of various faith traditions.

• Discussion programs such as Theology on Tap allow students to engage in thoughtful discussions about their beliefs.

• Outings such as night hikes, stargazing and camping offer unique opportunities to discover God in the created world and one another.

• Special service projects and spiritual programs are offered for student athletes.

• Service activities include work with the local poor, inner-city children, veterans, the elderly and refugees. Students can also join our excellent chapter of Habitat for Humanity and help to build houses and raise awareness for our nation’s poor.

• A variety of mission trips are conducted during school breaks both in the United States and to other countries.

• Peace & Justice opportunities include a human rights group, and Lakers for Life, which focuses on life issues.

Students are encouraged to stay posted by joining our Facebook group, frequently visiting the Campus Ministry site on the Mercyhurst portal and by signing up to receive the weekly e-bulletin for Campus Ministry.

Campus Ministry also features a Balloon and Gift Ministry. Visit the Campus Ministry page at my.mercyhurst.edu to order balloons and other items for your daughter/son in celebration of birthdays, holidays, milestones, or just as a gesture of thoughtfulness. You can also call 814-824-2429 to place your order.
Service Learning

Service Learning is both a teaching and learning strategy where meaningful community service is integrated with instruction and reflection to enrich the classroom learning experience. This type of experiential learning teaches civic responsibility and strengthens communities.

At Mercyhurst University, there are a variety of service learning courses. Some students participate in project-based service learning where others complete a minimum of 10 hours of service at a non-profit community-based agency. In both cases, the course instructor incorporates the service experience into the class through reflection techniques, discussion or research papers.

The Director of Service Learning coordinates this program by working with faculty members from multiple disciplines and more than 70 community partners to mobilize more than 400 students in service each trimester.

In conjunction with Campus Ministry, the Service-Learning office coordinates and variety of service trips during semester breaks. The office also assists students with general volunteering placements and community engagement opportunities.

The Service Learning Office also coordinates student transportation to several community sites in Erie.

Athletics & Recreation

Mercyhurst sponsors a total of 24 intercollegiate men's and women's athletic programs, including two NCAA Division I teams (men's and women's ice hockey), and 21 NCAA Division II teams. Students can join in the excitement by cheering on our teams throughout the school year with free admission to every regular season game, or by becoming a member of the department's unofficial 25th team – the athletic pep bands, which are open to all undergraduate and graduate majors. The Athletics Department also sponsors a variety of intramural events for women and men in sports such as flag football, softball, basketball, indoor soccer and volleyball.

You don't have to be an athlete to enjoy Laker sports! Students can take advantage of a robust athletic schedule to support their fellow Lakers. The weekly schedule of events can be found the athletics website, hurstathletics.com.

Many students make athletic activities part of their daily lives at the Student Fitness and Recreation Center, which has state-of-the-art equipment for such activities as aerobic workouts and strength training. Students can also participate in a variety of fitness classes and training in self-defense.

Residence Life

The Mercyhurst Residence Life program is an integral part of the educational mission of the university. The residence life team strives to provide a living environment that encourages students to grow socially, culturally and emotionally as well as academically. To serve the unique needs of freshmen, we have developed a Freshman Living Experience.

A large, live-in staff assists and guides freshmen with a wide range of matters from maintenance needs and room changes to significant issues of roommate conflicts, university policy enforcement, and adjustment to living on campus.
Leading the team is the Assistant Director of Residence Life and Student Conduct (AD) for the Freshman Area. The AD is a master's-level professional who oversees the halls, supervises the staff, leads community building and developmental efforts, and reviews violations of the Student Conduct Code. Families are encouraged to contact the AD should any concerns arise with their student.

A Hall Director (HD) resides in each freshman facility and manages the day-to-day affairs and activities for the residents. Our Hall Directors are graduate students who plan activities throughout the year to relieve stress and build community among the freshmen. Your student should contact the Hall Director to discuss any questions or concerns.

Completing our residence life team are 20 Resident Assistants (RA), who are students with upperclassman standing. RAs live in each residential area and oversee, on average, 25-40 residents. It is the RA who maintains the closest, most enduring contact with residents. RAs are trained to serve as role models and to help freshmen adjust to campus life.

Another vital resource for students is the Student Handbook, which outlines academic topics, student services, residence life services and the Student Conduct Code. Our Student Conduct Code reflects the goals and standards of the university and the Catholic identity and Mercy heritage of the founding Sisters of Mercy. Each freshman is challenged to respect the ethos of Mercyhurst University and its regulations, even when popular culture encourages different behaviors. The Student Conduct Code explains our standards for conduct, violation review, typical sanctions and the appeal process.

A challenge that freshmen frequently face is underage drinking. Mercyhurst requires its students to comply with all Pennsylvania laws relating to alcohol. Our alcohol policy is detailed in the Student Handbook. Students found in violation of the policy face the possibility of fines, community restitution and alcohol education classes, as well as other sanctions if appropriate.

Mercyhurst also has a freshman vehicle policy. First-year resident students are not allowed to have vehicles while at school. If a freshman brings a car to school, the student will be required to take the vehicle home and will be subject to conduct review. In cases of medical or family emergency, the Assistant Director for the Freshman Area will review a student's request for a temporary vehicle pass. Passes are not granted for employment or routine medical appointments such as allergy shots or physical therapy sessions.

Frequently families ask about break housing. The freshman residence halls close at the end of each academic semester and for major holiday breaks. Generally, the halls close 24 hours after the last scheduled final exam of each semester and after the last scheduled class before the Spring break. We encourage students to make their travel and break plans in advance. If a student must remain in residence, the student is required to seek permission from the Hall Director prior to the closing of the hall. No student will be allowed to stay without the proper approval. University staff is on duty during break periods.

Throughout the freshman year, the Residence Life staff engages students in social activities to build community and educational programs to guide students in making responsible, informed choices. This holistic approach to programming is used to support students who are striving for a balanced lifestyle and wellness. Here is a sampling of our programming in these important areas:

**Community-Building Programs**
- Door-decorating contests
- Video game tournaments
- Hall cookouts
- Intramural Ultimate Frisbee
- Holiday decorating

In coping with a myriad of new responsibilities and decisions, freshmen often worry in silence or follow the cues of other inexperienced peers. Throughout their first year, freshmen can readily solve problems and make sensible choices by talking with their RA.
Educational/Developmental Programs

- Diversity awareness
- Study skills
- Sexual assault awareness
- Safe use of Facebook and other online communities

Commuter Life

We are proud to have students from the region choose Mercyhurst and represent our local communities to the resident students. Often people emphasize the differences in the commuting and resident university experiences. As first-year students, however, both groups share a great deal: the goal of succeeding academically, the need to fit in with campus culture, and the desire for lasting friendships. We urge commuters to use fully the university services and opportunities for study and socialization. Commuters have a home away from home in our student union, where the Commuter Lounge is located.

The Campus Involvement Center reaches out to commuter students through the publication and distribution of the Commuter Connection, an email newsletter, that provides commuter students with timely information on important campus events. The Commuter Connection newsletter is a convenient way for busy students to always be connected to the campus. The center also maintains a dedicated page, Just for Commuters!, on the Mercyhurst portal which provides students with useful information for a full and successful university experience. Also, check out the monthly KEY calendar for upcoming events and activities.

A significant factor in a successful commuter experience is the amount of time the student spends on campus. This is critical in the first year. In September, freshmen will be invited to a commuter reception during Welcome Week. Sometimes commuters resist attending these events because they are already familiar with the university. However, these activities are essential because they are designed to connect students with each other and to the important resources of the university. Once classes have begun, commuters can enjoy the routine of attending classes if they extend their time on campus.

Rather than driving home after a class, students can enjoy a quick lunch, a workout in the recreation center, focused study time in the library, or relaxing in the Commuter Lounge, which features a refrigerator, microwave, tables for dining and studying and comfy furniture for relaxing. Commuter lockers are also available to make life as a commuter easier and more enjoyable.

Dining Services

The primary Mercyhurst dining facility is the Egan Dining Hall, which serves a variety of nutritious, great-tasting meal options in an “anytime dining” format. It is located conveniently near first-year residences and commuter parking.

A second very popular dining spot is the Laker Inn, which serves quick meals and On-The-Go snacks in the Herrmann Student Union. Beginning with breakfast sandwiches at 8 a.m. to Mexican cuisine and subs for lunch and dinner and fresh grill items served until 1 a.m., the Laker offers it all.

The Coffee Bar, located inside the bookstore, is a quiet and comfortable venue for a cup of coffee, specialty drink, fresh made sandwich or a variety of garden salads.

Special services, such as a hot or cold to-go lunch or dinner, are also available to students with meal plans when they are ill or have a schedule conflict. The C-store, a convenience store offering beverages, snacks, on-the-go sandwiches and salads, is located in Warde Residence Hall. The C-Store is open 5 p.m. to midnight daily.
Health Services

The Cohen Health Center provides free primary care for students including initial diagnosis, treatment of illness/injury and appropriate follow-up for most short-term illnesses. Both Cohen Health Center and the Counseling Center represent Mercyhurst’s commitment to wellness along all components – physical, mental, emotional and spiritual. Student wellness is critical to both personal satisfaction and academic success.

The center is located near the campus bookstore and is open Monday through Friday from 8:30 a.m. to 4:30 p.m. throughout the main academic year when classes are in session. Physicians are on site for part of each weekday to treat specific concerns. The center’s team of registered nurses is present each day to discuss personal health concerns and provide health education information. The center works closely with local healthcare facilities in the event that diagnostic or laboratory services are needed. Allergy shots are provided by the Health Center and the necessary forms to request this service are located under “forms and documents” on the Health Center’s location on the Mercyhurst portal.

All students should secure personal health insurance that will provide coverage in Pennsylvania should they encounter costs for off-campus health services. It is also critically important that each incoming student, freshman or transfer student, submit a complete preadmission health form signed by the student’s physician and containing a record of up-to-date immunizations. Newly confirmed freshmen and transfer students can download all health forms at orientation.mercyhurst.edu. Students will need to log in using their Mercyhurst email and password in order to access the site.

Counseling Center

The Counseling Center offers individual and group counseling to currently enrolled Mercyhurst University students. Students seek counseling for many reasons, ranging from homesickness and academic stress to difficulties in relationships and more complex emotional issues including depression and anxiety. Confidentiality is protected, and there is no fee for services. All counselors are licensed behavioral health professionals and experienced therapists. A consulting psychiatrist provides some additional on-campus consultation. The Counseling Center is located above the Cohen Student Health Center by the bookstore.

While most students are seen by appointment, the Center also maintains an open hour each weekday where students experiencing urgent issues can walk in. Center staff can also be accessed outside business hours by Residence Life or Campus Police and Safety in the event of a mental health emergency.

The center also provides a variety of educational outreach programs and presentations for the campus. Staff is committed to assisting students in developing healthy lifestyles that in turn support good emotional health. The center is also active in the growth of a peer educator program on campus.

A new experience
for many students
is caring for themselves
for minor ailments.

Families can prepare
their son or daughter for
this important step
by sending to college
these basic health care
items: a thermometer,
a heating pad, an ice pack,
antibiotic ointment, Advil,
Tylenol and band-aids.

Health Services
Cohen Student Health Center
814-824-2431

Counseling Center
Cohen Student Health Center
814-824-3650
Learning Differences Program

The Learning Differences Program provides special services for students with diagnosed disabilities. Since the Learning Difference program was founded in 1986 many students with disabilities have received the tools and services they need to succeed in college. While the program was initially developed for students with learning disabilities, over the years the program has evolved to provide accommodations to students with any physical or sensory impairment that substantially limits a major life activity. A staff of certified professionals provides three tiers of services. Level I includes all academic adjustments and auxiliary aids that are required by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and are free to qualified students. These services include testing accommodations, assisting technology, and peer tutors.

Level II services which are appropriate for students with learning disabilities, attention deficit disorder and sensory disabilities include all mandated accommodations listed above as well as a pre-college program for freshmen, priority registration, midterm progress reports, and supplemental class notes. Our Level II program has been commended by the independent rating services of K and W Guide and Peterson's Guide as providing exemplary services to individuals with disabilities.

Students in the Learning Differences Program pay a special fee for Level II services. Space is limited, early application is suggested.

Chronic health conditions rise to the level of a disability when they substantially limit one or more major life activities. The Americans with Disabilities Act requires us to grant "reasonable accommodations" to persons with disabilities. Among these are flexibility in terms of class attendance and other adaptations as appropriate to individual conditions. However, these accommodations are not unlimited and the student must bear responsibility for notification of absences and for make-up work and tests.

If you are a student with a chronic health condition or a serious injury that requires academic assistance, you are encouraged to contact Dr. Judy Smith, Executive Director of Wellness at 814-824-2037 or email her at jsmith@mercyhurst.edu. Examples of chronic health conditions include, but are not limited to, disorders of digestion, immune function, respiration, circulation, and endocrine functions, etc. Injuries of a temporary nature (e.g. sprained ankles, broken legs) are not considered disabilities under law.

Please note: if a disability causes absences beyond what is educationally practical, completion of a given course in that semester may not be possible. In that case, a withdrawal from the course may be appropriate.

Asperger Initiative at Mercyhurst - AIM

In 2008, Mercyhurst introduced a program to meet the needs of the growing population of college students who have been diagnosed with Asperger Syndrome and High Functioning Autism. Our program focuses on building a foundation for self-advocacy, social skills, and sound academic progress. Recognizing the role that parents of students diagnosed with Asperger Syndrome have held in their student's lives, families are consulted when appropriate in matters of concern. Students interact with a qualified staff of professionals from throughout our campus and receive a full complement of social and educational services. This program also includes access to all of the accommodations that students qualify for under Section 504 of the Rehabilitation Act of 1973.
The Asperger Initiative at Mercyhurst is a program that equally emphasizes academic and social competence. AIM students need help in developing campus competencies, knowing how to navigate the library, cafeteria and classroom. The goal for students within this program is to develop their academic and social niche, demonstrate proficiency in their academic core area, and experienced an overall sense of satisfaction with their Mercyhurst College experience. This will be evidenced in the students’ earning not only an academic GPA, but an AIM grade point average (GPA) which reflects their social competence.

In addition to the academic accommodations outlined through the Learning Differences Program, students in AIM receive social support. Included activities are participation in Asperger Advisory group, peer mentoring program, priority for single room residence hall, social events and participation in Autism Awareness Month activities. A unique residential support program is available to students giving them the option of residing in a living learning community in order to practice needed life skills appropriate in the residence hall.

Students in AIM pay an additional fee for these services. Space is limited. Early application is suggested. Admission to Mercyhurst University does not guarantee admission to the AIM program.

The Marion Shane Multicultural Center (MSMC)

The Marion Shane Multicultural Center (MSMC) advocates educational growth through scholarship, leadership and service. The center strives to implement retention and personal enhancement programs that are instituted for students that helps to promote academic success and professional development. The Multicultural Center assists with the educational, cultural, social and personal needs of all students, with special emphasis on ethnicity, gender, and minority issues. The primary focus of the center is to enhance our students experiences while aiding in the development of tomorrow's leaders and scholars.

Our Vision:
- To create campus-wide awareness of diversity
- To positively influence recruitment and retention of students
- To expose the richness found in color, gender, national origin, creed, lifestyle and sexual orientation
- To foster a safe environment for all students to learn and develop multicultural competencies

The many social and educational multicultural events and activities we provide aren't just to help you expand your mind while you're here at Mercyhurst University. We understand how important embracing diversity will be for your life even after graduation. That's why whatever your understanding of multiculturalism is currently, we've got the tools that will enhance your GLOBAL PERSPECTIVE.

What we offer:
- Awareness of university policies and procedures
- Student retention support through various mentoring initiatives
- Educational programming
- Act as an advocate for students
- Professional development opportunities
- Leadership development
- Cultural programming

Come visit our office located on the Main Level of the Student Union. We promise how you enter, you will not leave the same.

Pertrina D. Marrero
Police & Safety

The Mercyhurst community is served by its own Police & Safety Department. This trained professional team maintains order and security throughout the learning, living and recreational areas of the university. The Police & Safety staff partners with the Erie police force, the Erie District Attorney’s office, and state and federal governments to enforce established law, as well as university rules and regulations.

Generally, Mercyhurst is a very safe institution, but gates and reception desks cannot guarantee that a criminal element will not appear on campus. Parents and families can encourage their students to become responsible, safety-conscious members of the university community by discussing the following important safety “Do’s and Don’ts”:

Do:
- Follow building access procedures, and report solicitors attempting to enter buildings to the hall director.
- Always lock your room and carry your keys.
- Keep a separate record of account numbers and PIN numbers.
- Engrave valuable items if possible, and keep a record of serial numbers.
- Establish a buddy system, and always let others know when you leave campus alone.
- Discuss any behavior or event that does not seem “normal” with your hall director or Police & Safety.

Don’t:
- Prop open doors for any length of time.
- Hide room keys in the hallway.
- Keep large sums of money or credit cards in your room.
- Leave valuables such as laptops and MP3 players unattended in public areas.
- Walk alone after dark.
- Ignore an event that is odd or unsettling.

Your student can learn additional safety tips by visiting the Police & Safety portal page.

In accordance with state and federal campus security acts, Mercyhurst makes available an annual security report for the Erie, West and North East Campuses. You can view the most current report at my.mercyhurst.edu under the “visitor” tab. New reports are released each October.

As stated, many service areas of the university work together to guide students in making safe and legal decisions regarding alcohol and drugs. As you discuss these issues with your student, you can use the following overview of alcohol offenses and the possible penalties levied under Pennsylvania Act 31:

<table>
<thead>
<tr>
<th>Misrepresentation of age to secure alcohol</th>
<th>Parental Notification</th>
<th>Fines</th>
<th>Confinement</th>
<th>License Suspension</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Underage purchase, consumption, or transportation of alcohol</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Carrying a false identification card</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

You can contact the office during regular business hours or in an emergency.

Police and Safety
McAuley Hall, lower level
814-824-2304
Sustainability

Sustainability is not just about being environmentally friendly, but also understanding the impacts our lifestyle choices have on others, including the global implications. Here at Mercyhurst University we are committed to sustainability, which requires the participation of the entire campus. As you get ready for your first year of college, join Mercyhurst by supporting these efforts.

While packing and thinking about what to bring, make sure to communicate with roommates to cut down on the number of duplicate appliances or entertainment systems, pack a surge protector to protect electronics during power surges and help cut down on energy waste while appliances are in stand-by mode, and bring only CFL bulbs to campus instead of incandescent light bulbs. All of these choices help to reduce electricity consumption.

Reducing waste is another sustainability effort here at Mercyhurst. Students are encouraged to bring reusable water bottles and mugs rather than buying bottled water; discounts are even given at the coffee bar for using reusable coffee mugs. And instead of packing paper towels, bring washable hand towels and dish rags to help cut down on your paper waste.

While on campus, Mercyhurst encourages our students to be conscious of their actions regarding resource uses and do their best not to be wasteful. Some of these expectations include proper recycling in all areas of campus; energy conservation, through remembering to turn off lights, entertainment systems, and classroom projectors when not in use, or keeping heating or A/C systems at a reasonable temperature; and cutting down on unnecessary transportation by carpooling with friends and roommates or riding the Mercyhurst EMTA bus line to get to the mall, movie theater, and grocery stores.

Students are always welcome to work with the Sustainability Office on new projects that will increase the sustainability of Mercyhurst University; they can apply for funding for these projects from the Student Sustainability Fund, a fund created through a student petition to assess all traditional undergraduate students a $15 per year fee for green projects. We are excited to welcome our incoming freshman and are here to help.

Sustainability Office
305 Egan Hall
814-824-3829
sustainability@mercyhurst.edu
Dear Student and Family,

The Office of Student Financial Services is committed to the needs of its students and parents. We recognize that a college education is a significant investment in your child’s future and a major concern for most families. We understand your concerns and want to make this process as easy as possible. With a combination of our institutional scholarships and grants, federal and state aid, and a variety of financing plans, a high quality Mercyhurst University education is not only valuable, but affordable.

This section has been prepared to provide you with information about the financial aid and billing process and provide a resource for you to refer to after you leave today. This section also provides information about the Mercyhurst OneCard, an ID card that acts as a multipurpose card for all services Mercyhurst has to offer on campus, including building access, meal plans, and printing services.

The SFS Office offers a one stop shop for your financial aid and student account questions, including personalized counseling with your SFS Counselor by appointment. Please visit us in 115 Old Main or call us between 8:30 and 4:30, Monday through Friday, at 814-824-2288. Detailed financial aid and billing information is also available at the Mercyhurst University website: mercyhurst.edu.

We look forward to serving you throughout your time at Mercyhurst.

Sincerely,

Carrie Newman
Director, Student Financial Services
Student Financial Services

The Office of Student Financial Services (SFS) is committed to the pursuit of excellence as follows:

- In serving students by providing timely and appropriate information about application processing for scholarships, grants, loans and work-study.
- In providing the maximum and most favorable financial aid resources available to attract and retain students at Mercyhurst.
- In counseling and advising students on their costs and financial planning, as well as their financial aid rights and responsibilities before and during enrollment and after graduation.
- In providing student bills and pertinent educational tax statements (1098-T, 1042-S, etc.) required for federal and state income tax annual filing.
- In initiating and implementing efficient and student-friendly procedures that add value to its business processes and services.
- In ensuring integrity in the administration of all student aid programs.

Student Rights & Responsibilities

Students have the following rights:

- Access to complete information regarding fees, payment and refund policies.
- Confidentiality of all personal and family financial information.
- Reconsideration of student aid eligibility if student and parent’s situation warrants it through an appeal to SFS.

Students have the following responsibilities:

- To advise SFS of any additional financial aid received that is not indicated on the Mercyhurst Financial Aid Award Letter Notification
- To follow application filing deadlines and to submit all required documentation for verification of financial and other information pertaining to the financial aid application process within 30 days of the request.
- To give SFS permission to relay pertinent financial, academic, and other information to donors of aid upon request.
- To maintain Satisfactory Academic Progress (SAP) for Financial Aid (refer to Course Catalog for SAP Policy).
- To comply with the rules governing the types of financial assistance the student receives.

Students incur a legal obligation to pay for tuition and fees when registering for classes. Students should contact the Office of Academic Affairs if they expect to withdraw from the university. A recalculation of financial aid and billing charges may be required. Please refer to the Mercyhurst Course Catalog for detailed information on dropping courses or withdrawing from the university.
**Student Billing Schedule**

Mercyhurst fully supports the green initiative by providing 100% online billing. No paper bills will be mailed.

Students will receive an eBill for each semester. Students can retrieve their bill anytime beginning mid-July via their online Mercyhurst portal.

Bills must be paid no later than the due dates below.

<table>
<thead>
<tr>
<th>Term</th>
<th>Billing Date</th>
<th>Payment Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>Mid July</td>
<td>August 3, 2014</td>
</tr>
<tr>
<td>Spring</td>
<td>Early December</td>
<td>January 7, 2015</td>
</tr>
</tbody>
</table>

Students are notified via Mercyhurst email, the official SFS communication vehicle, when there has been any change to their student account. Students are responsible for checking bill updates and any balance adjustments on a regular basis.

**Students grant “guest access” to parents to view online bill.**

Guests will also receive email notifications about changes to the student account if the student provides the email address during guest registration. eBill login instructions and granting guest access are included at the end of this section.

**Cost of Attendance by Semester (estimated)**

<table>
<thead>
<tr>
<th></th>
<th>Living on Campus</th>
<th>Commuter (living with parents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition*</td>
<td>$14,800</td>
<td>$14,800</td>
</tr>
<tr>
<td>Fees</td>
<td>$943*</td>
<td>$943*</td>
</tr>
<tr>
<td>Room</td>
<td>$2,737</td>
<td>$--------</td>
</tr>
<tr>
<td>Meal Plan</td>
<td>$2,663</td>
<td>$--------</td>
</tr>
<tr>
<td>Total Direct Costs</td>
<td>$21,143</td>
<td>$15,743</td>
</tr>
</tbody>
</table>

Indirect costs include: Books/Supplies/Travel/Misc.

Tuition charge is for full time study between 12 and 18 credit hours

- Standard Required Fees are shown. Other fees may apply depending on student’s individual program
- Standard Room is a Baldwin/McAuley Hall double. Warde Hall is $3,655/semester
- Standard Meal Plan is the Silver Plan. Actual charge depends on plan chosen
- First semester only will include an orientation fee of $1,200 and a OneCard fee of $35
- Lab and studio fees are extra and range from $200 - $250 per course

**Payment Methods & Financing Options**

- Electronic payment from checking or savings account (via eBill website)
- Credit Card: AMEX, MasterCard, Visa, Discover via eBill (convenience fees apply)
- Paper Check
- Money Orders
- Cash
- 529 Savings Plans

A free application for federal student aid is available for filing at FAFSA.ed.gov.
- Federal PLUS Loans
- TMS Monthly Payment Plans
- Combination of PLUS & TMS Monthly Payment Plan
- Alternative Educational Loan
- Home Equity Loans*
- Lines of Credit Borrowing from Life Insurance*
- Borrowing from a retirement or 401(k) plan*
- Other Personal Bank Loans

*Check with your Accountant or Financial Advisor for possible tax implications.

**TMS Payment Plan**

Spread your education expenses over the semester. The TMS Payment Plan is interest free. Enrollment fees do apply. Apply at afford.com.

<table>
<thead>
<tr>
<th></th>
<th>#Payments</th>
<th>Start Date</th>
<th>End Date</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>5 or 4</td>
<td>7/1 and 8/1</td>
<td>11/1</td>
<td>$35 per semester</td>
</tr>
</tbody>
</table>

Payment plans are great for balanced budgeting and avoiding late fees.

If you choose a semester plan, you will re-enroll each semester that you want to remain in the program. TMS sends reminders throughout the semester and reapplying is easy!

A student's registration is not considered complete until the bill is paid in full or payment arrangements have been approved. Students must have the bill paid by the bill due date to avoid late fees and deregistration. Students are not permitted to register for future courses if there is an outstanding balance.

If Subsidized/Unsubsidized Direct Loans were accepted in the student's financial aid package, student must complete MPN & Loan Counseling requirements before the bill due date at: studentloans.gov. This is a one-time requirement while at Mercyhurst.

If mailing checks or using a 3rd party for payments or loans, please allow mailing and processing time to meet the bill due date. **Payments must be received by the bill due date.**

**Financial Aid on the Bill**

Financial aid is reflected on the bill for financial planning purposes. Aid is not actually credited to the student’s account until after the drop/add period, when final enrollment eligibility is confirmed and verification is completed. This is usually the second week of classes. If a student is not full time, they should contact their SFS Counselor in writing right away so the awards can be adjusted accordingly. Otherwise, awards will be adjusted after the drop/add period is over and a revised award letter will be sent. Mercyhurst Scholarships and Grants require a student to remain full time and maintain Satisfactory Academic Progress (SAP) as outlined in the official Mercyhurst University Course Catalog.

If a student has accepted student loans to help cover expenses, a signed promissory note and entrance counseling must be on file by August 1, 2014. If parents are utilizing a PLUS Loan or Alternative Loan, applications and promissory notes must be completed by August 1, 2014. If these are not on file by August 1, the bill will not reflect the loans and the student is responsible for the full payment by the due date.
These loans are still available after August 1st and throughout the semester as long as the student is registered and meets eligibility criteria, however, the bill must still be paid by the due date with other funding sources, such as savings or a credit card. Once loan proceeds are received, the excess funds will be refunded to the student or you, in the case of a PLUS Loan, when they are received at Mercyhurst. Refunds do not begin until approximately 3 weeks after classes begin and continue throughout the semester.

**Tuition Refund Policy**

The Office of SFS may be required to make necessary recalculation adjustments to the student’s charges and financial aid when a student withdraws completely from all courses in a given semester at Mercyhurst University. There are official policies in place that a student must follow if this situation occurs. Please refer to the Mercyhurst University Course Catalog to review and understand the full policy.

Financial Aid awards and student bills are subject to change based on any updates received from any outside agency or scholarship donor and in accordance with all federal, state, and institutional policies. It is the student’s responsibility to check their bill regularly for changes.

**Financial Aid and Awarding**

**Types of Financial Aid**

- Scholarships – gift aid
- Grants – gift aid
- Loans – must be repaid
- Work-study – a position at the college that the student is assigned. The student must have been awarded work-study on the Award Letter.

Scholarships and Grants are awards that do not have to be repaid; however, many may have specific criteria which must be met to remain eligible. For example:

- Financial need
- Grade point average
- Major
- Participation in athletics, dance, music, art, etc.

Most Mercyhurst Grants and Scholarships are renewable for a maximum of four consecutive years; however, a few are only two year awards. Please refer to your Admissions packet for details on the specific awards which were included on the Award Letter in your Admissions Packet.

**PELL Grant:**
Federal grant based on need. Eligibility is determined by filing the FAFSA.

**PHEAA Grant: (PA residents only)**
Must file your FAFSA by May 1
PHEAA sends student eligibility notice
PHEAA Validation: Provide any requested documentation to Harrisburg promptly
Mercyhurst certifies enrollment & academic progress

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Other Important Telephone and Website Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers (Toll-Free)</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAFSA</td>
<td>(800) 4FEDAI</td>
<td><a href="http://fafsa.ed.gov">fafsa.ed.gov</a></td>
</tr>
<tr>
<td>Tuition Management</td>
<td>(800) 722-4867</td>
<td><a href="http://afford.com">afford.com</a></td>
</tr>
<tr>
<td>System (TMS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PHEAA</td>
<td>(PA State Grants)</td>
<td><a href="http://phea.org/stategrants">phea.org/stategrants</a></td>
</tr>
<tr>
<td>Federal Direct Loan</td>
<td>(800) 848-0979</td>
<td><a href="http://dl.ed.gov">dl.ed.gov</a></td>
</tr>
</tbody>
</table>
College Work-Study Awards:
Students who received a Work Study award in the Award Letter are contacted in mid-July via email with a list of jobs available along with a form to indicate student job preferences. Work assignments are made on a first come, first serve basis. Wages are paid directly to student and do not appear on student bill.

Federal Direct Stafford Loans: Students are required to complete a Master Promissory Note and Entrance Counseling online at studentloans.gov.

Subsidized
- Student demonstrates financial need after all other financial aid is awarded.
- Federal Government pays the interest while the student is in school (enrolled at least half-time).
- The current origination fee is 1.072% and will be deducted from the loan up front. The net amount of the loan is applied to the student account.

Unsubsidized
- Student does not demonstrate financial need after all financial aid is awarded.
- Interest accrues while the student is in school and during grace period. The current interest rate is 3.8690%.
- Payments can be deferred until out of school.
- The current origination fee is 1.072% and will be deducted from the loan upfront. The net amount of the loan is applied to the student account.

PLUS Loans for Parents
- Federal Direct PLUS Loans are available to parents if they do not have an adverse credit history.
- A parent of an undergraduate student may borrow up to the total Estimated Cost of Attendance less financial aid resources received by the student.
- The current interest rate is fixed 6.41% and is charged on the loan from the time the loan funds are disbursed until it is paid in full. The interest rate for the 14-15 year will be determined on July 1, 2014.
- The Federal PLUS Loan currently has 4.288% origination fee at the time of origination. The net amount of the loan is applied to the student account.
- Apply online at studentloans.gov. Use your federal PIN to login, apply and sign.

Private Alternative Education Loans:
- If you need extra resources or are only interested in being a co-signer for your student, please visit our website at mercyhurst.edu/financial-aid.

Important Reminders:
- File FAFSA annually (by Mercyhurst priority deadline of March 15)
- PA residents complete PHEAA app by May 1 each year.
- Mercyhurst scholarships and grants: most are available for a maximum of four consecutive years, however a few are two year awards only. Please refer to your Admissions Award Packet for details on your awards, including GPA renewal requirements.
- Review the scholarship renewal requirements and have a clear understanding of financial aid policies Federal, State, and Mercyhurst awards may have different GPA requirements.
• Students are expected to complete at least 30 credits per year (may be more depending on program of study)
• Students are required to complete at least 24 credit hours per year & achieve the required cumulative GPA for each award.
• There are federal, state, and institutional policies, including Satisfactory Academic Progress requirements which must be met each year to continue eligibility

• If renewal requirements are not met, the scholarship will be canceled.
• Visit mercyhurst.edu/financial-aid for details.

**ebill instructions for students:**

1. Log into your *My Mercyhurst Portal* (my.mercyhurst.edu)
2. From the Services Dropdown menu, select Student Financial Services
3. Select the blue hyperlink "Click Here to View My eBill"
   a. This is a single sign on process, so you should not have to enter any additional log in information

If your parent, spouse, or other interested party is paying for your college education, make sure you add them as a Shared Access user on your eBill account. You can add additional users to your eBill account by:

1. Once in the eBill, select My Profile
2. The 3rd option on the left will be Shared Access
3. Once you select Shared Access, you will enter your parents/interested party information
   a. This will allow these individuals to receive any e-mails when your eBill is updated. The e-mail which is received will also include the link which they must use to log into the eBill system.

Parents, once access is granted to you by your student, you can bookmark the eBill Guest Access website at:

https://secure3.i-doxs.net/mercyhurst/

Guest users will sign in with the login and password your student assigned to you. Guests can change their individual passwords immediately upon entering the website. This does NOT impact the student’s login or password.

**Access to Student Financial Records**

Students’ information and records are kept confidential and are protected under FERPA regulations. The student should complete the FERPA Form from the Registrar’s Office identifying all parties that have access to the student records.

The Office of Student Financial Services is here to serve you. We look forward to working with you.

Please call the SFS Office at 814-824-2288 if you have questions or need assistance now or in the future.
OneCard – Your Mercyhurst ID Card

A Mercyhurst University identification (ID) card or “OneCard” is the key to accessing most of the available services on and off campus. It is a student’s dining, library and point-of-sale purchase or declining balance card. Students use this card for their meal plan and any of the additional dining services available. Students have instant access to all cold drink and snack vending machines across campus. Additionally, all multifunction print stations accept the OneCard and have the ability to select allotted prints, or access the student’s campus cash accounts when their free prints are exhausted.

Mercyhurst University has partnered with PNC Bank to offer a co-branded ID card through PNC’s University Banking Program. All students receive a OneCard and will now have the option to connect a PNC bank account to it. When linked to a PNC bank account, the OneCard can function as a debit card. This allows students to use the same card for all university-related transactions as well as anywhere a debit card is accepted.

The OneCard Office is responsible for meal plans and any changes associated with them. Between the beginning of the term and the last day to drop/add classes, meal plans may be changed. After last day to drop/add classes, meal plans may not be decreased or removed. At any time during the academic year, meal plans may be increased and dining dollars can be added.

OneCard Office
McAuley Hall, lower level
Office: (814) 824-3640
Fax: (814) 824-3230
onecard@mercyhurst.edu
Dear Student & Family,

On behalf of the Information Technology department, it’s my pleasure to welcome you to Mercyhurst University. For incoming students, technology is a constant part of life. At Mercyhurst University, technology is also an integral part of the academic experience.

In this section, you’ll learn about the variety of network and computer services available – including your Mercyhurst email account, the Blackboard Course Management System, and WebAdvisor. Students bringing a computer to campus will also find valuable information about the requirements and preparations necessary before moving in.

If you have any questions, please visit or call the Help Desk located in the Hammermill Library.

Sincerely,

Jeanette Britt
Chief Information Officer
It's critical that students regularly check their Mercyhurst email account, or forward it to another account, and change the password every 180 days or more often.

Increasingly Mercyhurst uses technology to enhance learning and communication with our students.

Therefore, it is essential that freshmen learn this technology and develop the habits of using these tools responsibly to stay current with classroom activities, university obligations and campus opportunities.

Academic Computing and Information Technology (IT) Services

Your student will be able to enhance learning and leisure activities through our well-developed computer facilities and services. Mercyhurst is a completely networked campus, including a network port connection for each student in the residence halls and university apartments. Campus wireless connection, LakerVapor, is provided in student rooms and apartments. Wireless connectivity is also available in the public areas, student residences, the library, the student union, the bookstore, and in most buildings across campus.

Our local area network (LAN) gives each registered student access to these online resources:

- Internet access.
- Email account at Microsoft’s Office 365 with one drive.
- WebAdvisor access for online registration, grades, class schedules, and financial information.
- Blackboard access for online course information, course work, and learning resources.
- Plato academic server for use within courses and academic programs.

Each account is private, requiring the student's username and a password. During Welcome Week, students will learn how to use these services and follow our code of conduct for IT. Students are not required to have their own computer; the University has more than 250 computers in 11 labs and 40+ classrooms with electronic podiums. However, an individual computer is often preferred because the student has full access to these resources from his or her residence.

To assist families in preparing their student for academic computing, we have created an online resource. Families can conveniently access it at my.mercyhurst.edu. Choose IT Help Desk and then click on For New Students.
Recommended Basic Computer Setup

The standards recommended by the Mercyhurst IT Department for new computer purchases are below. The recommendations are made with a four-year useful life in mind.

PC System (desktop or laptop)

- Microsoft Windows 7 (32-bit / 64-bit) or Windows 8
- 8 GB of RAM minimum
- 500 GB (or more) hard disk space total
- 10/100/1000 LAN Wired Ethernet Port
- 802.11b/g/n Wireless for laptops
- USB Flash Drive (aka: thumb drive, jump drive, travel drive) 4 GB or larger
- Cat 5 ethernet cable

Macintosh System (desktop or laptop)

- Mac OS 10.7 or higher
- CAT S ethernet cable
- 4 GB RAM or higher
- 500 GB (or more) hard drive space total
- 10/100/1000 LAN Wired Ethernet Port
- 802.11b/g/n Wireless for laptops
- USB Flash Drive (aka: thumb drive, jump drive, travel drive) 4 GB or larger

All network-enabled devices (computers, phones, gaming systems, tablets, BluRay players, wireless printers, etc.) must be registered for full network access with Bradford campus manager.

The registration process occurs as the computer is connected to the network for the first time. The computer is scanned to verify that the operating system and anti-virus software are up to date. The registration process is described on the IT Help Desk page at my.mercyhurst.edu.

Some devices require manual registration at the Help Desk: wireless printers, gaming systems, smart TVs and BluRay players. If a device needs to be manually registered, the student must provide the device’s MAC address.
Before move-in, students should:

1. Know their username and password.
2. Check their Mercyhurst email regularly or set it up to forward to another email address.
3. Perform all computer updates prior to arriving on campus.
4. Log in to the portal and check out the New Student Technology Information page.
5. Verify that their anti-virus software is Mercyhurst approved and up-to-date.
6. Be ready for the Bradford network registration process and requirements.
7. Read the IT Code of Conduct and the Student Handbook.
8. Protect their personal information by using secure, complex passwords.
9. Register with the password management tool.
10. Know how to contact the IT Help Desk.

• 814-824-3200
• helpdesk@mercyhurst.edu
• Hammermill Library

IT Checklist

Ensuring your PC meets the Mercyhurst University requirements

Operating System for Desktop and Laptop Models

Windows Vista or Windows 7 (32-bit or 64-bit) or Windows 8 ___Yes ___No1
Windows Operating System must have current updates applied ___Yes ___No2
MAC computers must have a minimum OS X (10.7 or higher) ___Yes ___No3

NOTE: All current updates must be installed. Check before you come to campus! Go to windowsupdate.microsoft.com to verify.

Anti-Virus Software

Anti-virus software is installed, operational and updated ___Yes ___No4

Network Connections for Desktop and Laptop Models

10/100/1000 Ethernet connection is required for wired LAN connection ___Yes ___No
CAT5e Ethernet connection cable with RJ 45 connector is required. ___Yes ___No
802.1x a/b/g/n Wireless LAN connection (built-in on laptops only) ___Yes ___No

NOTE: Wireless routers are prohibited. Individual connections will be disabled if they interfere with activity on the Mercyhurst network.

If you answered “No” to a requirement for your current system, you might find useful these resources for upgrades:

1. The Windows Vista operating system is also acceptable, Windows 7 & 8 are preferred and perform better in a networked environment.
2. Your computer can download and install Critical Updates and the latest Service Packs from the Microsoft Windows Update option in Internet Explorer.

Please note, other anti-virus software that is installed on a computer must be verified by the IT Help Desk staff before the student can register the computer online during fall move-in. Trial versions are not acceptable.

BE SURE YOUR ANTI-VIRUS SOFTWARE IS UPDATED AND FUNCTIONING
Special PC Purchase Options for Students

The IT Help Desk page at my.mercyhurst.edu includes information about special purchase programs for computers. Choose IT Help Desk, then For New Students and click on the Mercyhurst Discounts link.

Special pricing is available through the Apple Store and Dell Corporation.

Families can also purchase software including Microsoft Office Professional at special student prices. Be sure to check these prices before you purchase elsewhere; the discounts are significant. Software can be purchased through the JourneyEd links found on the IT Help Desk page.

Preparing for Move-In

On move-in day, our IT staff will be available to assist families. Please note that you should bring from home and have available these items:

- your computer Operating System recovery CDs,
- your additional software CDs for reinstallation, and
- your computer warranty information.

The Mercyhurst IT department provides technical support for students experiencing difficulty with their computers. Student Technology Consultants provide assistance in the IT Technical Services room located in the Hammermill Library or in the residence halls by appointment only. Our staff will resolve network connection issues and provides general troubleshooting of computer problems free of charge as time permits.

Hardware repairs will be referred to local vendors or warranty service to the manufacturer of the computer. Information to improve computer efficiency can be found on the IT Help Desk page.

IT Code of Conduct

Of equal importance are the personal and ethical choices that arise using technology. The Code of Conduct for Use of Information Technology applies to all uses of technology by Mercyhurst students. Families should review and discuss the standards set forth by the code. The full Code of Conduct with sample violations and sanctions is in the Student Handbook and online. In brief, the code states that the “information technology systems and networks at Mercyhurst University are intended to be used in a manner that supports the educational mission of the university and is conducive to the overall academic climate. Because electronic information is easily reproduced, respect for authorial integrity is essential. Violations such as plagiarism, unauthorized access, copyright violations and invasion of privacy will not be tolerated.”
The university provides local telephone service in the common areas of the residence halls. Students can use prepaid calling cards or their own cell phone service for long distance calls.

**IT Resources**

Student support is provided primarily by graduate and undergraduate residence technicians. IT staff will diagnose and resolve network connectivity issues.

1. **Help Desk**

   Location: Hammermill Library  
   Telephone: 814-824-3200  
   Hours:  
   - Monday-Thursday: 8 a.m. - 8 p.m.  
   - Friday: 8 a.m. - 4 p.m.  
   - Saturday: 1 - 5 p.m.  
   - Sunday: 1-9 p.m.  
   Summer hours: Monday-Friday 8 a.m. - 4 p.m.  
   Email: helpdesk@mercyhurst.edu

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