

# ORIENTATION

## Family Guide

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MERCYHURST  
UNIVERSITY



# Welcome

Dear Students,

On behalf of our entire college community, welcome to Mercyhurst University! At Mercyhurst, our faculty and staff are committed to student success. While we encourage you to work hard in the classroom, we also want you to take advantage of a full, robust college experience.

As you get to know us, you will hear us talk about the Mercyhurst Experience and how we transform lives. It is the Mercy tradition that grounds us, guides us, and challenges us to be our best selves and to do that in service to you, our students.

Mercyhurst students have many opportunities to attend special events on campus; engage in leadership activities, clubs, and organizations; and participate in fine and performing arts, or varsity and club sports. In fact, I urge you to learn and engage in activities that are new or unfamiliar to expand your knowledge and worldview. Learning about other cultures, countries, and traditions is crucial to living, working, and succeeding in our global society.

As a small university with a 14:1 student-faculty ratio, Mercyhurst provides one-on-one mentoring and creates an environment where you are free to push beyond your comfort zone and discover who you are and what you aspire to be, and experience intellectual adventure in all its many forms.

Summer orientation is designed to guide you along the various avenues of engagement at Mercyhurst. Although the COVID-19 pandemic has changed our approach, rest assured that the Mercyhurst family is channeling all its creative resources to make this year's virtual orientation experience both exciting and meaningful.

Ultimately, your success will be through your own achievement, but please know that we are fully invested in helping you to reach your goals.

We could not be more privileged to welcome you into this vibrant learning community. It is you who make us what we are, and we look forward to the fresh ideas and energy you bring to our campus.

Carpe Diem,

Michael T. Victor, J.D., LL.D.  
President



# In This Guide

## Academics

Academic Calendar and Curriculum	
iMU Course	
Academic Advising	
Academic Services & Support	
Academic Advantage Program	
Learning Differences	
ADA Accommodations	
Peer Tutoring Services	
Career Development Center	
Academic Policies	10
Academic Achievement	10
Academic Responsibility	11
FERPA	11

## Student Life

Making the Most of the Mercyhurst Experience	16
Welcome Week	17
Campus Involvement Center	18
EMTA Partnership	19
Campus Ministry	20
Community Engagement	21
Athletics and Recreation	22
Residence Life	22
Title IX	24
Commuter Life	25
Dining Services	25
Health Services	26
Counseling Center	26
Autism Initiative at Mercyhurst (AIM)	27
Police & Safety	27
OneCard – Your Mercyhurst ID	28
Sustainability	29

## Payment Options

6	Student Financial Services	31
6	Student Rights & Responsibilities	31
6	Student Billing	32
7	Nelnet Campus Commerce	32
7	Financial Aid on the Bill	32
7	Tuition Refund Policy	33
8	Financial Aid and Awarding	33
8	eBill Instructions	35
9	Access to Financial Records	36

## Technology

	Academic Computing and Information Technology	38
	Recommended Basic Computer Setup	38
	IT Checklist	39
	Preparing for Move-In	40
	IT Code of Conduct	40
	IT Resources	40

# Academics

I'm sure you have been on the receiving end of many "welcome to Mercyhurst" moments since arriving on campus. The friendly outreach to new faculty, new students and their parents is something I found refreshing when I walked through the Mercyhurst gates for the first time in 2001. Many things have changed since then, but the genuine nature of these gestures of hospitality and compassion that embody the sentiment of our founders, the Sisters of Mercy, has remained constant.

Mercyhurst University is a Mercy institution in the liberal arts tradition, one where knowledge, faith and reason intersect. As such, we are committed to challenging students and faculty to pursue excellence in all aspects of the academic experience. These experiences come in many forms, all of them with deliberate and purposeful intentions.

The Office of the Provost and Academic Affairs is the hub for all academic matters and provides support for the many functions needed to help move students from entry as a first-year student through graduation. We have prepared this section to assist you in understanding the people, policies and procedures that will help you in this process.

On behalf of the Office of the Provost and Academic Affairs, allow me to offer you a more formal Mercyhurst welcome.

Carpe Diem,

Leanne Roberts, Ph.D.  
Provost and Vice President for Academic Affairs



# Academic Calendar and Curriculum

The academic year is divided into two 16-week semesters. During each semester there are also two 8-week mini-terms to offer flexibility in scheduling. Mini 1 and Mini 2 are offered during the fall semester and Mini 3 and Mini 4 during the spring. Most courses will be offered during the 16-week-long semester. Typically first-year students enroll in 12 to 18 credits (or 4 to 6 courses) each semester to earn 30 credits (10 courses) in an academic year. This can include a combination of traditional semester-long courses (students must take at least three) and 8-week mini session courses (students can take no more than two classes in any mini). All first-year students take the iMU first-year experience courses that take place during their first academic year. The average first-year student will spend between 15 to 20 hours per week in direct classroom instruction, and 40 to 60 hours per week in out-of-class work and study.

Mercyhurst is a university rooted in the liberal arts tradition and requires students to complete the REACH Curriculum in addition to their major requirements. The REACH Curriculum is an integral part of a Mercyhurst education that provides students with a broad-based education that is grounded in the Mercy mission. The courses in this experience are designed to challenge mindsets and assumptions, enable the development of critical thinking and problem-solving skills, encourage curiosity and creative inquiry, cultivate an appreciation of arts and culture, ignite community awareness and engagement, and help instill in our students a resilience in the face of challenges. The flexibility of the REACH Curriculum allows students to explore interests outside their major, as well as to declare a minor or double major if they wish. Families can view the REACH Curriculum online in the Undergraduate Course Catalog on the Mercyhurst website.

## iMU Course

All first-year students take iMU 101 and iMU 102 as part of their first-year experience requirement. Both courses are 1 credit and should be taken in their first year. The iMU courses are designed to assist students as they transition to college life by providing resources and information that are critical for success. Our students will receive three-fold benefits from the iMU experience:

- Early and repeated access to iMU facilitators and mentors from across campus will allow students to build deep connections to the Mercyhurst community and foster a devotion to the mission and traditions of the university.
- The course content will provide students with information and inspiration to be academically successful, healthy, socially engaged and prepared for the practical demands of adult life.
- The overall experience will help us build an incoming class that is resilient in the face of challenges, engaged in the life of the university, and able to serve as ambassadors for Mercyhurst throughout their lives.

## 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 and Learning Differences. Working in partnership with each other, faculty advisors and academic counselors guide students in selecting courses that address their academic interests, fulfill REACH and graduation requirements, and prepare them for post-baccalaureate work.

At Mercyhurst, students can declare a major in their first year or choose to begin their studies as an exploratory student. The faculty advisor and academic counselor will help the exploratory student investigate various academic disciplines while meeting REACH 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 first-year students 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 register for classes.

*Mercyhurst is a teaching institution that values the classroom experience. Therefore, it is essential that first-year students establish a daily time management plan for consistent class attendance and independent study sessions.*

*Successful students utilize campus resources to maximize their academic potential. Students are encouraged to connect with their Academic Counselor, the Tutoring Center and the Writing Center.*

## Academic Services & Support

### Office of Academic Support & Learning Differences

The Office of Academic Support and Learning Differences 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 exploratory 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 early alert/midterm grade reviews.

#### Office of Academic Support and Learning Differences

123 Egan Hall  
814-824-2299

### Academic Advantage Program

The Academic Advantage Program (AAP) is a fee-based, structured academic support program designed to help with the transition and adjustment to college academics. The academic counselor and student will work together to develop an individualized academic action plan based on the student's strengths, abilities, and interests. Through this individualized plan, students learn how to acquire more effective and efficient study skills necessary for academic success. These sessions also promote self-awareness and foster independence to increase academic success. Key features of the program include:

- Weekly meetings with a trained professional academic counselor
- Development and implementation of short- and long-term academic goals to enhance academic success and personal growth
- Assistance with acquiring effective time management and study skills
- Monitoring and reviewing academic progress
- Guidance through curriculum pathways during the student's college career

### Learning Differences (Academic Accommodations at Mercyhurst)

Academic Support and Learning Differences is committed to empowering students with documented disabilities by

coordinating their approved academic accommodations for full participation in the university's programs, courses and activities, as required by Section 504 of the Rehabilitation Act of 1973 and Americans with Disabilities Act (ADA).

These services may include:

- Testing modifications (extended time in a quiet, alternate location)
- Auxiliary aids (note-takers, readers, scribes)
- Assistive technology (reading and voice recognition, listening devices)

## Requesting ADA Accommodations

Mercyhurst University is committed to making reasonable accommodations for qualified students and employees with disabilities as required by law. Individuals seeking an accommodation for a disability must submit a written request outlining the specific accommodation request being made. Supporting documentation may also be required. To request an accommodation, contact Alice Agnew, Director of Equal Opportunity Programs, at [aagnew@mercyhurst.edu](mailto:aagnew@mercyhurst.edu) or 814-824-2362, or stop by her office in 311 Egan Hall. Individuals can access accommodation request forms online at [mercyhurst.edu/student-consumer-information](http://mercyhurst.edu/student-consumer-information). Students can request academic accommodations by submitting their accommodation needs along with their supporting documentation by visiting [augusta.accessiblelearning.com/s-Mercyhurst/ApplicationStudent.aspx](http://augusta.accessiblelearning.com/s-Mercyhurst/ApplicationStudent.aspx).

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" which may include flexibility in terms of class attendance and other adaptations as appropriate to individual conditions. However, the student remains responsible 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](mailto: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.

## Peer Tutoring Services

### The Tutoring Center

The Tutoring Center offers one-on-one and small group tutoring in most REACH subject areas, including English language support. Tutors are current students who have demonstrated mastery over a subject's content area. Tutors maintain a high cumulative grade point average and are often recommended by the faculty at Mercyhurst. Students seeking tutoring can search and book appointments by accessing the Tutoring Center's Hub page, [hub.mercyhurst.edu](http://hub.mercyhurst.edu). Students seeking tutoring for a class for which there is no current tutor may request a tutor by completing the request form on the Tutoring Center's Hub page.

The Tutoring Center  
Hammermill Library 223  
814-824-2407

# The Writing Center

Writing consultants 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 a draft. Students may bring in any writing project for any class or purpose, including writing required for applications, personal statements, and the like. In addition, writing consultants will work one on one with students who want to improve any writing skill or ability, including grammar, punctuation, paper organization, and writing for specific academic disciplines. The Writing Center regularly hosts writing workshops to support students who wish to improve their writing generally. Students can come to the Writing Center, located on the main floor of Hammermill Library, during drop-in hours or make an appointment with a consultant by going to the Writing Center's Hub page and using our scheduling software.

## The Writing Center

Hammermill Library 224  
814-824-2303

# The Testing Center

The Testing Center is a free service available to all new and current Mercyhurst students. The newly renovated Testing Center is now located on the main floor of the Hammermill Library in room 225. The Testing Center offers a proctored, alternative location for students who receive academic accommodations and require extended time to complete exams/quizzes. The Testing Center is also available for any student who needs to complete a make-up exam/quiz (faculty permission required). Any student using the Testing Center must schedule their exam/quiz at least three business days in advance to ensure proper exam arrangements and appropriate testing environment.

The Testing Center also serves as a proctoring site for non-Mercyhurst community members for a fee. Please visit the Testing Center's Hub page for more information about the Testing Center, hours of operation, and to schedule your exam.

## The Testing Center

Hammermill Library 225  
814-824-3048

# Career Development Center

The Career Development Center (CDC) provides services to students beginning the moment they arrive on campus and continuing even after graduation. Some of these services include career counseling, assistance with major exploration, cover letter and résumé review, preparation for job searches and interviews, and providing information related to graduate schools.

Each year, the CDC hosts a Graduate School Fair and a Career Expo on campus. These events bring many organizations to campus to discuss graduate programs, part-time and full-time jobs, and internship opportunities with our students. Students are also encouraged to meet with companies to explore various career paths, even if they are not actively looking for employment or graduate school at the time.

Mercyhurst has joined with Handshake to provide students and alumni with access to employers, job postings and career resources. This system looks a lot like other social media accounts but serves as an online resume and job search platform. Students can apply for positions, request career appointments, register for career events and get 24/7 access to career resources to guide them through their career preparation during college and beyond. On-campus jobs are also posted using Handshake, so you can begin your search for campus employment over the summer. Access your account using your Mercyhurst email

address and password at [mercyhurst.joinhandshake.com](https://mercyhurst.joinhandshake.com).

Career Development Center  
Egan Hall, First Floor  
[cdc@mercyhurst.edu](mailto:cdc@mercyhurst.edu)  
814-824-2427

## Academic Policies

Even the most carefully drawn plans will sometimes require modification. For the first-year students, 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. Anything below 12 credits is considered part-time and may affect financial aid, student visa status, athletic eligibility, or academic progress.

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 (SAP), 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. International students are encouraged to consult with their academic counselor or the PDSO to ensure compliance with visa requirements. It is strongly recommended that students consult an advisor or counselor before making any schedule changes.

A significant number of first-year students decide to make a change of major. Students can find support and guidance through a number of university resources, including their faculty advisor or the Office of Academic Support and Learning Differences. Once a decision to change has been made, the student must make the change official by completing a change of major form and submit it to the Registrar’s office.

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

## Academic Achievement

A noted difference in college learning from high school 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 of the Provost and the Office of Academic Support and Learning Differences.

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 (SAP). In order to make SAP, a student must complete 67 percent of all attempted credits. 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 at [hub.mercyhurst.edu](http://hub.mercyhurst.edu).

## 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 Registrar's Office communicates with students primarily through email. It is important for students to read and respond to email. Colleague Student Planning is Mercyhurst's student database where students can plan their academic career, track graduation requirements and register for classes. Students can also view an unofficial transcript to monitor grades at the end of each semester.

## Family Educational Rights & Privacy Act (FERPA)

How can families evaluate the student's academic progress throughout the student's first 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/guardians.

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

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 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](http://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

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)

[www.ed.gov/policy/gen/guid/fpc/index.html](http://www.ed.gov/policy/gen/guid/fpc/index.html)

### Family Educational Rights and Privacy Act (FERPA)

[www.ed.gov/policy/gen/guid/fpc/ferpa/index.html](http://www.ed.gov/policy/gen/guid/fpc/ferpa/index.html)

### Forum Guide to the Privacy of Student Information

[nces.ed.gov/pubSearch/pubsinfo.asp?pubid=2006805](http://nces.ed.gov/pubSearch/pubsinfo.asp?pubid=2006805)

### HHS – Office of Civil Rights – HIPPA

[www.hhs.gov/ocr/privacy](http://www.hhs.gov/ocr/privacy)

### Mercyhurst FERPA

[ferpa.mercyhurst.edu](http://ferpa.mercyhurst.edu)

# Student Life

Dear students and families,

Welcome to Mercyhurst!

All of us who work in the Division of 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 on campus getting ready for your arrival.

While academics is, and should be, the focus of your time in college, your overall experience 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  
314 Egan  
Office: 814-824-2262  
Mobile: 814-490-1696  
[lzirkle@mercyhurst.edu](mailto:lzirkle@mercyhurst.edu)



# Making the Most of the Mercyhurst Experience

While students will invest a great deal of time and effort in 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:

Gaining confidence and competence as a college student.

A student is meeting this goal if the student 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 a personal purpose in pursuing a Mercyhurst education.
- Developing university-level skills for acquiring knowledge and evaluating ideas.
- Gaining skills 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.

Making positive connections with faculty, staff, and peers.

A student is meeting this goal if the student is:

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

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

A student is meeting this goal if the student 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.

Developing awareness of the impact of the student's personal choices.

A student is meeting this goal if the student is:

- Taking responsibility for personal actions and academic success.
- Working out differences with roommates or peers.

Developing awareness and connection to the university's core values.

A student is meeting this goal if the student 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 and family members 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, happy members of the university community. We hope you'll spend some time learning about some of the resources mentioned in this section.

## 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 is a perfect opportunity for students to participate in educational programs, take a campus tour, attend social events, meet your iMU classmates and make some new friends. Through providing a host of educational and entertaining activities, we want to show students we're glad they're a Mercyhurst Laker!

Freshman Convocation is one of the first of many vibrant traditions that students will experience at Mercyhurst University. At convocation, the Academic Officers of the university, including the President, Academic Vice President, and the Deans of the four colleges 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, students are formally invited, as an incoming Mercyhurst University student, to join the community of learning and to pledge themselves to the intellectual enterprise.

# Campus Involvement Center

Every family has heard: "I'm bored." "There's nothing to do." "I'm lonely." "Everyone does it." Often these same words are spoken by first-year students 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 on the upper level of 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 and air hockey 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 continues to engage students in a variety of activities designed to promote informed decisions and abuse prevention during Alcohol Awareness Week.

We advocate for educational growth through scholarship, leadership and service. We strive to implement retention and personal enhancement programs that are instituted to promote academic success and professional development.

Multicultural programs assist with the educational, cultural, social and personal needs of all students, with special emphasis on ethnicity, gender, and minority issues. Activities offered reflect the diversity of our student population. Programs include diversity workshops, Martin Luther King celebrations, unity days and Hispanic Heritage Month activities, among others.

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 Development Program (LDP) allows participants to discover their own leadership interests and styles while developing specific leadership skills. This dynamic, high-quality leadership training program 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 program are advanced abilities for their professional and personal lives. Through LDP, 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 and appointed 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, 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 90 Recognized Student Clubs/Organizations (RSCO) that students can join. The Campus Involvement Center organizes Campus Involvement Fairs every semester. These are excellent opportunities 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:

- Academic: Art Therapy Club, Chemistry & Biochemistry Club, Forensic Science Club, Geology Club, National Security Club, Psychology Club
- Cultural & Diversity: Afrobeats, American Sign Language Club, Arabic Club, Black Students for Unity, The Halluci Nation (Native American Cultural Club), Sexuality and Gender Acceptance Club
- Recreational & Special Interest: Bowling Club, Dance Club, Laker Student Media, Outdoor Adventure Club, Ski Club, Wellness Club
- Service & Honor Societies: Mercyhurst has local chapters for several professional and academic related honor societies. Additionally, we have service organizations such as Habitat for Humanity, UNICEF, and Circle K.

The Multicultural Activities Council and Student Activities Council are the two primary campus programming organizations on campus. Together they provide activities that enrich the university community both socially and culturally. Some of the councils many activities have included dance parties, movies, unity events, comedians, hypnotists and athletic spirited competitions. These activities are held every Friday and Saturday evening while classes are in session.

The Activities Councils serve as the programming arms of Student Government. They plan and implement annual traditions such as Haunted Hurst, off-campus trips, etc. Also, MAC, SAC and MSG cooperatively host events such as Homecoming, Family Weekend, Spring Fest, and other major events throughout the year.

Campus Involvement Center  
 Carolyn Herrmann Student Union  
 814-824-3643

## 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](http://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
- Sam's Club
- Wal-Mart
- Tinseltown movie theater
- Target
- Wegman's
- Panera
- Barnes & Noble Bookstore
- State Street

Students and employees of all Mercyhurst campuses can use the entire EMTA system free of charge simply by showing a Mercyhurst University ID. Access the EMTA MyStop app on your desktop at [www.ride-the-e.com/mystop](http://www.ride-the-e.com/mystop) to search for routes, get real-time information on your bus, or search by stop to see which buses pass through. You can download the MyStop app in the iTunes or Google Play stores under "MyStop."

# 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 other Christian traditions and other religious traditions. Campus Ministry encourages open dialogue about the spiritual journey from various perspectives.

The ministry team includes a director, an assistant director, a Catholic priest as university chaplain, a full-time campus minister, a part-time campus minister, and a director of liturgical music. 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.

## Prayer/worship offerings:

- Sunday Mass is celebrated at 11 a.m. year-round and at 7 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 / ecumenical services are scheduled at announced times.
- Student musicians and vocalists of all faiths are invited to participate in our chapel choir.
- A variety of popular spiritual retreats are offered throughout the year, such as Beloved Retreats, Art Journaling retreat, intercollegiate retreats sponsored by the Erie Catholic Diocese, and more.
- The Tuesday night Catholic devotions group offers Catholic devotional opportunities, such as Eucharistic Exposition, helping students to deepen their Catholic faith.
- Campus Ministry also offers an Area Worship Guide to connect students with local places of worship.

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

- Weekly Wednesday Night Fellowship offers students a faith community to explore the Christian faith, pray and worship together.
- 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.
- Thursday-night Bible Study and the Student Athlete Bible Study engage students in reading and reflecting upon sacred scripture.
- Students can explore the Catholic faith for personal knowledge or for reception of Baptism, conversion from another Christian faith, or Confirmation preparation. All are welcome to explore without obligation.
- Campus Ministry partners with Community Engagement to offer a great variety of service opportunities. 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 alternative break and immersion trips are conducted both in the United States and to other countries.
- Peace & justice opportunities include Lakers for Life, which focuses on life issues and other programs to raise awareness about human rights and peace.

Students are encouraged to stay posted by signing up to receive the weekly e-bulletin for Campus Ministry, by joining our Facebook page, or by following us on Instagram.



## Community Engagement

The current strategic plan, mission and core values of Mercyhurst University build upon a rich history of learning and serving “beyond the gates” of the institution. Community Engagement works with business and nonprofit community partners to facilitate excellent hands-on learning and service opportunities with students in collaboration with a variety of faculty and administrative staff. High quality, community-engaged learning is a hallmark of a Mercyhurst education and can take its form in a variety of ways, including (but not limited to): off-campus work-study, internships, service learning, community-based research, or volunteerism. Several administrative staff and a daily Community Engagement van regularly assist students in every class year to go “beyond the gates.”

# Athletics & Recreation

Mercyhurst sponsors 25 intercollegiate athletic programs, including two Division I programs in men's and women's ice hockey, with the other 23 programs competing at the Division II level. Students can join in the excitement by cheering on our teams throughout the school year with free admission to every home game, or by becoming a member of the department's unofficial 26th team—the athletic pep bands, which are open to all undergraduate and graduate majors. The Athletic Department also sponsors a variety of club and intramural sports for women and men such as flag football, softball, basketball, indoor soccer, volleyball, hockey, cheerleading and dance.

The Athletic Department also sponsors a variety of club sports for women and men such as marching band, color guard, ice hockey, skiing, figure skating, dance, lacrosse, soccer, bowling, and many others. We also plan to sponsor baseball, softball, basketball, volleyball, and several other sports. For information, visit [hurstathletics.com/sports/club\\_sports](http://hurstathletics.com/sports/club_sports).

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](http://hurstathletics.com) or by following HurstAthletics on Instagram and Twitter.

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.

Athletics Department  
Mercyhurst Athletic Center (MAC)  
814-824-2224  
[hurstathletics.com](http://hurstathletics.com)

Recreation Center (REC)  
814-824-3328

## 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.

Live-in staff assist and guide freshmen with a wide range of matters from maintenance needs and room changes to issues of roommate conflicts, university policy enforcement, and adjustment to living on campus.

Leading the live-in team is an 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 and most enduring contact with residents. RAs are trained to serve as role models and to help freshmen adjust to campus life. They are the go-to people for most matters in the residence halls.

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 first-year student 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 register to stay 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

- Decorating contests
- Intramural Ultimate Frisbee
- Video game tournaments
- Hall cookouts
- Movie nights
- Game nights
- Pizza parties

#### Educational/Developmental Programs

- Diversity awareness
- Study skills
- Sexual assault awareness
- Safe use of social media
- Awareness campaigns
- Civil engagement

## Residence Life and Student Conduct Office

323 Egan Hall, Third Floor

[reslife@mercyhurst.edu](mailto:reslife@mercyhurst.edu)

814-824-2422

# Title IX at Mercyhurst

Mercyhurst University is a community of learning dedicated to the lifelong development of the whole person in the context of our Mercy heritage and Catholic tradition. As part of that heritage, we believe that all students have a right to a safe college experience. The transition of leaving home and being on campus presents first-year students with new opportunities and exposure to a variety of exciting experiences inside and outside the classroom. For some students, being away from home also raises the possibility of exposure to alcohol, use of alcohol or other drugs, and sexually vulnerable encounters.

At Mercyhurst we respect the dignity and worth of each individual. All persons will be held to standards of conduct that ensure all members of the university community are free from sexual and other forms of harassment. In accordance with Title IX of the Education Amendment Act of 1972, Mercyhurst University prohibits discrimination based on sex in its educational and athletic programs, as well as in extracurricular activities sponsored by the university. To ensure compliance with Title IX and other federal and state civil rights laws, the university has developed policies and procedures that prohibit sex discrimination in all forms.

The university offers various supportive measures for those who have experienced any form of sex discrimination or violence, including sexual assault, dating or domestic violence, or stalking. Confidential support is available on campus at the Counseling Center and through the Crime Victim Center and SafeNet in the community. Students are encouraged to seek appropriate medical care and to report sex discrimination or violence to local or campus law enforcement, as well as the Title IX Coordinator. The Title IX Coordinator is the primary reference for information about filing the complaint and the investigative procedure, and can also institute interim protections or remedies.

## Title IX Coordinator

Alice Agnew  
Old Main 300  
814-824-2362

## Mercyhurst Counseling Center (confidential)

814-824-3650

## Medical Assistance

UPMC Hamot  
201 State Street  
814-877-6000

## Saint Vincent Hospital

232 West 25th Street  
814-452-5000

## Off-Campus Resources

Crime Victim Center (confidential)  
125 West 18th Street  
814-455-9414 or 800-352-7273

## SafeNet (confidential)

1702 French Street  
814-454-8161

## Law Enforcement

Erie Police Department  
626 State Street  
814-870-1125

## Mercyhurst Police & Safety

Lower Level McAuley Hall  
814-824-3911

# Commuter Life

We are proud to have students from the region choose Mercyhurst and represent our local communities! Often, people emphasize the differences in the commuting and residential university experiences. As first-year students, 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 take full advantage of the university services and opportunities to study and socialize. Commuters have a home away from home in our Student Union, where the Commuter Lounge is located.

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. During Welcome Week, first-year commuter students will be invited to a commuter reception hosted by the Commuter Student Services Liaison. Sometimes, commuters resist attending these events because they are already familiar with the university. However, these activities are essential because they are designed to encourage community among commuter students and provide important resources about the university. Rather than driving home after a class, commuter students have the ability to enjoy a quick lunch, a workout in the recreation center, focused study time in the library, or relaxing time in the Commuter Lounge, which features a refrigerator, microwave, tables for dining and studying, a smart TV, and comfortable furniture for relaxing. Commuter lockers are also available for free to make life as a commuter easier and more enjoyable.

## Dining Services

### Board Facilities

The board programs offer an all-you-care-to-eat experience. The stations include a vast array of food ranging from home-style cooking to global cuisine. There is a mix of stations and service-style components that blend the experience for the guest.

The board facilities on campus are:

- Grotto Commons in Egan Hall
- 501 Grille in Ryan Hall

### Retail Facilities

Designed to complement your main meal programming, the retail focus is a blend of made-to-order stations, prepackaged goods, bottled beverages, and coffee bars. Starbucks is featured at both the Bookstore and Anchor Express and our local roaster, Premium Roasters of Erie, is featured at Laker Inn. The made-to-order food offerings include the Egg Bar and Cinco Cantina at the Laker Inn and the Pizza and Deli at the Anchor Express. The Roost offers a pub-style menu with a restaurant quality atmosphere. These venues accept Bonus Bucks (associated with the meal plans), Dining Dollars through the Hurst Dining Club, cash and credit as forms of payment.

The retail facilities on campus are:

- Anchor Express in Ryan Hall
- Bookstore Coffee Bar
- Laker Inn in the Sister Carolyn Herrmann Student Union
- The Roost in the Sister Carolyn Herrmann Student Union

## Health Services

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.

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 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 Hub.

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 required 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 and required immunizations. Newly confirmed first-year students and transfer students can download all health forms through the Admissions Portal.

## 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 be accessed outside business hours by Residence Life or Campus Police and Safety in the event of a mental health emergency.

The Center provides access to a relaxation room to assist students in reducing stress and anxiety, as well as the Center's pet partner, a Havanese dog named Bailey. In addition, the Center 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 active in the growth of a peer educator program on campus.

Counseling Center  
814-824-3650

## Autism Initiative at Mercyhurst

In 2008, Mercyhurst introduced a program to meet the unique needs of the growing population of high-functioning college students on the Autism Spectrum. Today, the Autism Initiative at Mercyhurst (AIM) program is nationally acclaimed and focuses on building a foundation for self-advocacy, social and vocational skills, and sound academic progress. The AIM program supports students in all areas of the college experience, including campus life and course work. Students are evaluated in key domains that are essential to higher education and vocational success. These A.I.S.E. domains explore functioning in Academics, Independence, Social, and Emotional areas. This program also collaborates with the Learning Differences office that includes access to all of the accommodations that students qualify for under Section 504 of the Rehabilitation Act of 1973.

The AIM program equally emphasizes academic and social competence. The goal for students within this program is to develop their academic and social niche, demonstrate proficiency in their academic core area, and sustain an overall sense of satisfaction with their Mercyhurst University experience. This will be evidenced in the students' earning not only an academic grade point average, but an AIM GPA that reflects their social competence, and evaluates readiness for meaningful employment.

In addition to academic supports, students in AIM receive autism and vocational support services, which include optional specialized AIM Housing, academic support, individualized social modules, peer mentor program and the Career Path Program. Students in AIM pay an additional fee for these services. Space is limited and highly competitive. Early application is suggested. Admission to Mercyhurst University does not guarantee admission to the AIM program.

Autism Initiative at Mercyhurst (AIM)  
304 Egan  
814-824-2451

## Police & Safety

The Mercyhurst Police & Safety Department is ready to assist you and your student with concerns and safety needs. 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 unsecured.
  - Leave valuables such as laptops and mobile phones 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 Hub page.

In accordance with state and federal campus security acts, Mercyhurst makes available an annual security report for the Erie and North East Campuses. You can view the most current report at [mercyhurst.edu/cleary](http://mercyhurst.edu/cleary). 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:

	Parental Notification	Fines	Confinement	License Suspension
Misrepresentation of age to secure alcohol	YES	YES	YES	NO
Underage purchase, consumption or transportation of alcohol	YES	YES	YES	NO
Carrying a false identification card	YES	YES	YES	NO

## 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 plans 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 can 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 off campus. This allows students to use the same card for all university-related transactions as well as anywhere a debit card is accepted when they explore all that the area has to offer.

The OneCard Office can assist you with meal plans, but the Office of Resident Life manages all meal plans along with your housing assignment. Keep in mind that between the beginning of the semester and the last day to drop/add classes, meal plans may be added, changed, or upgraded online using Self-Service. Some meal plans are assigned and required with your

housing selection, so not all plans can be decreased or removed. After the last day to drop/add classes, meal plans are locked, and cannot be decreased or removed.

The OneCard office encourages you to use GET to manage your OneCard accounts. This online resource can be found at [get.cbord.com/mercyhurst](http://get.cbord.com/mercyhurst). Use that link to register and then you are ready to use GET! At any time during the academic year, dining dollars can be added by visiting the OneCard office or by using the GET app. You can also use GET to order food online from the available venues that are listed. You can even order days ahead and your order will be ready at the time you requested. It's easy and safe and handcrafted by you for when you need it.

The OneCard Office is here for you. We are in the lower level of McAuley Hall, right next to Police and Safety.

## OneCard Office

McAuley Hall, lower level

Phone: 814-824-3640

Fax: 814-824-3230

[onecard@mercyhurst.edu](mailto:onecard@mercyhurst.edu)

# Sustainability

Environmental sustainability is not just about being earth-friendly, but also about understanding the impacts our lifestyle choices have on people and ecosystems around the world, and upon the future security of life on Earth. Mercyhurst University is deeply committed to not only engaging our entire community in advancing a more environmentally responsible campus, but also in creating experiential learning opportunities and other meaningful connections on issues of sustainability throughout northwest Pennsylvania. As you get ready for your first year of college, we invite you to join this mission-driven effort to address global environmental concerns through your own actions.

While packing and thinking about what to bring remember that your choices can limit your environmental footprint. A few examples of more sustainable choices include:

- Communicating with roommates to cut down on the number of duplicate appliances or entertainment systems.
- Packing a surge protector to protect electronics during power surges and help cut down on energy waste while appliances are in stand-by mode.
- Bringing reusable water bottles, mugs and dishes rather than buying bottled water and disposable items.
- Instead of packing paper towels, bring washable hand towels and dish rags. Just a small measure like that reduces paper waste, saves trees, reduces energy consumption and helps curb greenhouse gas emissions.

Our expectation is that while students are on campus for the next four years, environmentally responsible behavior will become (if it is not already) daily habits that you don't even need to think about: proper recycling in all areas of campus; conserving energy by turning off lights and entertainment systems; keeping heating or air conditioning systems at reasonable temperatures; and reducing unnecessary transportation by carpooling, walking or biking to close destinations, and riding the Mercyhurst EMTA bus to the mall, movie theater and grocery stores.

Student can get involved in sustainable initiatives by joining the Student Sustainability Club and/or applying for funding for a project through the Student Sustainability Fund (SSF). This fund was established to allow sustainability initiatives by all campus community members and comes from a \$10 per year per student fee. Past projects include: offsetting campus carbon emissions, the green roof on top of the Ceramics Lab in Zurn Hall, a model sustainable landscape behind Warde Residence Hall, solar umbrella chargers, and upgrades to campus recycling containers, among other projects. For more information about sustainability at Mercyhurst University and how you can get involved, please visit the Sustainability page on the Mercyhurst Hub.

# Payment Options

Dear Student and Family,

The Office of Student Financial Services (SFS) 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 at any time.

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 Old Main 115 or call us between 8:30 a.m. and 4:30 p.m., Monday through Friday, at 814-824-2288. Detailed financial aid and billing information is also available at the Mercyhurst University website, [mercyhurst.edu](http://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.

## Office of Student Financial Services

Old Main 115

Office: 814-824-2288

Fax: 814-824-2072

*sfs@mercyhurst.edu*

# Student Rights and 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 Offer 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

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 late June via their online Mercyhurst Hub.

Students are responsible for checking bill updates and any balance adjustments on a regular basis. After the bill due date, any new charges must be paid within 30 days. Unpaid balances will be assessed a late fee.

Students must grant "guest access" to parents to view the eBill and make online payments. The eBill login instructions and granting guest access are included at the end of this section.

## Nelnet Campus Commerce

Spread your education expenses over the semester. The Nelnet Campus Commerce Payment Plan is interest free. Enrollment fees do apply. Enroll via eBill. Payment plans are great for balanced budgeting and avoiding late fees.

Nelnet Campus Commerce Payment Plan				
Semester	5 or 4	7/1 and 8/1	11/1 and 12/1	\$40 per semester

If you choose a Nelnet Campus Commerce semester plan, you must register by August 1 and re-enroll each semester that you want to remain in the program. Nelnet Campus Commerce sends reminders throughout the semester and re-enrolling is easy!

## 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 planning to enroll in courses totaling less than 12 credits (part-time), they should contact their SFS Counselor prior to the last day of the drop/add period 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 subsidized/unsubsidized student loans in their financial aid package to help cover expenses, a signed Master Promissory Note and Entrance Counseling must be on file by July 20. If parents are obtaining a PLUS Loan or the student is obtaining an Alternative Loan, applications and promissory notes must be completed online by July 20. If these are not on file by July 20, 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 July 20 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. Refunds do not begin until approximately three weeks after classes begin and continue throughout the semester. Students should enroll in direct deposit via Self-Service on the university's Hub page in order to receive their refunds in the most timely manner.

## 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 view 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 eBill regularly for changes. Any charge applied after the bill due date must be paid within 30 days to avoid late fees.

## Financial Aid and Awarding

### Types of Financial Aid

- Scholarships – gift aid
- Grants – gift aid
- Loans – must be repaid
- Student Employment – a position at the university that the student seeks out within a department.

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 scholarships and grants are for four years of study. They begin the first semester of enrollment and end four years from the start date. Students should work closely with their advisor to complete all coursework within that time frame. Refer to your Admissions packet for details on the specific awards that were included on your Award Letter.

#### 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 PHEAA promptly; Mercyhurst certifies enrollment & academic progress.

#### Student Employment:

Departments hire students on a first-come, first-served basis. Wages are paid directly to the student via direct deposit into an account of the student's choosing. Therefore, work-study funds do not appear on the student's eBill. If the student's award is cancelled for non-response or failing to meet the minimum requirements, they may not be eligible to reapply for future semesters.

#### Federal Direct Student Loans:

Students are required to complete a Master Promissory Note and Entrance Counseling online by July 20, at [studentaid.gov](http://studentaid.gov).

##### Subsidized

- Student demonstrates financial need after all other financial aid is awarded.
- Federal government pays the interest while the student is enrolled at least half-time.
- The current origination fee through September 30, 2020, is 1.059 percent and will be deducted from the borrowed amount prior to each loan being disbursed to the school. 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 2.75 percent for loans first disbursed between July 1, 2020, and June 30, 2021.
- Payments can be deferred until out of school.
- The current origination fee through September 30, 2020, is 1.059 percent and will be deducted from the borrowed amount prior to each loan being disbursed to the school. The net amount of the loan is applied to the student account.

##### PLUS Loans for Parents

- Federal Direct PLUS Loans may be available to parents of dependent students and eligibility is based on credit-worthiness.
- 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 for loans first disbursed between July 1, 2020, and June 30, 2021 is fixed at 5.3 percent and is charged on the loan from the time the loan funds are disbursed until it is paid in full.
- The Federal PLUS Loan currently has a 4.236 percent origination fee through September 30, 2020. The origination fee amount will be deducted from the borrowed amount prior to each loan being disbursed to the school. The net amount of the loan is applied to the student account. Please plan accordingly for the NET amount when applying for loans.
- Apply online at [studentaid.gov](http://studentaid.gov). Use your FSA ID to login, apply and sign. When applying, calculate the amount needed for the full academic year, remembering that origination fees will be deducted prior to the funds being disbursed to Mercyhurst.

### Private Alternative Education Loans:

Private alternative education loans can help bridge the gap between the actual cost of education and other resources. If you need extra resources or are only interested in being a co-signer for your student, please visit [elmselect.com](http://elmselect.com) to explore some private education loan options.

### Important Reminders:

- File FAFSA® annually (by Mercyhurst's priority deadline of March 15).
- PA residents complete PHEAA application by May 1 each year.
- Mercyhurst scholarships and grants are available for a maximum of four years. Please refer to your Admissions Award Packet for details on your awards, including GPA renewal requirements. Students receiving a scholarship from an external source must submit this information to the Office of Student Financial Services.
- 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 successfully complete at least 67 percent of credits attempted each academic year and achieve at least a 2.00 cumulative GPA. Some awards may require a higher GPA and students should familiarize themselves with the requirements for each award as detailed in their Admissions Award Letter packet.
- Students must consult with SFS prior to withdrawing from courses to understand any financial impacts.
- 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/finaid](http://mercyhurst.edu/finaid) for details.

## eBill Instructions for Students

Your Mercyhurst University bill is available on your Student Hub page. We are a 100 percent online billing institution, which means you will not receive a separate paper bill. Your bill is available online, which is called your eBill. Fall semester bills are due in late July. Spring semester bills are due in early January.

To access your eBill, simply log in to your Hub page and click on the eBill icon.

Please note that your Mercyhurst eBill is your source of communication for any billing changes. Please reference it on a regular basis.

Students: If your parent, spouse or other interested party is paying for your college education, make sure that you add them as a Shared Access user on your eBill.

The following instructions allow you to add Shared Access users to your eBill account.

1. Once you are in your eBill, click on the "Manage Account Access" button in the top right corner.
2. Enter your parent's/interested party's information.
3. This will send an email invitation for shared access to each entered user. Once they accept the invitation and create their own eBill user account, these individuals will receive emails each time a new billing statement is available.

When logging in to the eBill, you will land on the Summary page. This page is in real time and reflects your current balance. Itemized statements can be viewed by clicking on the Statements Tab. Statements are listed with the most recent statement on top. Click on the statement listing and the "View Your Bill" button to open and review your bill

Note: Pop-ups will need to be enabled on your browser to view the itemized statement. After the drop/add period, current statements will be uploaded to your eBill once a month for the remainder of each semester. Please reference it on a regular basis. Any additional charges you incur after the due date are required to be paid within 30 days of the charge to avoid any late payment penalties. It is important that you check your bill regularly.

Complete eBill instructions and navigation information are located on your Mercyhurst student Hub page under Services/ Student Financial Services/Billing and Payments.

## Access to Student Financial Records

Students' information and records are kept confidential and are protected under FERPA regulations. Students should complete the FERPA Form from the Registrar's Office identifying all parties whom the student wishes to grant student record access.

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.

## Other Important Telephone and Website Contacts

### FAFSA

Phone: 800-443-3243

TDD: 800-730-8913

*studentaid.gov*

### Nelnet Campus Commerce

Phone: 800-339-8062

Outside U.S. and Canada: 401-921-3999

*afford.com*

### PHEAA (PA State Grants)

Phone: 800-692-7392

*pheaa.org/stategrants*

### Federal Direct Loan Center

Phone: 800-433-3243

*studentaid.gov*

# Technology

Dear students and families,

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  
Vice President for Technology & Chief Information Officer



# Academic Computing and Information Technology (IT) Services

Increasingly Mercyhurst University uses technology to enhance learning and communication with our students. Therefore, it is essential that first-year students learn this technology and develop the habits of using these tools responsibly to stay current with classroom activities, university obligations and campus opportunities. Mercyhurst considers a student's university-issued Mercyhurst email account a form of official communication. It's critical that students regularly check their Mercyhurst email.

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 OneDrive.
- Microsoft Office suite of products through Microsoft's Office 365.
- Self-Service access for online registration, grades, class schedules, and financial information.
- Blackboard access for online course information, course work, and learning resources.

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 15 labs and 80+ 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.

## Recommended Basic Computer Setup

The following page provides you with a checklist to make sure you're ready to connect to the campus network on move-in day.

Please take a few minutes before you come to campus to check your computer; it will save you time and frustration later.

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 10
- 8 GB of RAM minimum
- 802.11b/g/n Wireless for laptops
- Cat 5 ethernet cable

### Macintosh System (desktop or laptop)

- Mac OS 10.14 (Mojave) or higher
- CAT 5 ethernet cable

- 4 GB RAM or higher
- 10/100/1000 LAN Wired Ethernet Port
- 802.11b/g/n Wireless for laptops

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 device 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 Network & Wireless webpage under Information Technology at [hub.mercyhurst.edu](http://hub.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 at [games.mercyhurst.edu](http://games.mercyhurst.edu) under Manual Registration.

Please be aware that the Microsoft Office suite of products is free for all students through Microsoft Office 365 by going to [portal.office.com](http://portal.office.com) and logging in with your Mercyhurst email and password.

IT Help Desk  
 Lobby of Hammermill Library  
 814-824-3200  
[support.mercyhurst.edu](mailto:support.mercyhurst.edu)

## IT Checklist

Ensuring your computer meets the Mercyhurst University requirements.

### Operating System for Desktop and Laptop Models

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| • Windows 10   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| • Windows Operating System must have current updates applied | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| • MAC computers must have a minimum OS X (10.14 or higher)   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

NOTE: All current updates must be installed. Check before you come to campus! Go to [windowsupdate.microsoft.com](http://windowsupdate.microsoft.com) to verify.

### Anti-Virus Software

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| • Anti-virus software is installed, operational and updated | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|---|------------------------------|-----------------------------|

### Network Connections for Desktop and Laptop Models

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| • 10/100/1000 Ethernet connection is required for wired LAN connection | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| • 802.1x a/b/g/n Wireless LAN connection (built-in on laptops only)    | <input type="checkbox"/> Yes | <input type="checkbox"/> 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. Windows 10 is preferred and performs better in a networked environment.
2. Windows Defender is the preferred antivirus and is already built into Windows 10.

NOTE: Trial versions of anti-virus software are not acceptable. Be sure your anti-virus software is updated and functioning.

# Preparing for Move-In

Before move-in, students should:

1. Know their Mercyhurst email and password.
2. Set up multifactor authentication at [mfa.mercyhurst.edu](https://mfa.mercyhurst.edu).
3. Check their Mercyhurst email regularly.
4. Perform all computer updates prior to arriving on campus.
5. Log in to the Mercyhurst Hub and check out the New Students page under Information Technology.
6. Verify that their anti-virus software is Mercyhurst approved and up-to-date.
7. Be ready for the Bradford network registration process and requirements.
8. Read the IT Code of Conduct and the Student Handbook.
9. Protect their personal information by using secure, complex passwords.
10. Set up Self-Service password information at [passwordsetup.mercyhurst.edu](https://passwordsetup.mercyhurst.edu).
11. Know how to contact the IT Help Desk.

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:

- Account information for software subscriptions.
- 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. 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.”

## IT Resources

Student support is provided primarily by graduate and undergraduate Student Technology Consultants. IT staff will assist with a variety of technical issues such as virus remediation and device registration to name a few. Note: IT does not handle student hardware repairs.

The university provides student access to the multifunction printers located in common areas of the campus residence halls and academic buildings. Students can download and install the printer drivers on their personal computers from the Hub by clicking on Information Technology and then Printing.

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## Help Desk

Location: Hammermill Library

Telephone: 814-824-3200

[support.mercyhurst.edu](mailto:support.mercyhurst.edu)

### Hours:

Monday-Thursday, 8 a.m. to 8 p.m.

Friday, 8 a.m. to 6 p.m.

Saturday, 1 to 5 p.m.

Sunday, 1 to 9 p.m.

### Summer hours:

Monday-Friday, 8 a.m. to 4 p.m.

## Hub

[hub.mercyhurst.edu](http://hub.mercyhurst.edu)

Choose Information Technology and then click on New Students to access a wide collection of resources.

## Ticketing System

[support.mercyhurst.edu](mailto:support.mercyhurst.edu)



# MERCYHURST

UNIVERSITY

501 East 38th Street, Erie, PA 16546  
814-824-2000 • [mercyhurst.edu](http://mercyhurst.edu)