



UNIVERSITY OF ST. AUGUSTINE

FOR HEALTH SCIENCES



STUDENT SUPPORT RESOURCES

To comply with state and local mandates regarding the COVID-19 pandemic, The University of St. Augustine for Health Sciences has moved all classes to virtual instruction until July 5, 2020. Because of its significant investments in educational technologies, infrastructure and faculty expertise, USAHS is leading virtual education. This temporary shift to virtual instruction is one that we are very well-equipped to deliver. Thanks to the commitment and hard work of our highly qualified faculty and staff, USAHS is effectively positioned to continue offering access to its resources, services, and tools.

Check Out These New Services

Join USAHS IT in a daily discussion of how to use Blackboard, the MyUSA portal, and other tech tools to study smarter, not harder. Topics will come from suggestions by USAHS students. Learn more at <https://help.usa.edu>

- **Tech Info Sessions** Join USAHS IT in a daily discussion of how to use Blackboard, the MyUSA portal, and other tech tools to study smarter, not harder. Learn more at help.usa.edu. Monday, Wednesday, Friday & Saturday at 12pm ET (9am PT); Tuesday & Thursday at 9pm ET (6pm PT).
- The USAHS [Keep Learning Guide](#) has been designed to support students in the transition of all learning, including lab sessions and exams, where applicable, to a virtual format.

Need Technology Support?

- **IT support** is available 24/7 at 1-888-80-USAHS, support@usa.edu, or online chat. Visit the IT Virtual Kiosk or schedule an appointment with an IT specialist at help.usa.edu.
- **Microsoft Office Suite** is also available to USAHS students at no additional cost.

Need Academic Support?

- **Academic help and advice** are available from your instructors and program director, as well as from your dedicated faculty advisor. Program directors have established virtual office hours so you can ask questions or provide feedback. Connect with them by phone, email, or videoconference.
 - **The Writing Center** gives free writing instruction and advice on papers and capstone projects. Schedule an appointment [here](#). For help getting registered, check out these [instructions](#).
 - **Peer-led tutoring** continues in a variety of modes (1:1, small group, and large group) provided in a fully virtual setting. Contact your Student Success Advisor for information about [group tutoring schedules](#).
 - **Library resources** include thousands of [eBooks](#), [journals](#), webinars, how-to guides, and [streaming videos](#) available on the [library website](#). Some of your required textbooks, as well as bonus eBooks, are [available here](#) in digital format.
 - **Ask a Librarian** is an [online chat feature](#) that gives you quick access to support from library staff. Regular hours are Mon-Tue 7 a.m. to 8 p.m. and Wed-Sun 7 a.m. to midnight Eastern. Or contact staff at library@usa.edu.
 - **Disability Services** embraces diversity in all forms. It helps students who need accommodation because of disability, religious, pregnancy, or breastfeeding reasons. To request an accommodation or make an appointment, follow the steps outlined [here](#).
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Need Someone to Talk to?

- **Student Affairs** staff can [meet with you](#) by phone or videoconference to provide coaching, guidance, and referrals to internal and external resources.
 - **ComPsych** continues to be available to students who need counseling or guidance resources. You can find more information on these options [here](#).
 - **Student Success Advisors** can give you guidance and direction regarding your academic and personal issues and can connect you with valuable resources. They [are available](#) by phone or videoconference.
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Connect with Your Classmates

- **Student professional organizations**, such as SPTA, SOTA, and SSLPA, are a vital part of USAHS—providing students with academic, professional, and leadership opportunities.
 - **Class representatives** regularly meet with campus leadership and staff to share questions, concerns, and suggestions brought up by your cohort. Be sure to give them your feedback.
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Think About Clinical Education and Beyond

- **Clinical Education** faculty and staff continue to confirm clinical placements and support students through their clinical experience. Clinical education resources and faculty/staff contact information is available [here](#).
 - **Career Services** offers coaching, resources, resume reviews, job boards, and virtual career fairs. More information is available on [MyUSA](#).
 - **Handshake**, the USAHS [career management system](#), connects students with employers nationwide.
 - **Optimal Resume** is an excellent [resume-building tool](#) that helps students develop and refine their resume and cover letter.
 - **Career Fairs** give students the chance to network and pursue job opportunities. Don't miss the next [virtual career fair](#) on April 15!
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Take Advantage of Administrative Services

- **The Office of Financial Aid** has dedicated financial aid counselors whom you can contact at 1-800-241-1027, ContactFinancialAid@usa.edu, or [through this page](#).
- **The Office of the Registrar** serves student needs such as class scheduling, loan reporting and deferments, student academic records, and [more](#). Contact our registrars at 1-800-241-1027, ext. 1600, or at registrar@usa.edu.