



UNIVERSITY OF ST. AUGUSTINE

FOR HEALTH SCIENCES



STUDENT SUPPORT RESOURCES

Because of our significant investments in educational technologies, infrastructure and faculty expertise, USAHS is leading virtual and hybrid education. Thanks to the commitment and hard work of our highly qualified faculty and staff, we are effectively positioned to continue offering access to student resources, services, and tools during the COVID-19 pandemic.

Library Checkout Services

Library Checkout Services are available for students to borrow anatomy models, medical equipment (including treatment tables, wheelchairs, crutches, canes, and more), and books from your campus library. Full details about this new service are available on the [Library Checkout Services informational page](#).

Video 1: Fall 2020 Library Checkout Service: For an overview of the service and a demonstration of the process for reserving items in the Library Catalog.

Video 2: Picking Up and Returning Materials On Days You Are Pre-Scheduled for Lab Activities: For details on picking up and returning library items on days you are scheduled to be on campus for labs (strongly advised).

Video 3: Picking Up and Returning Materials On Days You're Not Pre-Scheduled for Lab Activities: For details on picking up and returning library items on days you are **not** scheduled to be on campus for labs.

- Be sure to visit the USAHS [Keep Learning Guide](#), which 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** is provided in various fully virtual modes including 1:1 [tutoring](#), small group, and large group options. Please contact your Student Success Advisor for information about [tutoring options](#).
 - **Library resources** include thousands of [eBooks](#), [journals](#), [virtual events](#), [how-to guides](#), and [streaming videos](#) available on the [library website](#). We even offer [Digital Exhibits](#) and a fun [Digital Care Package](#) to help you de-stress.
 - **Ask a Librarian** is an [online chat feature](#) that gives you quick access to support from library staff. Regular hours are Mon–Tue, Thu–Fri 7 a.m. to midnight Eastern and Wed, Sat–Sun 7 a.m. to 2 a.m. 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** are available to provide guidance and direction for academic and personal issues. In addition, they can connect you with other valuable resources. They [are available](#) by appointment as well as phone and email.
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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](#). Be sure to visit the Blackboard Clin Ed Community for all the forms, timelines, and placement process presentations. You can also post to find roommates for clinical experiences on the *Internship Connect* section of the *USAHS Student Housing* section.
 - **Career Services** offers individualized coaching for interview practice, resources including resume review and cover letter templates, current job postings on Handshake, and virtual career fairs.
 - **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.