ORIENTATION

Family Guide

2023-2024

MERCYHURST UNIVERSITY

FAMILY SCHEDULE

9 to 9:30 a.m.	**Check-In and Registration,** Performing Arts Center (PAC) Lobby Once you have checked in, please enjoy the complimentary beverages in the lobby.
9:30 to 9:45 a.m.	**Welcome to Mercyhurst,** Performing Arts Center (PAC) Prayer, Welcome, and Overview of Class Statistics
9:45 to 10 a.m.	**Intro to Academics**
10 to 10:30 a.m.	**Understanding iMU, Self Service, FERPA, Academic Support, and Student Planning,** PAC Our Academic Support Staff will provide information on the two-credit iMU course required for all freshmen, our course management system, and FERPA guidelines.
10:30 to 10:50 a.m.	**Joining the Laker Community**
10:50 to 11 a.m.	**Break**
11 a.m. to 11:30 a.m.	**Wellness and Safety Panel**
11:30 to 11:45 a.m.	**Student Financial Servies**
11:45 am to 12 p.m.	**Mercyhurst Dining Services and OneCard**
12 to 1 p.m.	**Lunch,** Grotto Commons Enjoy lunch with your family in Grotto Commons, our largest campus dining hall.

Beginning after lunch, students and families will have separate schedules.

1 to 1:30 p.m.	**Family Q&A**

Reconnect with your Laker in the Hammermill Library and check out:

1:30 to 3:30 p.m.	**Student Services Fair** **Popsicles, Popcorn, and Pop in the Park,** Outside Hammermill Library **Residence Hall Tours,** Meet in the lobby of any of the three freshman residence halls for tours. **Bookstore,** Stop by the Bookstore and pre-order your books so you are set for the fall!

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. Mercyhurst was founded in the Mercy tradition that grounds us, guides us, and challenges us to be our best selves 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-to-1 student-to-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 to experience intellectual adventure in all its many forms.

Summer Orientation is designed to guide you along the various avenues of engagement at Mercyhurst. As we welcome you and your family to campus for Laker Launch Days, or meet with you virtually over the summer, rest assured that the Mercyhurst family is channeling all its creative resources to make this year's 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 delighted to welcome you into this vibrant learning community. It is students who make Mercyhurst what it is, and we look forward to the fresh ideas and energy you will bring to our campus.

Carpe Diem,

Dr. Kathleen A. Getz
President

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Academics

Dear students and families,

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 students, families, and visitors is something I found refreshing when I first walked through the Mercyhurst gates. Many things have changed since then, but the hospitality and compassion that embody the spirit of our founders, the Sisters of Mercy, have 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 Academic Affairs is the hub for all academic matters and provides support for the many functions needed to help move you 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 Academic Affairs, allow me to offer you a more formal Mercyhurst welcome.

Carpe Diem,

Dr. Joanne Hosey-McGurk
Vice President for Academic Affairs

Academic Calendar and Curriculum

The academic year is comprised of two 16-week semesters. Each semester also includes two 8-week mini-terms, designed to offer flexibility in scheduling. Mini 1 and Mini 2 occur during the fall semester, with Mini 3 and Mini 4 in the spring semester. Typically, freshman students enroll in 12 to 18 credits (4 to 6 courses) each semester, to earn a total of 30 credits per academic year. These can include a combination of traditional semester long courses (students must take at least three) and 8-week mini-term courses (students can take a maximum of two classes in any mini-term). The average student spends 15 to 20 hours in the classroom per week, plus 40 to 60 hours of studying and schoolwork outside the classroom per week.

Mercyhurst is rooted in the liberal arts tradition and requires students to complete the REACH curriculum in addition to their major requirements. By providing a broad-based education grounded in the Mercy mission, REACH is an integral part of every Mercyhurst education. Courses are designed to challenge mindsets, help develop 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 resilience in the face of challenges. The flexibility of the REACH curriculum allows students to explore interests outside their major, with the option to declare a minor or double major. View the REACH curriculum online in the Undergraduate Course Catalog at ***mercyhurst.edu/catalog.***

Fall Semester	
Wednesday Aug. 23	Fall and Mini 1 begin
Wednesday Aug. 26	Weekend classes begin
Monday Aug. 28	Student add/drop for Fall and Mini 1
Monday Sept. 4	Labor Day: No classes held
Friday Sept. 29	Last day to declare pass/fail for Mini 1
Wednesday Oct. 4	Last day to withdraw for Mini 1
Wednesday Oct. 11	Mini 1 ends
Oct. 12-15	Fall Break: No classes held
Monday Oct. 16	Mini 2 begins
Tuesday Oct. 17	Grades due for Mini 1
Friday Oct. 20	Student add/drop for Mini 2
Friday Oct. 20	Mid-semester grades due
Monday Oct. 30	Registration: Seniors and Graduate Students
Tuesday Oct. 31	Registration: Juniors
Wednesday Nov. 1	Registration: Sophomores
Tuesday Nov. 7	Freshman Advising Day: No classes held
Thursday Nov. 9	Registration: Freshmen
Friday Nov. 10	Last day to declare pass/fail for Fall and Mini 2
Friday Nov. 17	Last day to withdraw for Fall and Mini 2
Nov. 22-26	Thanksgiving Break: No classes held
Friday Dec. 8	Fall classes end
Sunday Dec. 10	Weekend classes end
Dec. 11-14	Finals Week
Tuesday Dec. 19	Grades due for Fall and Mini 2
Monday Jan. 29	Incompletes due to Registrar

Spring Semester	
Monday Jan. 15	Spring and Mini 3 begin
Friday Jan. 19	Student add/drop for Spring and Mini 3
Saturday Jan. 20	Weekend classes begin
Friday Feb. 16	Last day to declare pass/fail for Mini 3
Friday Feb. 23	Last day to withdraw for Mini 3
Friday March 1	Mini 3 ends
March 4-10	Spring Break: No classes held
Tuesday March 5	Grades due for Mini 3
Monday March 11	Mini 4 begins
Friday March15	Student add/drop for Mini 4
Friday March 15	Mid-semester grades due
Tuesday March 19	Registration: Seniors, Graduate Students, and Juniors
Wednesday March 20	Registration: Sophomores
March 27-April 1	Easter Break: No classes held
Tuesday April 9	Freshman Advising Day: No classes held
Thursday April 11	Registration: Freshmen
Friday April 12	Last day to declare pass/fail for Spring and Mini 4
Friday April 19	Last day to withdraw for Spring and Mini 4
Friday May 3	Spring classes end
Sunday May 5	Weekend classes end
May 6-9	Finals Week
Saturday May 11	Graduation
Tuesday May 14	Grades due for Spring and Mini 4
Wednesday June 26	Incompletes due to Registrar

iMU Course

Freshman students will take Introduction to Mercyhurst, a two-credit interdisciplinary course, as part of the first-year experience requirement. The course will assist students as they transition to college life by showing the expectations and strategies for being successful in college classes. Students receive three-fold benefits from the iMU experience:

- The course will provide students with early and repeated access to faculty, staff, and mentors who will help them build a deep connection with the Mercyhurst community.
- The course content will provide students with information on how to be academically successful, healthy, socially engaged, and prepared for the practical demands of adult life.
- The overall experience will help us build a freshman 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 a student success coach from the Office of Academic Support. Working in partnership, 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.

Mercyhurst students can declare a major in their first year or choose to begin their studies in the Lakers Exploring Academic Program (LEAP). Student success coaches will work together with academic advisors to assess student wants and direct them towards a program that fits their needs at Mercyhurst.

At the college level, students are expected to be responsible and active partners in the advising process. We encourage all freshmen to schedule regular meeting times with their faculty advisor and student success coach 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 freshmen 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 reach out and meet with their student success coach as well as become familiar with other academic services, such as the Tutoring Center, and the Writing Center.

Academic Services & Support

Office of Academic Support

The Office of Academic Support consists of a team of professional student success coaches who work in cooperation with faculty advisors and major departments to guide and support students during their Mercyhurst education. Key to these efforts is helping 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 a student success coach who serves as an attentive, available, and responsive resource for the student's academic success and related needs. Student success coaches use multiple approaches to facilitate student success, such as learning and study skills work, interest inventories, and early alert/midterm grade reviews.

Academic Advantage Program

The Academic Advantage Program (AAP) is a fee-based program that provides structured academic coaching for students who may need additional support with the transition to college academics. Students participating in the program are paired with a student success coach who provides consistent, one-on-one support throughout the student's enrollment. The student success coach and student will work together to develop an individualized academic plan based on the student's strengths, abilities, and educational needs. Students learn how to acquire more effective and efficient study skills, time management strategies, and self-advocacy in college and beyond. These sessions also promote self-awareness and foster independence to increase academic success. Key features of the program include:

- Weekly meetings with a trained student success coach.
- 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.

Office of Academic Support

123 Egan Hall

Academic Accommodations at Mercyhurst

The Office of Learning Support Services and Mercyhurst University are 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). The Learning Support Services Staff can assist students in accessing approved academic accommodations such as: alternative testing (extended time in a quiet, alternate location); auxiliary aids (note-taking services, alternative formats, scribes); and assistive technology (text-to-speech software).

Requesting Accommodations at Mercyhurst

Mercyhurst values inclusion and is committed to the goal of providing equal opportunities for all. We comply with the Americans with Disabilities Act (ADA), Amendments Act (ADAAA), Section 504 of the Rehabilitation Act, and the Fair Housing Act to ensure that a person with a disability is granted reasonable accommodations when such accommodations are necessary to afford that person equal opportunity to obtain a Mercyhurst education and use university facilities. Under the laws listed above, a disability is defined as a significant limitation of one or more major life activities.

The need for accommodations could be related to a temporary impairment (e.g., concussion, broken arm, or recovery from surgery) or a permanent medical, physical, learning, cognitive, or mental health disability issue. Accommodations are typically requested in the areas of academics, parking, housing, nutrition/food service, and service or support animals. Requests can be made at any time and are considered individually through an interactive process between the student and the ADA Coordinator. The student must complete the ***Online Accommodations Request Application***.

Policies and forms are on the Mercyhurst Hub for Accessibility Services and Accommodations, and on the ***Student Consumer Information*** website page. Questions regarding the accommodations process, need for assistance, or concerns about campus accessibility should be directed to Susan Reddinger, ADA Coordinator, at ***ADA@mercyhurst.edu*** or 814-824-2362.

Students with chronic medical or mental health conditions or serious injuries are encouraged to contact Dr. Judy Smith, Executive Director of Wellness, at ***jsmith@mercyhurst.edu*** or 814-824-2037. Dr. Smith and the team of nurses, physicians, and counselors at the Cohen Health Center and Counseling Center are available to provide services and support throughout the academic year.

Peer Tutoring Services

The Tutoring Center

The Tutoring center offers one-on-one and small group tutoring in most REACH subjects, including English language support. Tutors are current students who have demonstrated mastery over a subject's content; they maintain a high cumulative GPA and are often recommended by faculty. Students seeking tutoring can book an appointment through the Tutoring Center's Hub page. Students seeking tutoring for a class that does not currently have a tutor can request a tutor by completing the request form on the Hub page.

The Tutoring Center

Hammermill Library 223
814-824-2407

The Writing Center

The Writing Center helps students throughout the writing process—from understanding an assignment, revising a rough draft, to using correct citation styles (MLA, APA, or Chicago style), and incorporating professors' suggestions. Students may bring any writing project for consultation, whether it be a class assignment or a personal statement for a job or graduate school application. Writing consultants will also work with students who want to improve a writing skill, such as grammar, punctuation, organization, and writing for a specific academic discipline. The Writing Center hosts workshops available to students who wish

to improve their writing ability.

The Writing Center, located on the main floor of Hammermill Library, offers drop-in hours or appointments, available on the Writing Center's Hub page.

The Writing Center
Hammermill Library 224
814-824-2303

The Testing Center

The Testing Center is a free service available to all Mercyhurst students. The Testing Center is located on the main floor of 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 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

Office of Career & Professional Development

The Office of Career & Professional Development provides services to students throughout their time on campus and even after graduation. 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 office hosts a series of Career Expos to help connect students to jobs, internships, and graduate schools. These events also connect students to professionals who can teach them more about potential career paths, making these events beneficial to all 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***.

Office of Career & Professional Development
Egan Hall, Second Floor
careerdevelopmentcenter@mercyhurst.edu | **814-824-2427**

Academic Policies

Even the most carefully drawn plans sometimes require modification. Changing academic plans can often cause anxiety for both students and parents, but Mercyhurst is here to help. Here is an overview of common academic changes that a student might make, 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 should 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, as that would make them a part-time student, 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 to withdraw from a class. Withdrawal from a class after the drop/add period results in a "W" grade and must be processed in the Office of the Registrar. The "W" grade does not affect a student's GPA. Student-athletes are encouraged to consult their coach or the Athletic Department before withdrawing from a class, as it 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. All students are strongly encouraged to talk with their advisor or academic counselor before making schedule changes.

A significant number of first-year students decide to change majors. Mercyhurst offers various resources to support and guide students, including faculty advisors and the Office of Academic Support. To have their major change processed, students must submit a change of major form, found on the Hub page, to the Registrar's office.

For more information about academic policies, consult the Undergraduate Course Catalog.

Academic Achievement

Grading scales in college are different from those used in high school. Students are sometimes surprised to learn that each letter grade has a limited point range, and a failing grade has a high cut-off point. 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. More information about the grading system is available in the Undergraduate Course Catalog.

The following criteria are important academic benchmarks to monitor with your student. Read about calculating Grade Point Average (GPA) in the Undergraduate Course Catalog. Cumulative GPA includes all semester final grades. Students are expected to earn a cumulative GPA of 2.0 or higher. Those who earn a lower cumulative GPA are placed on academic probation and monitored by the Office for Academic Affairs and the Office of Academic Support.

Many majors require a minimum departmental GPA—ranging from 2.0 to 3.0—to measure the student's performance in courses integral to the major. More information about department GPA requirements can be found in the departmental section of the Undergraduate Course Catalog.

Students receiving state and federal aid must achieve Satisfactory Academic Progress (SAP). To maintain SAP, a student must complete 67 percent of attempted credits. Scholarship standards vary by the sponsoring institution or organization. To learn more about the standards for Mercyhurst scholarships, refer to the Undergraduate 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 each year. 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 Undergraduate College Catalog and the Student Handbook explain these policies and provide an excellent reference to the many types of academic services available at Mercyhurst. Both the Undergraduate Course Catalog and the Student Handbook are available on the Student Hub.

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 Office of the Registrar is responsible for course scheduling and for verifying that students have met requirements for graduation. The Office of the Registrar communicates with students primarily through email. It is important for students to read and respond to emails in a timely fashion. Self Service is Mercyhurst's student database where students can plan their academic career, track graduation requirements, register for classes, and view their unofficial transcript.

Family Educational Rights & Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974 (FERPA) is a federal law that applies to all educational institutions that receive federal funding. FERPA helps protect the privacy of student records.

FERPA 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 to allow university officials to disclose their academic information to approved individuals.

How can families evaluate their student's academic progress throughout their first year? Some families might simply agree to 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 Authorization for Access to Student Educational Records form.

In addition to the privacy component, FERPA 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 exceptions, 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

The Cohen Student Health Center can only discuss a student's medical information with parents if the Health Center has written permission from the student. A student wishing to sign a release of information should contact the Health Center to obtain and complete the authorization form. An exception to the above requirement for permission to release medical information is if a student is experiencing a life-threatening situation and is too ill or injured to give consent.

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 they do not want directory information released. The request will remain in effect until the student requests a change in writing.

The Appropriate Form

- Students who wish to grant access to academic records must complete and return to the Office of the Registrar an Authorization for Access to Student Educational Records.
- Students who wish to have Directory Information withheld from disclosure must notify the Office of the Registrar. The form, Request to Prevent Disclosure, is available on the Hub.
- Students who wish to grant access to medical information 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.
- Students who wish to grant access to counseling information must complete and return to the Counseling Center the Release of Counseling Information.
- Students who wish to grant access to student conduct records 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 Educational Rights and Privacy Act (FERPA)

www.ed.gov/policy/gen/guid/fpco/ferpa/index.html

Forum Guide to the Privacy of Student Information

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

HHS – Office of Civil Rights – HIPPA
www.hhs.gov/ocr/privacy

Mercyhurst FERPA
hub.mercyhurst.edu

Student Life

Dear students and families,

The Division of Student Life is excited to welcome you and your family to Mercyhurst today! As you spend your summer preparing for this new chapter in your life, we are busy on campus preparing 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. Hanging out with new friends in your residence hall, attending extracurricular activities (like a football game or MIAC performance), joining a club or organization, participating in a Community Engagement service project, or perhaps becoming a member of Mercyhurst Student Government; all of these activities will enrich your life while you are here by broadening your knowledge of the campus community, the world, and yourself. We encourage you to embrace these experiences–explore and make the most of your opportunities, stretch and realize your potential, and determine now to own and shape your Mercyhurst experience as well as your future.

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

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

Enjoy the rest of your summer!

Sincerely,

Laura Zirkle, Ph.D.
Vice President for Student Life

Making the Most of the Mercyhurst Experience

While college students invest much time and effort in their academic studies, they will spend roughly 85 percent of their time outside of the classroom. Aside from studying, college provides 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 athletic and cultural events on campus.

To help you assess how your student is connecting, Mercyhurst has developed the following goals for first-year students. Your student should be:

Gaining confidence and competence as a college student.

A student is:

- Aware of the important offices and services on campus.
- Communicating with both 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, both oral and written.
- Using learning technologies such as the Hub, Self Service, Blackboard, and research databases.
- Willing to use key campus services.

Making positive connections with faculty, staff, and peers.

A student is:

- Attending campus activities, athletic events or cultural events.
- Seeking out professors during their office hours.
- Utilizing services relevant to their personal needs such as Commuter Student Services, International Student Services, and Multicultural Student Services.
- Meeting fellow students in the residence hall.
- Aware of the names of the student's RA and Hall Director.
- Using their Mercyhurst email regularly.
- Demonstrating an awareness of campus life and extracurricular opportunities by reading The Merciad or visiting online campus engagement resources, such as the Hub and Laker Launchpad.

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

A 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:

- 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:

- Engaging in self-reflection for personal and moral growth.
- Treating others with empathy and compassion.
- Being 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 key aspect of growth as a college student is learning to advocate on your own behalf. Mercyhurst 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 opportunities for students to continue developing as mature, independent adults. Keep the lines of communication open with your student during these situations, encouraging independent advocacy for any issues that may arise. Mercyhurst University has many support services and offices to help students become engaged, healthy, and happy members of the university community. We hope you'll spend some time learning about some of the resources mentioned in this section.

New Student Welcome

New Student Welcome 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.

New Student Welcome is a perfect opportunity for students to participate in educational programs, take a campus tour, attend social events, meet their 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 are Mercyhurst Lakers!

New Student 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 Mary D'Angelo Performing Arts Center. Together they will conduct the ceremony, which leads to the formal and final admittance of the new class to Mercyhurst University. At 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 (CIC)

Every family has heard: "I'm bored." "There's nothing to do." "I'm lonely." Often these same words are spoken by first-year students as they struggle to adjust to college life and cope with homesickness. You can give your student encouragement by directing them to the wealth of activities, organizations, and resources on Mercyhurst's campus. 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.

The pulse of student life is the Campus Involvement Center (CIC). 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. Located on the upper level of the Sister Carolyn Herrmann Student Union, the CIC serves as a central location for students to get involved with campus activities and meet new people.

The Carolyn Herrmann Student Union provides a welcoming environment, where students can participate in a range of academic, social, spiritual, cultural, and recreational activities. The Great Room, a student lounge located within the Student Union, includes a pool table, air hockey table, video games, and several TVs equipped with Roku sticks already signed into Mercyhurst Student Government sponsored streaming services. The Student Union is an ideal meeting and event space for clubs and organizations, group projects, socializing, chatting with friends, or curling up on a couch to complete homework.

The CIC offers many resources to let students know what is happening on campus. We oversee the Laker Launchpad as well as events offered by a variety of other offices on campus. Students can check out the Weekender Hub Page and can follow @hurstcampuslife on Instagram. Our Instagram account is updated regularly with graphics, information, and links for important campus events and opportunities.

CIC staff engages students in a variety of educational program, such as Alcohol Awareness Week every fall. Aligned with National Collegiate Alcohol Awareness Week, this programming brings awareness to the dangers of alcohol and drug use, as well as how to safely drink alcohol when age appropriate. Activities include guest speakers, a mocktail competition, and more. In the spring, Wellness Week is a collaborative event between the CIC and several departments and student groups across campus to educate the Mercyhurst community on the various dimensions of wellness. These include physical wellness, spiritual wellness, social wellness, emotional wellness, intellectual wellness, and professional wellness.

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 many other health-related topics.

Multicultural programs support the educational, cultural, social, and personal needs of all students with special emphasis on ethnicity, gender, and minority topics. We offer activities reflecting the diversity of our student population. Programs include diversity workshops, Martin Luther King Jr. Day celebrations, unity days, and Hispanic Heritage Month activities, among others.

The Leadership Development Program (LDP) allows participants to discover their own leadership interests and styles. This dynamic leadership training program combines a speaker series, workshops, and a variety of leadership activities. Students learn skills they can use throughout 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 liaison between the student body and the administration. In conjunction with the CIC, 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.

The Multicultural Activities Council and Student Activities Council (MAC/SAC) are the two primary student programming organizations on campus. Together, they provide activities that enrich the university community both socially and culturally. Past activities have included dance parties, movies, unity events, comedians, hypnotists, athletic spirit competitions, and more. These activities are held every Friday and Saturday evening during the academic year.

The MAC and SAC serve as the programming arms of MSG. They plan and implement annual traditions such as the New Student Welcome evening programs, Haunted Hurst, Food for Finals, Family Weekend, and Unity Week. Also, MAC/SAC and MSG cooperatively host events such as Homecoming, Family Weekend, Spring Fest, and other major events.

Listed below is a small sampling of our clubs and organizations, arranged by interest area. Explore them all at mercyhurst.edu/clubs.

- Academic: Art Therapy Club, Chemistry & Biochemistry Club, Forensic Science Club, Geology Club, National Security Club, Psychology Club.
- Cultural & Diversity: American Sign Language Club, Black Students for Unity, International Student Association, Mercyhurst Equality of Women (MEOW), Sexuality and Gender Acceptance Club
- Recreational & Special Interest: Bowling Club, Dance Club, Laker Student Media, Martial Arts Club, Photo Club, Ski Club, Ultimate Frisbee 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 and Circle K.

Campus Involvement Center

Carolyn Herrmann Student Union
814-824-3643

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 build community 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 New Student Welcome, 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.

Student Transportation Options

EMTA Partnership

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

- Millcreek Mall
- Sam's Club
- Wal-Mart
- Tinseltown movie theater
- Target
- Wegmans
- Panera
- Barnes & Noble Bookstore
- State Street

Students can use the entire EMTA system free of charge by showing their Mercyhurst University ID. Use the MyStop app (available in the Apple app store or Google Play store) to search for routes, get real-time information about your bus, or see which bus comes to a specific stop.

MUber

Mercyhurst Student Government has sponsored a voucher system with Uber to offer $5 off of Uber rides for Mercyhurst students. Students can use their voucher once per day. This program provides an on demand way for students to get around the community to meet their practical needs and to visit the many attractions Erie has to offer. Students will receive an invite via email to sign the waiver and sign up to be included in the MUber program.

Uber, Inc. is a private company unaffiliated with Mercyhurst University. Uber vehicles and drivers are not provided by, vetted, or controlled by Mercyhurst University. Students opting to take advantage of the Uber credit provided by the university assume all risks associated with traveling via private transportation companies.

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, other religious traditions, or of no religious background at all. 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. during the academic year. Daily Mass is celebrated at 8 a.m., Monday through Thursday, during the academic year.
- The Sacrament of Reconciliation is scheduled weekly, before and after masses, and by appointment.
- 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 the Carpe Diem retreats, Beloved Retreats, Busy Persons Retreat, intercollegiate retreats sponsored by the Erie Catholic Diocese, and more.
- The 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:

- 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 Fellowship engage students in reading and reflecting on 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.
- Peace and 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 for the weekly e-bulletin from Campus Ministry or by following on Instagram @hurstcampusmin.

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 and Recreation

Mercyhurst sponsors 26 intercollegiate athletic programs, including two Division I program in men's and women's ice hockey, with the other 24 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 27th team—the athletic pep bands—which are open to all undergraduate and graduate students. The Athletic Department sponsors a variety of intramural sports for women and men such as flag football, outdoor soccer, basketball, volleyball, kickball, wiffleball, and many others.

The Athletic Department also sponsors a variety of club sports for women and men such as marching band, color guard, ice hockey, cheerleading, dance, and figure skating, with plans to add and support additional club sport programs over the next few years. The Athletic Department strongly encourages students who have interest in starting new programs to contact the director of club sports by email at ***clubsports@mercyhurst.edu.***

One of the many ways that our campus community embraces our Lakers is through intramural sports, which consist of casual, fun athletic leagues held throughout the academic year. In addition to providing students a great way to get involved and meet new people, intramural sports give an opportunity to stay active and make use of the university's many recently renovated indoor and outdoor athletic facilities. Intramural sports are open to all Mercyhurst students, regardless of skill level or athletic ability, so all are encouraged to participate! Intramural sports participation affords an opportunity to develop the essential qualities of leadership, cooperation, self-reliance, and sense of fair play and to form friendships that will endure throughout the years. For more information, email intramurals@mercyhurst.edu

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 on the ***Hurst Athletics website*** 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 a variety of equipment for activities including aerobic workouts and strength training. Students can also participate in a variety of fitness classes offered several times throughout the day and during the week.

Athletics Department

Mercyhurst Athletic Center (MAC)
814-824-2224
hurstathletics.com

Recreation Center (REC)

814-824-3328

Residence Life

Residence Life is an integral part of Mercyhurst's educational mission. The Office of Residence Life strives to provide a campus 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 Area Coordinator of Residence Life and Student Conduct (AC). The AC 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 AC 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 freshman is challenged to respect the ethos of Mercyhurst University and its regulations, even when popular culture encourages different behaviors. The Student Conduct Code explains our standards for conduct, violation review, typical sanctions, and the appeal process.

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

Mercyhurst also has a freshman vehicle policy. First-year resident students are not allowed to have vehicles while at school. If a freshman brings a car to school, the student will be required to take the vehicle home and will be subject to conduct review. In cases of medical or family emergency, the Area Coordinator 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 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, they must register in advance. No student will be allowed to stay without 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
- Emotional Intelligence
- Healthy Boundaries

Residence Life and Student Conduct Office

323 Egan Hall, Third Floor
reslife@mercyhurst.edu

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 Campus Ministry, as well as in the community through the Crime Victim Center and SafeNet. 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 a complaint and the investigative procedure, and can also institute interim protections or remedies.

Title IX Coordinator & Compliance Officer

Ann Miller
Egan 311
814-824-2363
amiller23@mercyhurst.edu or ***titleIX@mercyhurst.edu***

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

Dining Services

Board Dining

The "board" competent of room and board at Mercyhurst offers an all-you-care-to-eat dining experience. Our dining facilities offer a vast array of food ranging from home-style cooking to global cuisine in the Grotto Commons and the 501 Grille.

Retail Dining

Designed to complement your main meal programming, the retail focus of Mercyhurst dining features made-to-order stations, prepackaged goods, bottled beverages, and coffee bars. Starbucks is featured at both the Bookstore and Anchor Express. Made-to-order food offerings like the Cinco Cantina and pizza stations are also available at the Anchor Express. The Roost offers a pub-style menu with a restaurant-quality atmosphere. These venues accept Bonus Bucks and Flex Points (associated with the meal plans), Dining Dollars through the Hurst Dining Club, cash, and credit.

Hours of Operation

501 Grille
First floor of Ryan Hall
Monday-Friday, 7 a.m.-9 p.m.

Anchor Express
First floor of Ryan Hall
Sunday-Thursday, 2 p.m.-midnight
Friday & Saturday, 2 p.m.-1 a.m.

Grotto Commons
Lower level of Egan Hall
Monday-Thursday, 7 a.m to 9 p.m.
Friday-Sunday, 7 a.m. to 8 p.m.

The Roost
Lower level of the Student Union
Sunday and Monday, Closed
Tuesday-Saturday, 5 p.m.-10 p.m.

The Roost Express
Lower level of the Student Union
Wednesday-Sunday, 5 p.m.-10 p.m.
Monday and Tuesday, Closed

Coffee Bar
Mercyhurst Bookstore
Monday-Friday, 7:30 a.m. to 4 p.m.

Dining Services

Grotto Commons	501 Grille	Retail Dining
814-824-2156	814-824-3731	814-824-3637

Health Services

For many college students, dealing with minor ailments on their own is a new experience. Families can make this adjustment easier by sending students to college with some basic health care items: a thermometer, a heating pad, an ice pack, antibiotic ointment, Ibuprofen, Acetaminophen, and bandages. Be sure to include any prescription or over-the-counter medications that the student uses on a regular basis.

For students needing to see a healthcare professional, the Cohen Health Center, located near the Bookstore, is open Monday through Friday, 8:30 a.m. to 4 p.m., during the academic year. All students are seen by appointment. The center employs a team of registered nurses, to provide nurse assessments, treatment, and discuss personal health concerns. Physicians are on site for part of each weekday to treat specific concerns. Allergy shots are provided by Cohen Health Center; students can request this service by completing the form located under "Forms and Documents" on the Health Center's Hub page. Cohen Health Center works closely with local healthcare facilities, should diagnostic or laboratory services be needed.

Students should ensure they have personal health insurance that will provide coverage in Pennsylvania, in case they encounter costs for off-campus health services. Incoming students are required to a complete Pre-Admission health form signed by their physician and containing a record of up-to-date and required immunizations. New students can download the required health forms through the Admissions Portal.

Cohen Student Health Center
814-824-2431

Counseling Center

The Counseling Center offers free, confidential individual and group counseling to current Mercyhurst University students. Students seek counseling for many reasons, ranging from homesickness and academic stress, difficulties in relationships, or significant concerns with depression, anxiety, or life crisis. Our counselors are experienced behavioral health professionals who bring their skills, training, and experience to help students thrive. The Center also has a consulting psychiatrist that provides some additional evaluation and consultation to those students already receiving on-campus counseling services.

While most students are seen by appointment, the Counseling Center maintains an open hour each weekday where students experiencing urgent issues may walk-in to consult a counselor and determine if setting up sessions make sense. Residence Life and Mercyhurst Police and Safety can access crisis assessment and counseling services 24/7 in the event of a mental health emergency.

The Counseling Center provides a variety of educational outreach programs and presentations. Staff is committed to assisting students in developing healthy lifestyles that support good emotional and mental health.

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 neurodiverse college students. Today, the Autism Initiative at Mercyhurst (AIM) program is nationally acclaimed and focuses on helping students with their academic, independent living, social, emotional, executive functioning, and vocational skills (AISEE-V domains). The AIM program supports students in all areas of the college experience, including campus life and academic curriculum. This program also collaborates with the Learning Differences Office, including access to all the accommodations students qualify for under Section 504 of the Rehabilitation Act of 1973.

The AIM program's mission is to empower students as they gradually learn the skills to advocate for themselves. The goal for students within this program is to develop their academic and social niche, demonstrate proficiency in their academic core areas, and sustain overall satisfaction with their Mercyhurst University experience. Each student has a Student Support Coordinator, whom students meet at least once a week to check their progress in the AISEE-V domains. Students in AIM receive specialized housing, vocational support services, Career Path, Healthy Relationships classes, PEERS Program, unique vocational exposure experience trips, access to driving lessons through a partnership with Transportation Solutions, and robust social programming opportunities on and off campus. Students in AIM pay an additional fee for these services. Space is limited and highly competitive, but we have a rolling application process for this program. Admission to Mercyhurst University does not guarantee access to the AIM program; students must complete a separate process for this program.

Autism Initiative at Mercyhurst (AIM)
Egan 306 | 814-824-2609

Police and Safety

The Mercyhurst Police and 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 and Safety staff partners with the Erie Police, 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 place where your student should feel safe and protected. However, parents/guardians should encourage their students to always be responsible and aware in the event that a criminal element or dangerous situation should occur on campus. Following these important "Do's and Dont's" to be a safety-conscious university community member:

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 and 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 and Safety Hub page.

In accordance with state and federal campus security acts, Mercyhurst makes available an annual security report for the campus. You can view the most current report at ***mercyhurst.edu/clery.*** New reports are released each October.

Many university entities work together to guide students in making safe and legal decisions regarding alcohol and drugs. As you discuss these issues with your student, note 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

Mercyhurst's student identification card is called the "OneCard," and is the key to accessing many campus services. OneCard serves as a student's dining, library, and point-of-sale purchase or declining balance card. Students use this card for their meal plans, any additional dining services, and for cold drink and snack vending machines on campus. Additionally, the OneCard is used for campus printing. Students receive a number of free print credits each semester, and can use their 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. Students have the option to connect a PNC bank account to their OneCard. 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.

The OneCard Office can assist you with meal plans questions (as can the Office of Residence Life). During the add/drop period each semester, meal plans may be added, changed, or upgraded online using Self-Service. Some meal plans are assigned based on 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 adjusted or removed.

To manage your OneCard account, we recommend using GET. Register for this resource on the ***GET online portal*** and view your campus accounts, add Dining Dollars, or even order food from campus dining facilities.

More information about OneCard, along with detailed meal plan information, campus fire safety, and insurance services available to Mercyhurst students, can be found on the OneCard and Protective Services Hub page.

OneCard Office

McAuley Hall, lower level
Phone: 814-824-3640
Fax: 814-824-3230
onecard@mercyhurst.edu

Sustainability

Environmental sustainability is not just about being earth-friendly, but also about understanding the effects 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.
- Bringing washable hand towels and dish rags instead of packing paper towels. 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 belong to the Mercyhurst community, environmentally responsible behavior will become (if it is not already) a habit that you don't even need to think about: proper recycling across campus, conserving energy by turning off lights and electronics, keeping heating or air conditioning systems at reasonable temperatures, reducing unnecessary carbon emissions by carpooling, walking or biking to nearby destinations, and taking advantage of available public transportation, like the EMTA. While at Mercyhurst, we abide by the Erie County, PA recycling guidelines, and we encourage everyone to do their part by familiarizing themselves with these rules during their time on campus.

Students 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 by students in 2006-07 to allow sustainability initiatives by all campus community members and comes directly from a Sustainability fee issued each semester. Past projects include implementing a composting program for all three of our dining halls, the green roof above the Ceramics Lab in Zurn Hall, a model sustainable landscape behind Warde Residence Hall, solar umbrella chargers, and upgrades to campus recycling containers, among others. For more information about sustainability at Mercyhurst University and how you can get involved, please visit the ***Sustainability webpage*** and the Sustainability page on the Mercyhurst Hub.

Payment Options

Dear students and families,

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.

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
mhur.st/sfs

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's and parent's situation warrant it, through an appeal to SFS.

Students have the following responsibilities:

- To advise SFS of any additional financial aid received which is not indicated on the Mercyhurst Financial Aid Offer Letter.
- 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 the Undergraduate Course Catalog for complete 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 wish to withdraw from the university. A recalculation of financial aid and billing charges may be required. Please refer to the Undergraduate Course Catalog for detailed information on dropping courses or withdrawing from the university.

Student Billing Schedule

In alignment with Mercyhurst's sustainability efforts, our billing system is completely online. SFS does not mail paper billing statements.

Students receive an electronic billing statement for each semester. For the fall semester, this will be available in late June via the student's eBill.

Students are responsible for reviewing their eBill regularly to check for updates and balance adjustments. 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 "Authorized Party" access to parents or other individuals who wish to view the eBill and/or make online payments. Instructions to log in and grant Authorized Party access are included at the end of this section.

Term	Billing Date	Payment Due
Fall	Late June	Aug. 4, 2023
Spring	Early December	Jan. 5, 2024

Cost of Attendance by Semester (estimated)

Tuition	$20,790
Standard Fees	$1,465
Housing and Meal Plan (Baldwin/McAuley double)	$6,375
Total Direct Costs*	$28,630
*Indirect costs include books, supplies, travel expenses, etc.	

- Tuition charge is for full-time study between 12 and 18 credit hours. Additional charges will apply for credits over 18 hours.
- Standard Required Fees are shown. Other fees may apply depending on the student's individual program.
- Standard housing and meal plan is a Baldwin/McAuley Hall double. Housing and meal plan for a Warde Hall double is $7,650 per semester.
- For the first semester only the billing statement will include an orientation fee of $280 and a OneCard fee of $50, in addition to the Standard Required Fees.
- Lab and studio fees are extra and range from $235 to $300 per course.
- Figures above reflect tuition and fees for traditional baccalaureate programs. Associate degree, certificate, and graduate degree programs have different costs.

Payment Methods and Financing Options

- Electronic payment from U.S. checking or savings account, via eBill.
- U.S. debit/credit card via eBill: AMEX, MasterCard, Visa, Discover (convenience fees apply).
- International payments via Flywire or credit card, on the eBill.
- Paper checks in USD.
- Money orders.
- Cash.
- 529 Savings Plans.
- Federal PLUS Loans.
- Nelnet monthly payment plans.
- Alternative Educational Loan.
- Other personal bank loans.

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

If mailing checks or using a third party for payments or loans, please allow ample mailing and processing time. Payments must be received by the bill due date. If any balance remains on an account past the due date on a non-payment plan account, a late fee will be applied.

Nelnet Campus Commerce

Spread your education expenses over the semester. The Nelnet Campus Commerce Payment Plan is interest free. Enrollment fees apply. Enroll via your eBill.

	# of Payments	Start Dates	End Dates	Fee
Semester	5, 4 or 3	(Approximate) Fall: July 1 and Aug. 1 Spring: Dec. 1 and Jan. 1	(Approximate) Fall: Nov. 10 Spring: April 10	$40 per semester

If you choose a Nelnet Campus Commerce semester plan, you must enroll by Aug. 30 for fall or Feb. 1 for spring. You must re-enroll for each semester that you wish to use a payment plan. Nelnet Campus Commerce sends reminders throughout the semester and re-enrolling is easy.

Financial Aid on the Bill

Expected financial aid is reflected on the eBill for financial planning purposes. Aid is not actually paid 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. Until then, awards will display (and be counted as a payment) as 'Pending Financial Aid' on the eBill. If a student is planning to enroll in fewer than 12 credits (part-time), they should contact their SFS Counselor before the last day of the drop/add period, to ensure their aid accurately reflects their enrollment status. Otherwise, awards will be adjusted after the drop/add period is over and a revised offer letter will be sent. Mercyhurst scholarships and grants require a student to remain registered full-time (12 credits or more) and maintain Satisfactory Academic Progress (SAP) as outlined in the Undergraduate Course Catalog.

Students using Federal Direct student loans must complete a signed Master Promissory Note (MPN) and Entrance Counseling by Mercyhurst's priority submission deadline of June 7. If the MPN and Entrance Counseling have not been completed by June 7, the initial bill will not reflect the student's loans as pending financial aid and the student is responsible for the full payment by the due date.

Federal Direct student loans are still available after June 7, and throughout the semester, provided the student completes the MPN and Entrance Counseling, is registered, meets all other eligibility requirements, and submits a loan reinstatement request to SFS.

If parents are borrowing the Direct PLUS Loan, or if the student or parent is borrowing an alternative loan, those applications and promissory notes should be completed as soon as possible. Direct PLUS loans and alternative loans can take up to three weeks to process and appear on the eBill. If expected loan funding is not listed by the due date, the bill must still be paid in full. Once loan proceeds are received, any excess funds will be refunded. Refunds are issued starting approximately three weeks after classes start and continue throughout the semester. Students should enroll in direct deposit, via Self-Service, to receive their refunds in the timeliest manner.

Tuition Refund Policy

SFS may be required to make recalculation adjustments to the student's charges and financial aid when a student withdraws completely from all courses at Mercyhurst University. There are official policies in place that a student must follow in this situation. Please refer to the Undergraduate 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 – self-help aid, must be repaid
- Student Employment – self-help aid, a university position where the student earns wages

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 included on your financial aid offer letter.

Pell Grant:
Federal grant based on need. Eligibility is determined annually by filing the Free Application for Federal Student Aid (FAFSA).

PA State Grant: (PA residents only)
Must file FAFSA annually by May 1. The Pennsylvania Higher Education Assistance Agency (PHEAA) sends student eligibility notices.

PHEAA Validation:
Provide any requested documentation to PHEAA promptly; Mercyhurst certifies enrollment & academic progress.

Student Employment:
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 at ***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.
- Payments can be deferred while enrolled at least half-time.
- The origination fee for loans disbursed through September 2023, is 1.057 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. Visit ***studentaid.gov*** for current interest rates.
- Payments can be deferred while enrolled at least half-time.
- The origination fee for loans disbursed through September 2023, is 1.057 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 are available to parents of dependent students, with eligibility 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.
- Interest is charged on the loan from the time funds are disbursed until it is paid in full. Visit ***studentaid.gov*** for current interest rate.
- The Federal PLUS Loan has a 4.228 percent origination fee through September 2023. 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 and complete the Parent PLUS Master Promissory Note at ***studentaid.gov.*** The parent should login with their FSA ID to 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 interested in being a co-signer for your student, please visit the ***elmselect.com*** to explore some private education loan options.

Important Reminders:

- File FAFSA annually (by Mercyhurst's priority deadline of March 15).
- PA residents must complete FAFSA and PHEAA applications by May 1 each year.
- Mercyhurst scholarships and grants are available for a maximum of four years. Please refer to your offer letter for details on your awards, including GPA renewal requirements. Students receiving a scholarship from an external source must submit this information to SFS.
- 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).
- Undergraduate students must successfully complete at least 67 percent of total credits attempted each academic year and achieve at least a 2.00 cumulative GPA to maintain Satisfactory Academic Progress (SAP).
- 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, aid may be canceled.

Visit ***mercyhurst.edu/admissions-aid/cost-financial-aid*** 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 early August. Spring semester bills are due in early January.

To access your eBill, simply log in to your Student Hub and click on the eBill icon under the 'Quick Links' heading.

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 an Authorized Party on your eBill.

The following instructions allow you to add Authorized Parties to your eBill account.

- Once you are in your eBill, click on "Add Authorized Party" on the right side of the page.
- Enter your parent's/interested party's information.
- This will send an email invitation for eBill 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.

The eBill landing page is in real time and reflects your current balance. Itemized statements can be viewed by clicking 'View Current Statement'. Your statement history is listed in the drop down at the top of the next page.

Note: Pop-ups 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. Additional charges incurred after the bill due date require payment in full within 30 days to avoid a late fee.

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 Release 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 or email *sfs@mercyhurst.edu*** if you have questions or need assistance, now or in the future.

Other Important Telephone and Website Contacts

Federal Student Aid Information Center (FSAIC)

(FAFSA and Federal Loans)
Phone: 800-443-3243
TDD: 800-730-8913
studentaid.gov

Nelnet Campus Commerce

(Statements and payment plans)
Phone: 800-609-8056

PHEAA

(PA State Grants)
Phone: 800-692-7392
pheaa.org/grants/state-grant-program

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 Learning Management System, and Self Service. 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 contact the Help Desk located in the Hammermill Library, at **814-824-3200** or ***helpdesk@mercyhurst.edu.***

Sincerely,

Jeanette Britt
Senior Vice President for Administration and Chief Operating Officer

Academic Computing and Information Technology (IT) Services

Mercyhurst University continues to increase our use of technology to enhance learning and communication with our students. Therefore, it is essential that new 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 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, 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 365 with OneDrive.
- Microsoft Office suite of products through Microsoft 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 Mercyhurst email address and a password. During New Student Welcome, 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 to provide the student full access to these resources from anywhere on campus.

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 11
- 8 GB of RAM minimum
- 802.11b/g/n Wireless for laptops
- Cat5 ethernet cable

Macintosh System (desktop or laptop)

- Mac OS 12.0 (Monterey)
- Cat5 ethernet cable
- 10/100/1000 LAN Wired Ethernet Port
- 802.11b/g/n Wireless for laptops

All network-enabled devices (computers, phones, gaming systems, tablets, 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. After you have connected your

device to Laker Vapor or the Ethernet port, open your browser and go to ***connect.mercyhurst.edu*** to start the registration process. Full instructions to register devices on the Mercyhurst network are available on the Mercyhurst Hub's Information Technology section.

All students can use the Microsoft Office suite of products for free through Microsoft 365. Log on to ***portal.office.com*** with your Mercyhurst email and password to access these products.

IT Help Desk

Lobby of Hammermill Library
814-824-3200
support.mercyhurst.edu

IT Checklist

Ensure your computer meets the Mercyhurst University requirements.

Operating System for Desktop and Laptop Models

- Windows 11 ____Yes ____No
- Windows Operating System must have current updates applied ____Yes ____No
- Macs must have a minimum OS X (Monterey or higher) ____Yes ____No

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

Anti-Virus Software

- Anti-virus software is installed, operational and updated ____Yes ____No

Network Connections for Desktop and Laptop Models

- 10/100/1000 Ethernet connection is required for wired LAN connection ____Yes ____No
- 802.1x a/b/g/n Wireless LAN connection (built-in on laptops only) ____Yes ____No

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

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

1. Windows 11 is preferred and performs better in a networked environment.
2. Windows Defender is the preferred antivirus and is already built into Windows 10 and above.

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.*** A minimum of two authentication methods must be set up for your account.
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.***
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 at the IT Help Desk located in the Hammermill Library. Our staff will resolve network connection issues and provide 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.

Help Desk

Location: Hammermill Library
Telephone: 814-824-3200
support.mercyhurst.edu

Hours:
Monday-Thursday, 8 a.m.-8 p.m.
Friday, 8 a.m.-6 p.m.
Sunday, 4-9 p.m.

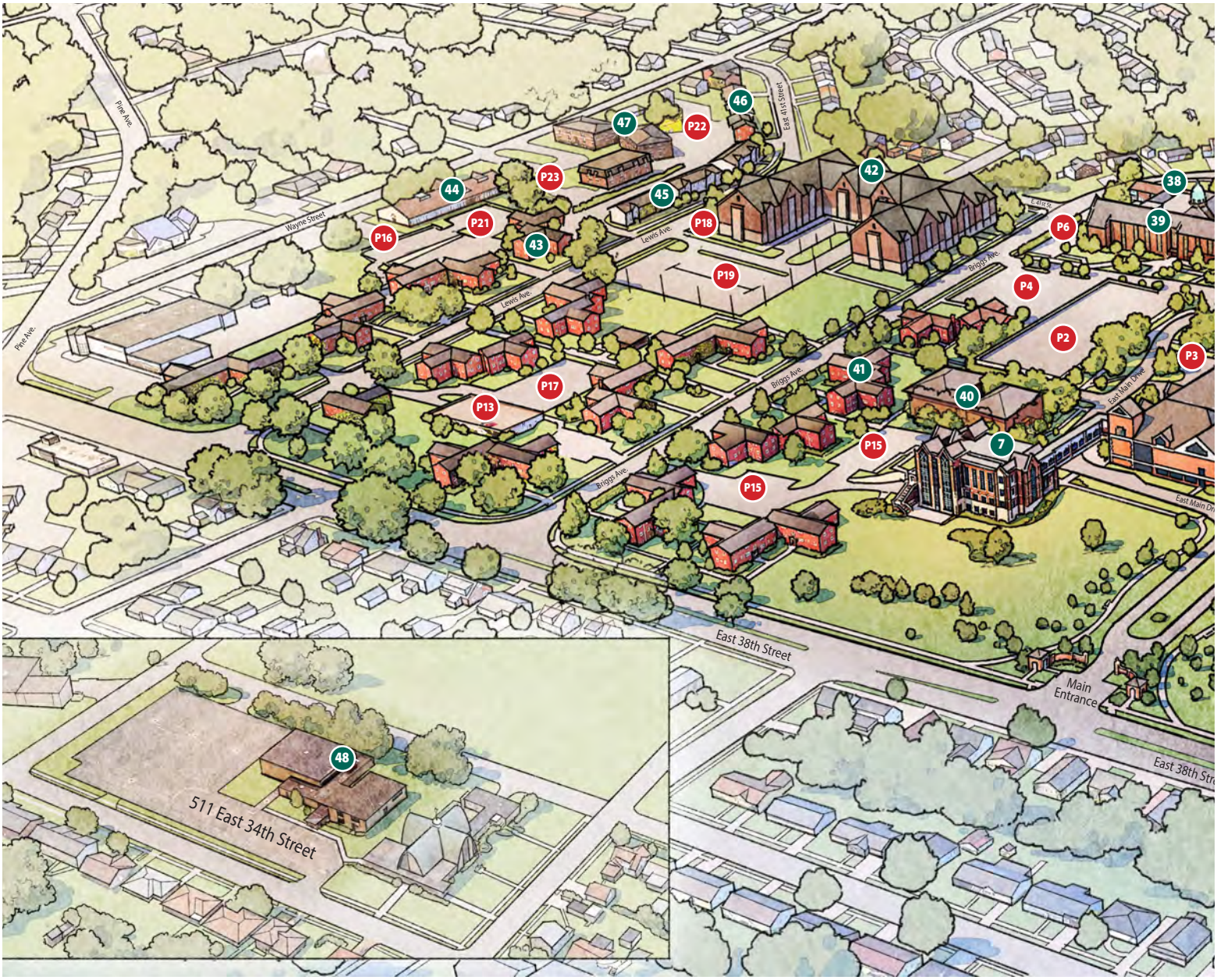
Summer hours:
Monday-Friday, 8 a.m.-4 p.m.

Hub

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

Ticketing System

support.mercyhurst.edu



1. Old Main (Admissions)
2. O'Neil Tower
3. Christ the King Chapel
4. Queen's Chapel
5. Weber Hall & Taylor Little Theatre
6. Hammermill Library
7. Center for Academic Engagement
8. Sports Medicine & Exercise Science
9. Mary Garden
10. McAuley Hall & Police & Safety Offices (Lower Level)
11. Grotto Commons Dining Hall
12. Sullivan Hall & Mercy Heritage Room
13. Egan Hall
14. Preston Hall
15. Trinity Green
16. Grotto
17. Alumni Park
18. Carolyn Herrmann Student Union & The Roost
19. Athletic Training
20. Athletic Center
21. Athletic Fields
22. Recreation & Fitness Center
23. Mercy Apartments
24. Mercyhurst Ice Center
25. Football & Lacrosse Offices
26. Baldwin Hall
27. Saxon Stadium
28. Alumni Hill Pavillion
29. Mercy Walkway (to Mercyhurst Prep & Nursing Facility)
30. Warde Hall
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Mary D'Angelo Performing Arts Center
Zurn Hall & Baltus Observatory
danceSpace
Briggs Hall Annex
Psychology
Warde Townhouses
Bookstore
Cohen Student Health Center
Audrey Hirt Academic Center & Walker Recital Hall
Duval Appartments
Briggs Apartments
Ryan Hall
Lewis Apartments
Interior Architecture & Design
Lewis Townhouses

46 41st Street Townhouses
47 Wayne Street Apartments
48 Physician Assistant Program
49 Nursing Facility

MERCYHURST UNIVERSITY

PARKING

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Nursing Facility	P25

MERCYHURST
UNIVERSITY

501 East 38th Street, Erie, PA 16546
814-824-2000 • ***mercyhurst.edu***