

## Chapter 3. Student Services

### Subchapter 3-100. General Provisions

#### Sec. 3-101. Purpose

a. The purpose of Student Services is to provide students with various services and programming opportunities in the areas of physical and mental health, disability support services, wellness and prevention programming, and standardized testing. Services are designed to meet a variety of goals including:

1. Providing equal access to all educational, social, and recreational programs;
2. Encouraging healthy decision-making;
3. Helping students resolve personal concerns and acquiring the skills, attitudes, abilities, and insight that will enable them to meet the challenges of student life;
4. Maintaining optimum physical health of UT Tyler students through the provision of quality, accessible, comprehensive, and cost-effective primary health care; and
5. Providing proctoring services of approved examinations through the administration of various standardized examinations.

b. Services are provided with each student's particular needs in mind and that encourage students to become as independent and self-reliant as possible.

#### Sec. 3-102. Definitions

a. In this chapter, unless the context requires a different meaning:

1. "student" means a person currently enrolled in residence at the university, or who is accepted for admission or readmission to the university, or who has been enrolled at the university in a prior semester or summer session and is eligible to continue enrollment in the semester or summer session that immediately follows, or who is attending an educational program sponsored by the university while that person is on campus;
2. "university" means The University of Texas at Tyler;
3. "faculty or staff" means a current employee of The University of Texas at Tyler.

#### Sec. 3-103. Introduction/Application

a. Student Services are available to all students that are currently enrolled at The University of Texas at Tyler. Student Services offers a wide variety of programming and services that are described in Subchapters 3.1-3.5.

b. Student will receive a satisfaction survey from the Student Services staff on various occasions after having received services. Students receiving a satisfaction survey are requested to return the completed survey to a Student Services staff member or drop the completed survey off in one of the Student Services offices.

c. The Director of Student Services reviews the surveys periodically in order to evaluate the effectiveness of services. Information from the surveys will be used to update, expand, and/or improve services. The various Student Services Office hours of operation are Monday through Friday from 8:00 am- 5:00 pm.

d. Programs that are offered include Counseling Services, Disability Support Services, Testing Services, and Wellness and Prevention Education Programming, and the University Health Clinic. These services are described in chapters 3.1-3.5.

#### Sec. 3-104. General Guidelines for Student Services Testing Center

a. Computers used in the student services computer lab are to be used only for programs offered through Student Services.

- b. No outside software or disks may be used in the student services computer lab.
- c. No food or drinks are allowed in the lab.
- d. Users are asked to clean up after themselves- throw away any trash they may have.
- e. Users are asked to be respectful of others. No loud talking or listening to tapes or software without headphones when others are in the room.
- f. No vulgarity or profanity is allowed in the lab.
- g. Pornography, offensive and inappropriate material is not permitted in the lab, whether it is brought in or accessed from the Internet.
- h. Ignorance is no excuse. Be careful of copyright infringement and be aware of the Computer Crimes Law. For more information, see [UT Tyler Information Resources Acceptable Use Policy](#) or the [UT System Copyright Policy](#).
- i. Absolutely no unauthorized software may be used or installed on any of the computers in the lab. This includes software that comes with textbooks. If textbook software is needed, please make prior arrangements with the Testing Center staff (903.566.7079).
- j. Absolutely no copying or duplication of copyrighted software will be permitted.
- k. No one may promote any commercial activity using University resources. Examples of inappropriate use are:
  - 1. Posting advertisements
  - 2. Posting "chain letters"
  - 3. Using resources for any community or social work unless it is school sponsored.
  - 4. Never use any University-provided computing resource to do something illegal, threatening, or deliberately destructive- not even as a joke.
- l. Users are not permitted to try and repair any computer problems, software, or hardware.
- m. Users are not permitted to move or reposition the workstations.
- n. Users are not permitted to reboot the computers.
- o. No physical abuse of the equipment is permitted.
- p. Any person abusing computers, equipment, or software will be subject to removal from the lab.
- q. If there is a problem with the equipment, users are asked to notify a student services staff member. Users are not authorized to repair the equipment.
- r. No user's external peripheral is allowed to connect to lab computers without prior approval.