

Support Services

One Stop Student Services Center

Located on the first floor of Founder's Hall (Building 2), the One Stop Student Services Center (One Stop) assists current students with a wide range of policy and procedural issues related to financial aid, admissions, academic records, Veterans Affairs, and registration. The office provides a central point of communication and contact for all of Enrollment Services and coordinates many procedural functions that previously would have required students to travel from office to office. The One Stop also provides access to self-service computer kiosks and a pay-for-print multi-purpose machine for photocopying and printing documents. The overarching goal of the One Stop is to provide excellent service to students and streamline procedures while helping to maintain the integrity of the institution. Please note that the One Stop does not advise students regarding course selections or substitutions. Those functions rest with the academic advisors. One Stop Student Services may be contacted at (904) 620-5555 or online at www.unf.edu/contactonestop/

Academic Advisement

Mission:

The mission of the University of North Florida Academic Advising Program is to assist prospective, current, and returning students with the development of academic, personal, and professional goals. The members of the program are committed to providing individualized services to a diverse student population. Working cooperatively with the UNF community, advisors offer tools and resources to empower students in becoming lifelong learners.

Advising Philosophy:

Advisors at UNF strive to guide students towards their academic goals by providing information, references, and advice; however, they will not make choices for the student. Advising is an engaging process between the advisor and the advisee where ultimately the student is in full control of his/her educational experience. Academic advisors are the resource to help students succeed.

Objectives of Advising:

As a result of advising, advisees should be able to...

- Understand and adhere to the University's academic policies, procedures and deadlines
- Navigate myWings and the UNF website
- Interpret their degree evaluation
- Establish positive student-advisor relationships



- Acknowledge their own personal strengths and weaknesses
- Take responsibility for their actions and be engaged in their educational experience
- Be knowledgeable of their academic major requirements and career goals

Advisor responsibilities:

To support the core values of the UNF advising program, advisors will...

- Demonstrate professionalism and empathy towards their advisees
- Assist students in understanding the purposes and goals of higher education and its effects on their lives and personal goals
- Encourage individualistic goals and decision-making
- Initiate motivation and ambition for development and self-improvement
- Be knowledgeable of policies, procedures, student services and reference information

- Recommend social and academic extra-curricular organizations in addition to applicable campus resources
- Maintain confidentiality and uphold FERPA Regulations

Advisee responsibilities:

*Note: Newly admitted students to UNF or students newly into their academic major must meet with their academic advisor within the first semester.

To achieve your ultimate academic goal, you will...

- Prepare to visit your advisor by scheduling appointments and/or coming to walk-in advising early in the semester
- Arrive early to your appointment and be prepared with all required materials
- Be knowledgeable of your academic progress and status including: grades, GPA, academic history, academic schedule and standing
- Clarify personal values and goals, and provide the advisor with accurate information regarding your interests and abilities
- Learn and comprehend campus policies, procedures, and requirements for graduation
- Check your University of North Florida e-mail daily and reply, respond or take action as required
- Conduct yourself in a manner that is professional and respectful to others
- Expect to be responsible for your own actions and decisions

Freshman and Sophomore Students: The Academic Center for Excellence (ACE) provides professional academic advising for all students including transfer students who have less than 60 semester hours. ACE provides freshmen and sophomore students with specially trained academic advisors to assist students in identifying and working towards their academic goals. First-Time-In-College (FTIC) students are required to attend Freshman Orientation prior to enrolling in their first term at UNF. Special arrangements may be made for out-of-state or out-of-country students by contacting the Center at (904) 620-1012.

Junior and Senior Advising: After the completion of 60 semester hours, students are assigned to an academic advisor in the appropriate college. Each college provides specially trained academic advisors to assist upper level students in successfully developing and completing their academic goals. Advising Offices are located in the:

- Brooks College of Health (904) 620-2812
- Coggin College of Business (904) 620-2575
- College of Arts and Sciences (904) 620-2797
- College of Computing, Engineering and Construction
Computer and Information Sciences (904) 620-2985
Engineering (904) 620-2970
Building Construction Management (904) 620-2745
- College of Education and Human Services (904) 620-2530

Academic Center for Excellence

The Academic Center for Excellence (ACE) provides many services for the UNF student population. ACE delivers academic advising for all freshmen and sophomore students, sponsors an annual writing contest for graduate and undergraduate students as well as a variety of targeted retention programs.

The following retention programs are FREE for UNF students and include:

- Peer tutoring in a variety of disciplines with heavy emphasis on math, the natural sciences and writing.
- Faculty Early Warning System (EWS) which encourages faculty to identify and refer potential at-risk students in their courses for advisor intervention and follow-up.
- College Success Skills workshops with topics which include: Critical Thinking Skills, Essay Writing, Memory Tips, Note Taking Tips, Reading Strategies, Test Anxiety and Time Management. These workshops are geared towards developing positive learning habits, designing effective study techniques, exploring different learning strategies and reinforcing relevant knowledge.
- Academic Potential Program (APP) which is a probationary admission summer program for at-risk freshmen.
- CLAST review and preparatory workshops.
- Workshops for undecided students in conjunction with Career Development.
- Mid-term intervention for freshmen identified with unsatisfactory grades.

The Academic Center for Excellence works with faculty on a daily basis and encourages frequent faculty involvement and student referrals. ACE is committed to responding to student and faculty needs through the delivery of quality programs in a professional and caring atmosphere designed to assist and support students toward achieving their educational goals.

The Academic Center for Excellence is located in Founders Hall, Building 2/Room 2120. You can reach the center by calling (904) 620-1012 or through the web at www.unf.edu/es/ace.

Office of Academic Testing

The Office of Academic Testing administers Independent Study examinations and such tests as the Certified Health Education Specialist (CHES) examination, College-Level Academic Skills Test (CLAST), College-Level Examination Program (CLEP), Florida Teacher Certification Exam (FTCE), Graduate Record Exam (GRE), National Board for Professional Teaching Standards (NBPTS) examination, Praxis I, and Test of English as a Foreign Language (TOEFL). Information about many other tests is available.

The College-Level Examination Program (CLEP) is offered by appointment only to students who desire to take exams for college credit.

The College-Level Academic Skills Test (CLAST) is required of all undergraduate students who seek admission to upper level programs at UNF, unless they have received a CLAST exemption. In spring 1995, Florida's Legislature approved alternatives to CLAST which became effective January 1, 1996. (Refer to the Academic Policies and Regulations section of this catalog.) CLAST is offered, paper-based, once each February, June and October. A computerized CLAST lab is available for the English Language Skills, Reading, and Mathematics subtests (for a fee) by appointment only each term. For CLAST registration information and scheduling appointments to take the CLAST on the computer, students should visit the Office of Academic Testing, Founders Hall, Room 2056, (904) 620-2927.

The Florida Teacher Certification Examination (FTCE) is one requirement for teacher certification. Applications to register for the test are available from UNF's College of Education and Human Services and as well as the Office of Academic Testing.

Information about making registration appointments for GRE, PRAXIS I, and TOEFL can be found in the Office of Academic Testing, Founders Hall, Room 2056, (904) 620-1973.

Bookstore

The UNF Bookstore provides an on-campus source for academic supplies, textbooks, course materials, general books and magazines, Hallmark cards, plus UNF clothing and gift items. The bookstore is authorized to sell select Dell Computer laptop and desktop models, which are available to the UNF community at discounted prices. More than 8,000 computer software programs are available at educational prices with discounts of up to 85 percent offered to students, faculty and staff. The bookstore also provides check cashing, continuous book buy-back, special ordering of books and supplies, graduation paraphernalia and employment opportunities.

The bookstore's normal hours of operation are Monday through Thursday, 7:30 a.m. to 7:30 p.m., Friday 7:30 a.m. to 5:30 p.m., and Saturday 10 a.m. to 4 p.m. Hours are extended at the beginning and ending of each term to accommodate customers needs. For more information please call (904) 620-2665 or visit us online at www.unf.bkstr.com.

Chartwells Dining Services

The University community has a variety of food service locations to choose from across the campus.

Osprey Cafe

(south end of campus, near Residence Life buildings)
Enjoy a wide variety of popular all-you-care-to-eat menu items in a comfortable, lakeside environment. This facility offers home-style cooking, healthy selections, cooked-to-order specialties, salads, grilled items, desserts, beverages and the following food stations: Home style Cooking Station- carved turkey, ham, beef and fish, macaroni and cheese, vegetables, rice or potatoes etc.; Action Station - exhibition cooking with stir-fry, wraps, and pastas ; Sandwich Central - meats, cheeses, assorted breads and spreads; Vegetarian Station - innovative vegan and vegetarian dishes for the health conscious; The Grille – burgers, grilled chicken, fries, a variety of pizzas alternating with special hot sandwiches; Fresh Salad & Soup - a fresh salad bar and homemade soups; Bakery - the perfect end to a delicious meal with sweet treats, ice cream, pies, cakes and a daily hot dessert; Beverage Station - fruit juices, teas, coffee, different milks, carbonated drinks. Includes menu items from the Balanced Choices nutritional program.

Sbarro® Italian Eatery at Alumni Square

Sbarro® is famous for hand stretched New York style pizza with generous servings and reasonable prices. Delicious pastas, salads, weekly specials, desserts and drinks are the nexus of the Sbarro® concept. Serving fresh, traditional Italian cuisine, with speedy service.

OLO Sushi & Freshens Smoothies at Alumni Square

Freshens Smoothie sensations, sundaes, ice cream and frozen yogurts and OLO sushi made fresh daily.

Outtakes Quick Cuisine at Alumni Square

An upscale market and state-of-the-art convenience store offering gourmet sandwiches and salads, sweet and salty snacks, fresh, hot Dunkin' Donuts coffee varieties, juice, milk and more. Au Bon Pain legendary soups offered daily.

Starbucks® at the Atrium

Known the world over for expertly roasted coffee, hand-crafted espresso beverages, cool, indulgent Frappuccino® blended beverages, quality coffee related merchandise, fresh sandwiches and sweet treats. Located by the Library, Starbucks® is the most popular spot for students on the campus.

UNF Hall Bistro at UNF Hall

A quaint spot for a fresh cooked to order meal including burgers and variety of sandwiches. Starbucks We Proudly Brew coffee and Au Bon Pain soups are served daily.

Harvest Moon Café at The University Center

A mini-convenience store offering sandwiches, salads, soups, snacks, beverages and a daily buffet.

Coming in spring 2009 at the Student Union:

Food Court – with Quiznos, Salsaritas Fresh Mexican, Yan Can Cook Asian Cuisine, and Coyote Jack's Grille

Boathouse Grille – a brand new restaurant

Outtakes Quick Cuisine – featuring Starbucks We Proudly Brew Coffee

For more information on Standing Reservations (meal plans) and Osprey Dining Dollars, visit us online at www.dineoncampus.com/unf or Chartwells Business Office (behind Osprey Café) from 9 a.m. to 4 p.m. or call us at (904) 620-2543.

Information Technology Services

Information Technology Services (ITS), located in UNF Hall and the John E. Mathews, Jr., Computer Sciences Building, provides computer, networking, enterprise systems, IT security and telephone support to the academic and administrative communities of UNF.

The ITS Help Desk is located on the second floor of the Mathews Building. It provides a variety of services for students, faculty, and staff including assistance with their computing account, audio-visual equipment requests for classrooms, and help with hardware and software problems. These services are accessible in a variety of ways; walk-in (Building 15/Room 2106), e-mail (its-helpdesk@unf.edu), and phone (620-HELP).

A general-purpose computer lab is located on the second floor of the Mathews Building. ITS supports computer classrooms on the first floor of the Mathews Building and technology-equipped classrooms in various buildings across campus.

Every admitted student is provided with a UNF ID (computing account) at no cost to the student. This account is used to login to myWings, Blackboard, file storage, and e-mail. Students use the ITS Self Service page (www.unf.edu/app/ess) to find out their UNF ID, change their password, select a friendly e-mail alias, and turn on spam blocking.

The official method of notification at UNF is e-mail. The University may elect to use e-mail to provide information and notices either in lieu of or in addition to existing methods of communication. **The student UNF e-mail address will be the only officially recognized e-mail address for currently enrolled students.**

It is important for students to check their UNF e-mail accounts regularly for information from University departments. Instructions for accessing and using a UNF e-mail account are available at Information Technology Services' website: www.unf.edu/dept/its/email/student-email.html.

For detailed information on the facilities and services provided by Information Technology Services, consult the department's website: www.unf.edu/dept/its.

Thomas G. Carpenter Library

The UNF Library, named in honor of the University's first president, fulfills its primary mission to support the academic programs of the University by providing research materials for the university's faculty and students. The collection contains more than 800,000 resources in various formats, including books, periodicals, maps, federal and state documents, media, curriculum materials, microforms, and electronic materials. Staffed by 21 Library faculty and 26 support personnel, the Library provides services common to a University research library, including reference and information services, tours and bibliographic instruction, interlibrary loan, databases, electronic full-text journals and books, special collections and university archives. Faculty and students can access most services through the Library's webpage, www.unf.edu/library.

Through the Florida Center for Library Automation, the Library maintains an online catalog based on Aleph software from ExLibris, which searches holdings of the UNF Library, and more than 10 million MARC holdings records of the other 10 libraries in the Florida public university system. The Library's links to various computerized networks and cataloging utilities (OCLC/SOLINET, RLIN) provide access to more than 53 million bibliographic records and holdings of affiliated libraries and networks nationwide. The combined advantage of these networks offers rapid identification and access to materials in the UNF Library or through local, national, and international interlibrary loan channels. The online catalog may be searched both in-library and through remote access for retrieval of print and digitized materials.

The Library addition and renovation, completed in fall 2005, added group study rooms, graduate carrels, reading rooms, and wireless technology throughout the building. Additional services include listening and viewing facilities for non-print media, microformat reader/printers, photocopiers, and more than 300 computer workstations for student use.

Except for holidays and semester breaks, the Library is open seven days per week. The operating schedule for the Library and its individual units is posted at entrances and on the Library's webpage at www.unf.edu/library.

Office of Research and Sponsored Programs

From its inception, the University of North Florida faculty and staff have been active in the search for new knowledge and engaged in collaborative initiatives that respond to regional and national needs and priorities

in creative and positive ways. Faculty are encouraged to pursue basic and applied research activities and to involve students in research and training projects supported by public and private granting agencies. The University has clear policies and procedures that govern intellectual property developed as a result of faculty research activities that involve students (www.unf.edu/unfinfo/policies-regs/chapters/academic_affairs/2_0020P.html). Through these activities, the University of North Florida faculty enhance the University's instructional program while concomitantly applying their skills and expertise to address contemporary issues and problems.

The Office of Research and Sponsored Programs is the central coordinating unit for grants and contracts at the University of North Florida. This includes planning, organizing, and administering a university-wide program for research and other projects that are funded by external organizations and agencies. All proposals for which outside support is sought must be transmitted through the Office of Research and Sponsored Programs. The office has five areas of responsibility: (1) to serve as the University liaison with external funding agencies; (2) to provide an array of information and support services to the University community including the identification of funding opportunities and acquisition of application materials; (3) to facilitate and coordinate the preparation and submission of proposals on behalf of the University by providing advice and assistance to faculty and staff in developing proposals; (4) to negotiate terms and conditions of acceptance with funding agencies; and (5) to provide financial and programmatic administration for awarded contracts and grants. In addition, the office assists the assistant vice president for research in the development of intellectual property and the management of technology transfer. For additional information, call (904) 620-2455.

Veterans Affairs and Military Programs

Veterans Affairs and Military Programs advice is available to assist military personnel and dependents, and veterans eligible for any of the educational benefit programs administered by the Veterans Administration. Currently, there are five VA Educational Assistance programs: the Montgomery GI Bill, Vocational Rehabilitation, Veterans Education Assistance Program (VEAP), Dependents Educational Assistance, and Educational Assistance for the Selected Reserve. For additional information on these programs, refer to the Financial Information section of the catalog.

The office provides the following services:

- Evaluation of military training courses
- VA educational benefits counseling
- Certification of enrollment for educational benefits
- Determination of continued eligibility by academic progress and/or changes in course load
- Documentation and program of studies for degree completion programs
- Liaison with military and veteran students, and the Veterans Administration

Military Policy Agreement: As a part of the University's continuing commitment to provide educational opportunities for active-duty military personnel and their spouses, and retired military personnel, a formal policy facilitating the transfer of academic credit was adopted in October of 1987. This policy allows active duty military personnel stationed in Florida, their spouses and retired military personnel who hold associate in arts degrees from regionally accredited institutions to transfer as juniors to UNF. To determine eligibility, applicants must provide documentation of an acceptable associate in arts degree and verification of their status to the One Stop Student Services.

Prior to graduation, students must meet the provisions of 240-2333, Florida Statutes (1988) regarding the statewide foreign language requirement and the provisions of State Rule, 6A-10.030, College-Level Communication and Computation Skills, known as the Gordon Rule, and the CLAST requirement as prescribed by Florida Statutes and State Board of Education Rules (Rule 6A-10.316).

Service Members Opportunity Colleges: The University recognizes the need for greater flexibility in the evaluation of educational experiences of veterans, military personnel and their families, and is a member of the Servicemembers Opportunity Colleges (SOC).

For additional information, contact the One Stop Student Services located in Founders Hall, Building 2, first floor, and can be reached at (904) 620-5555.