



SUPPORT SERVICES FOR STUDENTS

The staff of Brenau University is committed to making your college experience extraordinary. Listed below are services and offices that are designed to support and assist you as you progress through your program of study.

BRENAU TRUSTEE LIBRARY

770.534.6113

The Trustee Library at Brenau provides students with the best in information resources and personal service. Our collection of print and online books, magazines, journals, databases, and websites has been curated in collaboration with our faculty to supply the resources you need for your courses here at Brenau. You can search our resources at <http://brenau.worldcat.org/>

The Trustee Library offers students many services; including:

My Librarian: Stuck on a research project? Meet face to face or by phone to get the answers you need. Librarians offer scheduled appointments daily and into the night for your convenience. Schedule your individualized research consultation with a librarian at <http://www.brenau.edu/academics-2/brenau-trustee-library/library-services/my-librarian-session/>

Ask A Librarian: If you have questions or problems with a research assignment or need to know more about the library, Ask A Librarian at <http://LibAnswers.brenau.edu>. If the question has already been asked, an answer will be immediately available from our knowledge base. If you have a unique question, a professional librarian will respond via email within a business day.

LibGuides: LibGuides provide a selective collection of research resources designed to support our professional, artistic, and liberal education programs, including everything from nursing and other allied health professions to education, dance, interior design, and business administration. LibGuides put sources of accurate and authoritative articles, books, websites, and other kinds of information for your specific program at your fingertips. Find the LibGuide for your program of study at <http://LibGuides.brenau.edu>.

Information Delivery: The Trustee Library collaborates with other libraries to bring students books and articles that are not available at Brenau. Additionally, students who don't attend classes on the Gainesville campus can use our Information Delivery service to have books and articles we own delivered to your local campus or home. Request Information Delivery at <http://www.brenau.edu/academics-2/brenau-trustee-library/library-services/information-delivery/>

For more information about the library and our services, please visit our website at <http://www.brenau.edu/academics-2/brenau-trustee-library/>, call us at 770-534-6113 or 1-800-252-5119 ext. 6113, or email us at Library@brenau.edu.

BARNES & NOBLE/BRENAU UNIVERSITY BOOKSTORE

770.534.6208

Barnes & Noble offers a full service university bookstore online at www.brenau.bncollege.com or on-ground at the Gainesville Campus. When you get your books from the campus bookstore, you can be sure you are getting exactly what you need to be prepared for class. Textbook editions change all the time, so we work closely with your faculty members to ensure we have the right books on our shelves for all of your courses. For more information, please give us a call or visit the website.

CAREER SERVICES

770.534.6143

Career Services is available for use by all students regardless of enrollment location or platform upon request. Physically located at the Gainesville campus, students may visit Career Services in person or virtually depending on which is more convenient. Services offered include, but are not limited to, assistance with career planning, choosing a major, resume and cover letter writing, preparing for interviews, planning for graduate school, identifying job fairs, and online job boards. Please call or visit us at <http://intranet.brenau.edu/dnn/StudentServices/CareerServices/tabid/65/Default.aspx> for assistance.

CENTER FOR HEALTH & WELL-BEING

The Center for Health and Well-being is a partnership between Brenau University's Chaplaincy, Counseling Services and Health Services that provides comprehensive care to all currently enrolled Brenau students. All Services are free and confidential within the limits of the law.

Chaplaincy: The Brenau University Chaplain promotes and coordinates religious and spiritual programs and activities for students, faculty and staff. The chaplain is available to students who are experiencing crisis, dealing with personal problems or who just want

to chat about their personal situations. The main Religious Life organization on Campus is the Brenau Spiritual Life Association which meets regularly. In addition, the Chaplain oversees the Servant Leadership Scholars Program which trains and raises up student leaders who receive scholarships for their activities. The Chaplain is available for spiritual direction and counseling. No record of counseling is maintained in any academic, education, or job placement file. Confidentiality is assured; information about counseling is only released with the student's written permission. The Chaplain can be reached at **770.534.6159**.

Counseling Services: The Brenau University Counseling Center (BUCC) office is located at 205 Boulevard on the Gainesville Campus. Office hours are 8:30am – 5:00pm Monday through Friday. The University Counselor is happy to meet with any currently enrolled Brenau Student during regular business hours at the BUCC. Appointments are strongly recommended. The BUCC offers free, short-term and confidential counseling to Brenau students who are experiencing problems that interfere with their lives. The BUCC can also provide referrals to agencies and providers for those who need or prefer off-campus services at the students cost. All sessions are confidential within the limits of the law. To make an appointment or for more information, please call the BUCC at **770.534.6121**.

Students at regional campuses, for whom travel to the Gainesville Campus during regular office hours is not an option, are encouraged to seek counseling services through the following resources:

If you have insurance: Call your insurance company and ask about your “behavioral health coverage” to verify your benefits. If you have coverage, ask for a list of “behavioral health providers” in your area.

If you do not have insurance or you have Medicaid or Medicare and live in Georgia: Call the Georgia Crisis and Access Line at 1-800-715-4225 to locate the nearest counseling center in your area. The Access Line professionals can connect you with services for addiction and mental health treatment along with child and adolescent services. You will have access to counselors and psychiatrists who can prescribe medications if needed. You may also call this 24/7 number if you are experiencing a crisis and need to talk with someone immediately.

Self Directed Search: To locate a counselor or psychologist in the United States use the “Find a Counselor” option from the American Counseling Association at www.counseling.org/Resources/CounselorDirectory/TP/Home/CT2.aspx or the “Find a Psychologist” option from the American Psychological Association go to <http://locator.apa.org/>.

Health Services: The Health Services Clinic is located at 205 Boulevard on the Gainesville Campus. Clinic hours are 8:30 to 12:00 and 1:00 to 5:00 Monday, Tuesday, and Wednesday; 8:30 to 1:00 and 2:00 to 8:00 Thursday; 8:30 to 1:00 Friday. The Health Services staff is a happy to see any currently enrolled Brenau student at the clinic during regular office hours. Services include: examinations and treatment of illnesses and women's wellness exams. The staff of Health Services will provide information and referral assistance to other medical personnel and services in the area when necessary. Several wellness programs are offered throughout the year. Health Services can be reached at **770.534.6135**.

All *residential* students who have been accepted and have submitted a deposit will receive a health form and an immunization form that must be completed and returned to the Center for Health and Well-being prior to enrollment. A *residential* student cannot register for classes until this form is received. A registration hold will be placed on the students account if the health form and immunization form are not received.

All *commuter* students who have been accepted and wish to take advantage of the services offered through the Center for Health and Well-being must submit a health form before receiving services.

DINING SERVICES (GAINESVILLE CAMPUS ONLY) _____ 770.538.4600

Between attending classes, studying and personal responsibilities, who has time to worry about cooking, cleaning and shopping? Relax, we know how you feel and we've put together some dining options just for you. Meals in a membership are sold to you at a discount, instead of paying door prices at our locations. Please call or drop by for current meal plan pricing.

FITNESS CENTER (GAINESVILLE CAMPUS ONLY) _____ 770.538.4687

Membership in the Fitness Center is open to Brenau students.. Yearly memberships run from Sept. 1st through Aug. 31st and must be renewed each year. Yearly memberships run from Sept. 1st through Aug. 31st and must be renewed each year. Fitness Center facilities include a gymnasium, Olympic-size swimming pool, aerobic equipment room (treadmill, recumbent and upright bicycles, stair climbers and elliptical hiker machines), Cybex weight room (includes 16 pieces of individual and modular exercise equipment), rowing machines, 4 dance studios, 2 classrooms, locker and shower facilities and faculty offices. There is no fee for Residential and Day students. Membership fee for Evening and Weekend, Online and Graduate students is \$90.00 per year.

The Brenau Security Office is located at 212 Prior Street. Security Officers respond to concerns and calls for service or assistance, and they make regular checks of the campus grounds and facilities 24 hours a day. Persons who appear out-of-place may be stopped and questioned about the nature of their business with the university and asked for ID. Students are encouraged to carry their Student ID at all times.

Brenau Security Officers offer escorts anywhere on campus...just call Security at ext. 6202 and they will meet you and escort you where you need to go on campus. Security urges you to take advantage of this free service. Because of insurance concerns, we cannot give escorts off campus, nor are we allowed to assist with vehicle repairs.

At regional campuses, Campus Security is provided by local security forces provided through contractual agreements directly with security services or provided by landlords if the location is a leased property (Augusta, Kings Bay, North Atlanta, South Atlanta). Please see your Campus Director for more information concerning security at your campus.

The university has an **emergency notification system** (e2Campus) that is activated during questionable weather and is also used to notify faculty, staff and students of other campus emergencies. It is highly recommended that you subscribe to the e2Campus notification service at <http://www.e2campus.com/my/brenau/>.

STUDENT SUCCESS AND RETENTION

770.531.3110

The Office of Student Success and Retention is committed to student support and retention by working with campus wide programs, faculty, and divisions, whether academic or service oriented, for all student populations. The Dean collaborates within the campus community to enhance and support student learning, development, matriculation, and satisfaction from the time of entry into the university through successful completion of degree program. Students have access to a range of support services including admissions, financial aid, academic advising, delivery of course materials, and placement counseling. Please contact the Dean of Student Success at vsimmons-walston@brenau.edu for more information on available services.

ACADEMIC SUPPORT

The **SPA (Study Place for Achievement)** is the tutoring center for the math and science departments. Located at 611 Spring Street on the Gainesville Campus, the SPA offers assistance in all areas of **math, as well as biology, chemistry, and physics**. The SPA is open 8-5 M-Th, and 8-2 on Friday. There is a full time instructor for math tutoring, and student tutors to help with chemistry and biology (including research papers.) Tutoring schedules are available online at <http://intranet.brenau.edu> or you may contact the director at dedge@brenau.edu. The phone number is [770-538-4786](tel:770-538-4786).

The Writing Center: The Brenau University Writing Center, a peer tutoring service, offers individualized writing conferences and group workshops for students across disciplines and, through the Online Writing Center, across campuses. The Writing Center supports the university's goal to foster intellectual and professional accomplishment as it helps students develop their ability to communicate articulately in writing or speech. Students may schedule writing conferences by calling [770-538-4795](tel:770-538-4795) or by visiting the Writing Center page at <http://intranet.brenau.edu/>, where papers may also be submitted online.

The Learning Center: For students that have either a physical or a learning disability. In order to obtain services, the student must submit documentation from either a physician or psychological service. Services range from tutoring by a degreed professional to extended time testing in a quiet environment. The Learning Center also provides CLEP/DSST testing. For more information on either of these services, contact the Learning Center at [770-534-6133](tel:770-534-6133) or at vyamilkoski@brenau.edu or dmulkey1@brenau.edu.

USEFUL COMPUTER ADDRESSES

Frequently Used Computer Addresses	
Brenau Website	http://www.brenau.edu/
Brenau Campus Web for Student Info	https://campus.brenau.edu/
Brenau Blackboard Instructional Technology	https://bbent2.brenau.edu/
Helpdesk for IT Support	http://intranet.brenau.edu/dnn/
Brenau Trustee Library	http://www.brenau.edu/?page_id=2728
Writing Center	http://intranet.brenau.edu/dnn/

IMPORTANT PHONE NUMBERS

To reach any department on the Gainesville campus students at locations outside the 770/404/678 calling areas may use the toll free number **800.252.5119**. To reach the desired party, request the appropriate extension (*last four digits of the listed phone #*).

Frequently Called Departments/Offices	
Academic Services	770.534.6119
Accounting Office - Student Accounts	770.534.6150
Augusta Campus	706.210.2576
Barnes&Noble (Bookstore) http://brenau.bncollege.com	770.534.6208
Career Services	770.534.6256
Computer Help Desk	770.538.4774
Financial Aid (Financialaid@brenau.edu)	770.534.6152
Gainesville Campus	770.531.3135
General Information	770.534.6299
Kings Bay Campus	912.882.7125
Library Services (Library@brenau.edu)	770.534.6113
North Atlanta Campus	770.446.2900
Online Class Information (Online@brenau.edu)	770.718.5327
Registrar's Office (Registrar@brenau.edu)	770.534.6203
School of Business & Mass Communication	770.718.5326
School of Education	770.534.6220
School of Fine Arts & Humanities	770.538.4764
School of Health & Science	678.707.5029
Security Office – Gainesville (Security@brenau.edu)	770.534.6202
South Atlanta Campus	678.827.7300
Student Services	770.534.6130

FREQUENTLY ASKED QUESTIONS

Who Do I Ask About ...	
Absence from class	Your instructor
Academic advising	Your advisor
Account payments and billing	Accounting Office
Books and supplies	Campus Bookstore
Change of address	Registrar's Office
Computer problems: CampusWeb or email	Computer Help Desk
Course schedules	Registrar's Office
Drop/Add schedule changes	Advisor then registrar
Financial aid questions	Financial Aid
Library needs	Brenau Trustee Library
Refunds	Accounting Office
Transcripts	Registrar's Office
Withdrawal from college	Registrar's Office/Student Services