Dear Families:

We've enjoyed welcoming students to the 2018-2019 academic year. Our first-year and transfer students are beginning to adjust to living and learning at the university, and while our returning students know their way around campus, each year usually brings a degree of adjustment for them as well.

For most students, at UMass and across the country, learning to be successful in college is a process. Some students encounter more challenges than others, but almost all benefit from support during their undergraduate career.

The types and levels of support needed vary, but there is a common denominator: Studies indicate – and based on professional experience we agree – students who seek help sooner have the best chance for success.

Students often experience multiple concurrent challenges. For example, what starts as a sense of loneliness may begin to negatively affect academic performance. This underscores the importance of connecting with students early, before concerns escalate.

While many students reach out on their own when they need help, many others do not. Below, you will find a list of campus resources that can assist with academic and personal concerns. By sharing this information, it is our hope that together we can all ensure your student knows about and receives whatever support is needed for a successful university career.

Sincerely,

John McCarthy  
Provost and Senior Vice Chancellor for Academic Affairs  
Distinguished Professor

Enku Gelaye  
Vice Chancellor for Student Affairs and Campus Life

Carol Barr  
Senior Vice Provost and Dean of Undergraduate Studies

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**Academic Advice and Support**

- Academic Dean
- Academic Advisor
- Writing Center
- Learning Resource Center

**Single-Stop Resources**

- Referrals for personal, financial, or life challenges that interfere with college success and well-being

**Communities of Support**

- Residential Life  
  Support for on campus students; help addressing roommate disputes and residence hall quality of life
- Off Campus Student Life (OCSL) (413) 577-1005  
  Community connections and programs for students living off-campus
• **International Programs Office** (IPO) (413) 545-2710  
  Networking and assistance for international students and scholars at UMass and UMass students studying abroad

• **Center for Multicultural Advancement and Student Success** (CMASS) (413) 545-2517  
  Mentoring, workshops, advocacy, scholarship and internship opportunities, graduate school preparation and career development

• **Stonewall Center** (413) 545-4824  
  Programming, advocacy, and support for LGBTQIA+ students and allies

• **Student Parent Programs** (413) 545-0865  
  Support for students with children

• **Student Veteran Resource Center** (413) 545-0939  
  A welcoming place for veterans, active military members, and their families to study, network, learn, seek support, and get help with benefits

• **Center for Women and Community** (413) 545-0883  
  Information and referrals, community education, general counseling, and empowerment-based support groups for survivors of all genders

• **Men and Masculinities Center** (413) 577-4636  
  Supports male student success and the development of healthy masculinities

• **Office of Religious and Spiritual Life** (413) 545-9642  
  Educational programs, advocacy, dialogue, interfaith programs and service

• **Center for Health Promotion** (413) 577-5181  
  Peer wellness coaching, alcohol screening and brief intervention, support for students in recovery

**Offices that Can Help**

• **Center for Counseling and Psychological Health** (CCPH) (413) 545-2337  
  24/7 emergency crisis intervention, support groups and workshops, online therapy and resources, brief psychotherapy and referrals

• **Dean of Students Office** (413) 545-2684  
  Advice and support for managing challenging or crisis related matters

• **UMass Police Department** (413) 545-2121  
  Emergency: 413-545-3111 or 911  
  Immediate emergency response, anonymous tip reporting, theft prevention, community safety, and self-defense programs and training

• **University Health Services** (413) 577-5000  
  24/7 medical advice and triage, walk-in clinic, nutritional counseling, sports medicine, and more

• **Disability Services** (413) 545-0892  
  Help registering and accommodating students with all types of disabilities

• **Student Legal Services Office** (413) 545-1995  
  Confidential legal counseling and advice for all fee-paying students with any legal matter

• **Psychological Services Center** (413) 545-0041  
  Individual, couples and group therapy and assessment services

• **Ombuds Office** (413) 545-0867  
  Facilitation and informal mediation; resolution of grade disputes

• **Equal Opportunity Office** (413) 545-3464  
  Upholds university’s commitment to access and opportunity for all