Graduate Student Guide to Campus Resources

As a graduate student, you are now part of a strong scholarly community focused on producing the next great ideas and solutions.

While the graduate experience is not the undergraduate experience, you can make the most of your time at UMass by engaging with fellow graduate students, asking for support, or guiding fellow graduate students to contact available campus based resources.

If you or someone you know needs assistance while at UMass Amherst, this guide gives an overview of campus resources.

Student Affairs and Campus Life
319 Whitmore Administration Building
umass.edu/studentlife
(413) 545-2300
The Graduate School is the hub for all academic programs and provides many key services:

2. Funding for dissertation research, fellowship preparation and support (Ford Foundation, National Science Foundation, etc.), and information about on-campus funding opportunities through assistantships.
3. Support for issues at the departmental level (your faculty, program chair, dean, etc.) that you need help resolving.

The Graduate Student Senate (GSS) is your formally recognized governance body at the university. GSS provides:

1. Social engagement and community building activities throughout the year.
2. Childcare reimbursement to graduate students with families.
3. Leadership and advocacy opportunities through the Graduate Student Senate.
4. Funding for a campus Graduate Student Organization.

Learn more: umass.edu/gss

Graduate Employment Organization (GEO)/UAW 2322 is the collective bargaining unit that advocates for graduate students on wages, healthcare (including dental and vision), and other employment related benefits.

geouaw.org

Visit the graduate school website to get familiar with resources to help you smoothly navigate graduate student life: umass.edu/gradschool
Benefits

Through the **UAW/UMass Trust**, eligible graduate student employees can receive:

- **Dental care** – diagnostic, preventative, and restorative
- **Vision benefits** including an allowance for contact lenses or eyeglass frames
- **Childcare subsidies** – annual allowance for childcare costs

Visit [uawumasstrustfund.org](http://uawumasstrustfund.org) for a complete list of plan benefits, eligibility guidelines, and enrollment procedures and deadlines. For benefits assistance contact: uawdental@external.umass.edu.

Other Useful Resources

**Children and Families:** The Office of Family Resources (OFR) offers support, resources, and activities for students with children: umass.edu/ofr. The Center for Early Education and Care provides high quality early childhood care services for children 15 months through five years of age. [umass.edu/ceec](http://umass.edu/ceec)

**Healthcare:** University Health Services offers many health services including: acupuncture, allergy shots, eye care, immunizations, nutrition services, obstetrics and gynecology, optical services, orthopedics, pediatrics, pharmacy, physical therapy, sexual health, sports medicine, tobacco treatment, transgender health, travel medicine, and women’s health. [umass.edu/uhs/services](http://umass.edu/uhs/services)

**Legal Assistance:** The Student Legal Services Office (SLSO) can assist with legal matters or issues such as landlord-tenant disputes, reviewing leases, drafting wills, divorce and child custody, citizenship and visas, employment discrimination, civil rights issues, and more. [umass.edu/slso/about](http://umass.edu/slso/about)

**Social Events and Involvement:** Meet and connect with other graduate students through a Graduate Student Organization (GSO). [umass.edu/gss/gsos/recognized-gsos](http://umass.edu/gss/gsos/recognized-gsos)
Staying well in grad school means finding balance, developing good eating and sleeping habits, making time for physical activity, and managing stress. Learn your personal tolerance for different types of stress and try to let go of stressful situations. These self-care suggestions can help, but you may also need to make lifestyle changes or get some coaching or counseling to feel your best.

**Focus on time management.** Plan ahead and schedule enough time for schoolwork and other obligations.

**Take one thing at a time.** Taking things piece by piece will eventually get everything done. Start with the most urgent item on your list. When it’s done, move on to the next.

**Be realistic.** It’s okay not to over-commit. If academics are overwhelming, say no to certain extracurricular activities.

**Use mindfulness.** Find a quiet place to breathe deeply for a few minutes or take a quick walk. Five to ten minutes of quiet reflection can clear your mind and bring some calm.

**Exercise and sleep.** Thirty minutes of physical activity and eight hours of sleep per day keeps your body and mind at peak performance.

**If you’re anxious or stressed, share your feelings.** Friends and family can give support and guidance to help you cope.

**Be flexible.** Conflict only increases stress. Learn to resolve differences calmly and rationally. Compromise and make room for other people’s points of view.

Check out the [Center for Counseling and Psychological Health (CCPH)](https://umass.edu/counseling) at umass.edu/counseling for mindfulness, meditation, and other de-stressing resources. [University Health Services (UHS)](https://umass.edu/uhs) offers free acupuncture services for graduate student employees: umass.edu/uhs.
Strengthening money management skills in graduate school is a great practice for establishing good credit and anticipating unexpected costs.

- **Make a budget and stick to it.** Sites like mint.com and cashcourse.org can help track spending and distinguish between wants and needs. Many businesses offer student discounts – use them.

- **Get free or discounted textbooks.** Rent, buy, and resell textbooks online. Get free textbooks through UMass Libraries’ Open Education Initiative: library.umass.edu/services/teaching-and-learning/oer.

- **Forego a car, if possible.** Save money on parking, insurance, and repairs by using public transportation, walking, and biking.

- **Ask for assistance.** If a crisis impacts your finances, contact the Dean of Students Office at (413) 545-2684.

**Financial Aid**
The Bursar’s Office issues online bills and credits accounts for payments. Financial Aid Services offers a guide to understanding financial aid: umass.edu/umfa.

**Grants and Fellowships**
Learn about various resources for financial assistance available to graduate students: umass.edu/gradschool/funding-support.

**Ask for assistance.** If a crisis impacts your finances, contact the office of the Dean of the Graduate School (413) 545-5271.

Your records are confidential and protected under the **Family Educational Rights and Privacy Act (FERPA).** The university will not disclose information to anyone (even family members) unless you complete a FERPA waiver: it.umass.edu/support/spire/set-up-your-ferpa-privacy-waiver.
# Single-Stop Resources

Got a personal, financial, or life challenge interfering with your college success and well-being? These resources can help you to get back on track. [umass.edu/studentlife/single-stop](umass.edu/studentlife/single-stop)

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The Dean of Students Office Student Life Team is available to meet with you, listen to your concerns, and assist in developing a comprehensive action plan for your academic and personal success.

Reasons to Access the Student Life Team

- Difficulty transitioning to college life
- Missing classes or falling significantly behind in coursework
- Injury or illness
- Dealing with depression, anxiety, panic or other mental health concerns (including thoughts of suicide or self-harm)
- Financial struggles including homelessness and food insecurity
- Experiencing physical/sexual assault, bullying or harassment
- Relationship challenges/domestic violence
- Alcohol or drug abuse
- Eating or exercise disorder
- Help coordinating campus resources
- Experiencing a problem and don’t know where to go

umass.edu/dean_students/student_services
Finding Communities of Support

**TIP** Learn About Accommodations
If you have a psychological, physical, auditory, medical, cognitive/learning disability, or another chronic condition, as defined by a qualified professional, register with Disability Services (161 Whitmore) for support and accommodations.
We want anyone who experiences acts of bias, discrimination, harassment, hate, or sexual misconduct to feel safe, know their rights, and be connected to the right support resources. While we hope you never have to use them, the university has several ways to report incidents and receive support:

- **Emergency** (413) 545-3111 or 911 (University Police)
- **University Police** (413) 545-2121 (non-emergency)
- **Dean of Students Office** (413) 545-2684
- **Anonymous Tip Line** umass.edu/umpd/anonymous-tip-line
- **Anonymous Witness Form** umass.edu/umpd/anonymous-witness-form
- **Bias Reporting** umass.edu/dean_students/request-assistance
- **Confidential Reporting for Sexual and Relationship Violence**
  - 24 Hour CWC Crisis Hotline (413) 545-0800
  - Center for Counseling and Psychological Health (413) 545-2337 or (413) 577-5000 (24/7 Emergency)
  - University Health Services (413) 577-5000
  - University Police Civilian Advocate (413) 545-2121

You can find information about gender respect, Title IX, and resources for survivors of sexual misconduct, harassment, and dating or sexual violence at umass.edu/titleix
Whether you are going out on the town or staying home, these are some basics for staying safe:

- **Avoid scams.** Beware of callers posing as Internal Revenue Service (IRS) or Immigration (ICE) representatives, or landlords demanding upfront payments without verification. If in doubt, consult Student Legal Services or Off Campus Student Life for guidance.

- **Program your phone with emergency numbers:** UMPD: (413) 545-2121, Amherst Police: (413) 259-3000, or the police department in your local town.

- **Do not give out personal information,** such as your social security or credit card numbers.

- **Always carry identification with you,** but never attach your name or address to your key chain.

- **Go out with your friends and go home with your friends.** Look out for one another.

- **Stay in control.** If a social situation or party gets out of hand, leave!

- **Have someone you can call for a ride or for help,** and create a code word or phrase that means, “Come help me out of this!”

- **Use UMPD’s free walking escort service.** Escorts are on call from 7 p.m. to 3 a.m. every night during the academic semester.

- **Report any suspicious or unusual activities immediately** to campus or local police.

- **Never leave personal property unattended!** Take valuables with you or lock them up, even if you are only leaving for a few minutes. UMPD programs Project Protect and “Like it – Lock it – Keep it” can help protect valuables and recover stolen items.

**TIP!**

Keep your emergency contact information updated on SPIRE (My Personal Information > Emergency Contacts)

More personal safety tips: umass.edu/offcampuslife/safety
Cyber Safety 101

To protect your devices & personal data:

- Use anti-virus & anti-malware software.
- Update & patch your operating system.
- Regularly update third-party software.
- Set up User Account & Administrator Account on your computer.
- Report scams, suspicious emails, or phishing immediately to itprotect@umass.edu
- Clear private data from Web browsers.
- Choose strong passwords & change them regularly.
- Use a password-protected screen saver.
- Download from reputable sources only.
- Turn on your firewall.
- Use eduroam for wireless on campus.
- Don’t leave devices unattended & purchase a security cable for your laptop.
- Register your laptop & mobile devices with UMPD.

Get free software (including anti-virus, anti-malware, and Microsoft programs) and learn how to protect against security threats at umass.edu/it/security
Concerned about yourself or a friend?  
When to Worry, Where to Reach Out

**Behavioral:**
- Problems concentrating
- Lack of energy
- Personal hygiene changes
- Alcohol or other drug abuse
- Changes in eating or sleeping habits
- Difficulty making decisions

**Academic:**
- Late or absent a lot
- Procrastination
- Poorly prepared work

**Emotional:**
- Withdrawal from activities and friends
- Personality changes
- Lack of pleasure in things they used to enjoy
- Inappropriate outbursts, angry or belligerent behavior
- Appears fearful, anxious or nervous
- Conversation, writing or social media posts preoccupied with death or mentions the desire to harm self or others
- Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me”

Always call 911 in a potentially life-threatening situation.
Your **Campus Resources for Support and Safety**

**IMMEDIATE ASSISTANCE (AVAILABLE 24/7)**

**UMass Amherst Police:** (413) 545-2121 • Emergency: 911  
585 East Pleasant Street, umass.edu/umpd – **CONFIDENTIAL**  
- immediate response for all emergencies including threatening or dangerous behavior, accidents, injury

**University Health Services:** (413) 577-5000  
150 Infirmary Way, umass.edu/uhs – **CONFIDENTIAL**  
- medical care and **24/7 on-call service**  
- free sexual assault evidence collection for sexual assault victims/survivors

**Center for Counseling and Psychological Health:** (413) 545-2337  
After-hours emergencies: (413) 577-5000 – **CONFIDENTIAL**  
Middlesex House, 111 County Circle, umass.edu/counseling  
- **24/7 emergency services**, crisis intervention, assessment, consultation  
- brief psychotherapy, anxiety, depression, mindfulness training

**Center for Women and Community:** (413) 545-0883  
Rape Crisis: (413) 545-0800 – **CONFIDENTIAL**  
180 Infirmary Way, New Africa House, umass.edu/cwc  
- **24/7 rape crisis hotline** for people of all genders  
- safety planning, free counseling and support groups for survivors, friends and families  
- community training on issues of consent, sexual assault and harassment

**Follow-Up and Support**

**Center for Health Promotion:** (413) 577-5181  
150 Infirmary Way, third floor, umass.edu/studentlife/chp  
- alcohol screening and brief intervention (BASICS)  
- support for students in recovery and living sober at UMass

**Center for Multicultural Advancement and Student Success:** (413) 545-2517  
101 Wilder Hall, umass.edu/cmass  
- cultural enrichment, academic support, student development and support for institutional diversity  
- mentoring, workshops, advocacy, scholarship and internship opportunities, career development
Dean of Students Office: (413) 545-2684
227 Whitmore, umass.edu/dean_students
- advice and support in managing challenging situations

Disability Services: (413) 545-0892
161 Whitmore, umass.edu/disability
- registering and accommodating students with all types of disabilities

Equal Opportunity & Diversity (EO&D): (413) 545-3464
Bartlett Hall, room 225, umass.edu/eod
- campus affirmative action and equal opportunity policies, procedures and complaint administration

International Programs Office (IPO): (413) 545-2710
70 Butterfield Terrace, umass.edu/ipo
- support, resources, and networking for international students and scholars at UMass and UMass students studying abroad

Off Campus Student Life: (413) 577-1005
314 Student Union, umass.edu/offcampuslife
- resources and support for students who live or plan to live off campus

Ombuds Office: (413) 545-0867
Campus Center, room 823, umass.edu/ombuds
- facilitation and informal mediation; resolution of grade disputes

Psychological Services Center: (413) 545-0041
Tobin Hall, room 123, umass.edu/psc
- free confidential initial consultation and sliding-scale psychotherapy

Residential Life
umass.edu/living
- Support and referrals on any issue for students living on campus
- Help addressing roommate disputes, residence hall quality of life

Stonewall Center: (413) 545-4824
Crampton Hall (Southwest), umass.edu/stonewall
- support, resources, programming, and advocacy for lesbian, gay, bisexual, trans, queer, intersex, asexual (LGBTQIA) students and allies

Student Legal Services Office: (413) 545-1995
922 Campus Center, umass.edu/rso/slso
- confidential legal counseling, advice, research, education, representation, and referral for all fee-paying students with any legal matter

Student Veteran Resource Center: (413) 545-0939
18/19 Dickinson Hall, umass.edu/veterans
- a welcoming place for veterans and active members of the U.S. military to study, network, learn, seek support, and get help with veterans benefits
Six State and Federal Laws and University Policies You Need to Know

These laws and policies are important to understanding your rights and responsibilities within your UMass Amherst experience.

Academic Honesty Policy
UMass Amherst’s Academic Honesty Policy applies to all students and is administered by the Academic Honesty Board: honesty@umass.edu. The Ombuds Office can advise students on the Academic Honesty policy and related grievances: umass.edu/honesty.

Code of Student Conduct/Residential Life Community Standards
All University of Massachusetts Amherst students are responsible for complying with the rules, regulations, policies, and procedures contained in the Code of Student Conduct, as well as those in other official university communications. Find them at umass.edu/dean_students.

Guidelines for Classroom Civility and Respect
Faculty members are required to maintain classrooms that promote the safe and open exchange of ideas. Students are responsible for personal behavior that supports these goals. The full policy may be viewed at umass.edu/dean_students/campus-policies/classroom.

Alcohol, Marijuana, and Drug Policies
Students are responsible for obtaining and adhering to the university’s alcohol and other drug policies, which conform to state and federal laws and enhance the health, safety and educational interests of our community. The Drug Free Schools and Communities Act and Drug Free Workplace Act require the university to prohibit the use, possession and/or cultivation of marijuana, regardless of MA state law: umass.edu/dean_students/campus-policies.

“Minutes Matter” Medical Amnesty Policy
If you seek help for someone under the influence of alcohol or other drugs who needs medical attention, neither you nor that person will be charged with a Code of Student Conduct or Residence Hall Community Standards violation. If that person is a UMass student, they will be required to attend BASICS and pay the associated fee.

Town and State Bylaws
Amherst, other neighboring towns, and the Commonwealth of Massachusetts all have bylaws outlining community standards that local residents (including college students) are required to uphold. View Amherst town bylaws at amherstma.gov.
Download the My UMass app!

- Your source for campus events, information, and resources from arrival through Commencement.
- Connect to campus life through student experience videos and social media feeds.
- Engage with your community, strengthen academic success, learn about campus resources, and find out what’s happening at UMass Amherst.

tinyurl.com/MyUMass-apple

tinyurl.com/MyUMass-android