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CASE WESTERN RESERVE UNIVERSITY

Office of Orientation and New Student Transition

A guide designed for you!



PROUD TO BE |  CWRU

WELCOME TO CWRU



The Case Western Reserve University **Office of Orientation and New Student Transitions** will be one of several resources available to you and your families throughout the summer and during your first week on campus. This orientation process will prepare you for the start of your time here at Case Western Reserve University. There will be opportunities to connect with departments and resources on campus, as well as current students and other incoming students. Through educational webinars, weekly emails and orientation events, this is a journey that we will take together!

- Remember to **check your CWRU email**. This is our main form of communication.
- Your **Roadmap** helps you prepare for your arrival on campus. We will explain what is happening every step of the way. The Roadmap consists of three sections: Prepare, Connect, and Discover.
- The **Orientation Newsletter** will be delivered to your CWRU inbox each Thursday at 7 p.m. Eastern. This email will consist of important reminders, tasks to complete and other helpful information designed to prepare you for your start at CWRU.
- **Discover Week** is a week-long, *mandatory* orientation program for new and transfer students beginning in August. Discover Week takes place the week before the fall semester and is designed to help you get acclimated to campus. Some of the signature events are the University Welcome, Information Fair and Discover CLE: Serve and Explore. There will be additional academic, social and wellness activities throughout the week. Details about Discover Week will be available on the Orientation website closer to the time of the program. Students starting their journey at CWRU in January will participate in a shorter program called **Discover Days**. This orientation program will consist of the signature events during the days leading up to the start of the spring semester.

Through these experiences you'll also gain another resource, your orientation leaders, who will lead you through numerous activities, answer your questions, and help connect you to campus resources. Our team is so excited to welcome you to CWRU and can't wait to see you on campus.

We can't wait to meet you!

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Your success team at CWRU

A key to your success as a CWRU student is the team of people surrounding you. You will have several people designated to be a resource to you, not only as you begin your experience, but throughout your time at Case Western Reserve University.

Your **four-year advisor**: Your four-year advisor is the key to creating a college experience that is uniquely your own. They will work with you throughout your CWRU years to provide advice on areas of study, academic policies and degree requirements. In addition, they will point you to experiences, research, student organizations and more that you might be interested in. Their goal is to make sure you take full advantage of opportunities that help you explore your interests and reach your goals.



Your **pre-major faculty advisor**: Your pre-major advisor will be one of your first faculty connections at the university. They will guide you through your transition to our scholarly community. Pre-major advisors provide individualized guidance to help you build a foundation for academic and personal success at CWRU. Once you declare your major, you will be assigned a major advisor; however, your pre-major advisor will always remain available to you as a source of counsel throughout your time at CWRU.

Your **library advisor**: Your library advisor can guide you through library services, keep you informed about resources and programs, answer questions about library policies and procedures, provide research assistance, develop search strategies, and even schedule meetings throughout the year.

Your **orientation leaders**: During Discover Week/Days—your CWRU orientation—you will meet many orientation leaders (OLs), who will be your specific guides throughout orientation and beyond. OLs are a welcoming group of current CWRU students ready to be a resource, guide and friend as you start your experience.

Your **residential community director**: Your residential community director (RCD) is a trained professional, living in your residential community, available to you 24/7 for personal and academic assistance. Your RCD provides comprehensive leadership and support for your residential community and actively manages the learning experience at both the community and individual level, monitoring and supporting your academic, social and personal development throughout your first year.

Your **resident assistant**: Resident assistants (RAs) are CWRU students who live in the residential communities and work in teams to provide support. The primary focus of an RA is to promote a community that feels safe, is focused on learning, and is inclusive and respectful of all members.

Preparing for a successful start at CWRU

Your first year at CWRU may be filled with both success and challenges. It is important to think about how you will cope with difficult times and the natural stress that comes with the transition to life as a college student. There are a few things that you can get started with before you even start classes.

1. Begin practicing good wellness habits including a balanced diet, a healthy sleep schedule, physical exercise, and emotional and mental self-care activities.
2. Before arriving on campus, familiarize yourself with different resources that may be beneficial for you to connect with while on campus. These may be [**Academic Support Resources for Students**](#), [**University Health & Counseling Services**](#), the [**Office of International Student Resources and Engagement**](#), or many other offices and support services available.
3. Find at least **one** thing that will help to connect you to our campus and surrounding community. This may be finding a familiar food type, making a new friend with a similar background, finding a place of worship, or a club or organization to join on campus.
4. Introducing yourself is a skill that will serve you well right away as you meet new peers, faculty, and staff on campus. Consider what you want to share with others and practice by introducing yourself to 10 people you don't know.
5. Talk to your family and friends. Whether or not this is your first time moving away from home, this is a time of transition for your entire family. It can be helpful to have a conversation with your family members about this change and expectations while you are away.
6. Continue to check your CWRU email account regularly to make sure that you receive all of the important information, learn about upcoming opportunities, and meet any Roadmap deadlines.
7. It is important to start planning ahead to make sure that you are on top of your tasks throughout the semester. Take a look at [**Semester at a Glance**](#) to see major dates for the upcoming semester. We recommend that you put these dates in your calendar along with dates from your class syllabi as you receive them at the beginning of the semester.

Understanding Campus Tools and Systems

Student Information System

The **Student Information System**, commonly referred to as **SIS**, is one of the main systems you will utilize as a new student to manage many of the tasks you need to complete over the summer months. You'll also use it throughout your time as a student. The Roadmap provides links and videos to assist you in understanding SIS, including how to update your preferred name, include gender identity pronouns, access your billing statements and much more. This is the system you will use to register for classes and track progress on degree requirements. We will share information on your Roadmap and through the orientation newsletters to explain the course registration process.

My Journey

Through **My Journey**, you can schedule meetings with your four-year advisor; career and internship consultants in the Career Center; pre-professional advisors for medical, health professions and law school; staff offering academic resources, including study skills and spoken English language support; undergraduate research; and study abroad advisors who can connect you to world-expanding education opportunities.

Canvas

Canvas is the Learning Management System at CWRU, providing campus members the tools and resources needed for in-person and online teaching and learning. Canvas includes features instructors and students have come to depend on, such as online assignments, announcements and quizzes.

CampusGroups

CampusGroups is Case Western Reserve University's community engagement platform. You can download the CampusGroups app and begin to utilize the resource. With CampusGroups, you can browse the campus-wide calendar and find events you want to attend, find groups and organizations based on your interests, and keep track of your groups, registered events, submitted forms, and other involvement.

Handshake

Handshake is the Career Center's primary online career management system. All positions listed in this system are from employers who are actively seeking and recruiting CWRU students and alumni. New positions are added daily so create a Saved Search to optimize your results. This tool can be used to search and apply for internship, co-op, practicum and full-time opportunities. This includes on-campus, research and work-study positions, too!

Once you are on campus, make sure to activate your account. You will then complete your career interest profile and select the **Career Interest Areas** that interest you most. You'll receive specialized invitations to events and workshops related to your interests.

Essential Academic Resources for Students

The **Academic Support Resources for Students** office provides resources for students to reinforce and apply classroom learning and to assess and improve study strategies. They oversee peer tutoring and supplemental instruction, offer non-credit courses, and meet with students for individual consultations and academic coaching. Academic Support Resources for Students also provides English language support through programs such as English Conversation Hours and Spoken English Language Tutoring.

One popular resource at CWRU is **Supplemental Instruction**. Supplemental Instruction (SI) Leaders are available each semester in selected undergraduate courses in mathematics, sciences and engineering. SI Leaders are recommended by faculty and trained to facilitate learning. SI Leaders attend the course to which they have been assigned and conduct weekly study sessions designed to give students the opportunity to review and clarify difficult concepts.

“One of my favorite campus resources are the Supplemental Instructor (SI) sessions and Peer Tutoring that are available through Academic Resources. Both are very helpful in getting questions answered for class. SI sessions are a great way to meet new people and review content for class, and peer tutoring is especially useful if you are unable to make it to professor's office hours or want to review some material in a more in-depth manner. ”

- Samantha, Orientation Leader

The **Writing Resource Center** (WRC) provides support for writers across the university. They offer general campus workshops and student/ faculty writing groups. Their writing consultants provide individualized, hands-on instruction specific to each writer's goals. They specifically encourage visits from writers at any stage of the writing process, from understanding contexts for writing and interpreting assignment prompts, to organizing and revising ideas. Support is available at the WRC, satellite locations across campus, and virtually.

“The Writing Resource Center has saved my life! In your first semester, schedule with new and different Ph.D's and see which ones help you the most or vibe with you the best: and then see them every week!” - Helen, orientation leader

Disability Resources is committed to assisting all Case Western Reserve University students with disabilities by creating opportunities to take full advantage of the university's educational, academic and residential programs. This office works closely with students to design an individual plan for accommodations. Included in that plan are strategies for disclosure to professors as well as identifying specific accommodations that will be needed for each course. Disability Resources works with the Office of Accommodated Testing and Services (OATS) to provide testing accommodations as deemed necessary. Learn more about registering with Disability Resources, including the documentation guidelines on the **Getting Started** page of their website.

Academic Advising

Through the **Advising Partnership Model**, advisors assist students as they explore academic opportunities at the university, select courses and develop a holistic plan for their undergraduate experience and preparation for life after college.



Your academic advising team consists of:

- Your **Four-Year Advisor** in the **Undergraduate Advising Support Office**. You will meet them prior to registering for your first-semester classes to discuss your academic interests and professional goals and create a first-semester schedule that sets you up for success. Upon arrival at CWRU, your four-year advisor will partner with you and your pre-major and major advisors to ensure you meet general education requirements and stay on-track for graduation. You can schedule a meeting with your four-year advisor via **My Journey**.
- Your **Pre-Major Advisor**, a faculty mentor assigned from one of your academic areas of interest. You will meet your pre-major advisor during Discover Week/Days, and you will work with them on course planning and registration until you declare your major. Note that if you are a transfer student, you will not have a pre-major advisor.
- Once you declare your major, you will be assigned a **Major Advisor** who will provide expert discipline-specific guidance in your main area of study. You will meet with your major advisor each semester to discuss classes for the following semester. If you declare more than one major, you will have a major advisor assigned for each program.
- If you declare any minors, you will also be assigned a **Minor Advisor** for each program. You can schedule meetings with your pre-major, major and/or minor advisors via email.

Helpful Advising Resources

The General Bulletin

You will find important information about your bachelor's degree in the [General Bulletin](#), including academic policies and procedures, Unified General Education Requirements, degree programs and their requirements, and course offerings. For information on course offerings in a specific term, you should consult the Student Information System (SIS).

Important dates and deadlines

Each semester, make sure you review the [Academic Calendar](#), which is the source for academic dates and deadlines, as well as university holidays and closures.

Major and minors: Exploration and declaration

All students are expected to declare their major within their first year.

- Fall-admitted students can declare beginning November 1; the deadline to declare is March 31.
- Spring-admitted students can declare beginning April 1; the deadline to declare is October 31.

If you are looking for a place to start, it can be helpful to review a [list of the available majors and minors](#) offered at CWRU. It's a good idea to meet with your four-year advisor and/or pre-major advisor to help you narrow down your options.

When you declare, you will be assigned a major advisor from the department. Declaring sooner gives you more time to connect with your new advisor and begin building your advising relationship with an expert in the field.

Course registration and advising holds

Before the registration period opens for each semester, an advising hold is placed on your record, which prevents you from registering for courses. Once you meet with your advisor to finalize your course selections, they will remove the hold, allowing you to register.

- Before registering for your first-semester courses at CWRU, you must meet with your four-year advisor and complete required items from your [Roadmap](#).
- In subsequent semesters, you must meet with your pre-major advisor (before major declaration) and then your major advisor (after major declaration) to release your advising hold.

Tracking your degree requirements

An undergraduate degree from CWRU consists of the [Unified General Education Requirements](#) and completion of at least one [major field of study](#). Additional majors and any minors are optional.

In consultation with your four-year advisor and major advisor(s), you should regularly review and track your progress on degree requirements in the Student Information System. More information can be found online on the [University Registrar website](#).

Email Etiquette

Advice for contacting faculty and staff

As you prepare to start your CWRU experience and especially once you arrive on campus, you'll be communicating with various faculty and staff members. We've compiled some tips in order to assist you in putting your best foot forward, via email.

Use your CWRU email account, not a personal account. This ensures that the person receiving your email can identify you.

Use a descriptive subject line: The person you are writing to may receive many emails every day; a descriptive yet brief subject line will help the recipient understand your purpose for writing.

- Bad examples: "URGENT!!!!!!", "Questions" or the dreaded [no subject]
- Good examples: "Attending office hours tomorrow", "Scheduling advising appointment", "AIQS writing assignment question"

Be professional: While not as formal as a letter, your email should not be as casual as a text message.

- Use a proper greeting:
 - Do not use first names unless you've specifically been told that it's OK.
 - For your faculty, be sure to use Dr. or Professor—not Ms. or Mr.
 - For others you may need to do some research—you can use their title (e.g. Dean), or Dr., Ms., or Mr.
- Use a proper closing, such as "Sincerely," "Thank you" or "Best" and include your full name—again, this helps the recipient identify you.
- Double check for correct spelling, punctuation and grammar.

Be specific about what you are asking/requesting, but also be polite in your request: Clearly articulate the problem you are experiencing and what assistance you are seeking—the person reading your email is not a mind reader. Also, keep the tone in mind—you are asking, not demanding, assistance.

Be patient: Typically, you can expect a response within 1-2 business days, which does *not* include weekends. Keep in mind that most faculty and staff will not respond on evenings or weekends. If you do hear sooner or outside regular business hours, say thank you! If it's been more than 2 business days, you can send a respectful follow-up message.

Developing Good Study Habits

Academic Support Resources for Students has developed a list of the **Top 20 Study Tips** to incorporate into your learning style. We recommend taking a look at these *before* the semester begins to help you get started on the right track.

Your study space plays an important role in your learning process. Although many feel the key is finding a quiet place, others find it easier to concentrate with a little background noise. This **handout** should help you identify a location that fits your personality and learning style.

I really enjoy studying at Kelvin Smith Library. I realized my first semester of my first year that I was completely unproductive studying in my room, so being in a different environment amongst other people who are studying is a big motivator for me."

- Abigail, Tour Guide



Time management refers to how you plan and control the amount of time spent on tasks during the day. It can be beneficial to create a **time management system** to help you balance your academic and personal responsibilities during the semester. Which system is the best? Overall, having a system that you can stick to consistently! Many students use paper planners, organization apps and Google Calendar to stay organized and plan out their time.

Successful students frequently mention **setting goals** when they're asked how they do so well in college. However, reaching their goals doesn't just happen. These students make plans to accomplish their goals. Learn more about **goal setting** and how to get started early on during your time at CWRU.



The Peter B. Lewis building is a perfect place to study alone or in groups. The first floor offers space to socialize with friends while doing work, but the private study rooms on each floor are very helpful during exam season. Peter B. Lewis also has a lot of outlets, which come in handy!

- Izzy, orientation leader

Staying Healthy

There are many ways you can prepare to be healthy in college, even before you step on campus. The checklist below will help you get ready.



- ☐ **Complete the health history forms through [MyHealthConnect](#).** **This can be found under the Clearances tab.** As soon as you arrive for orientation, students can use MyHealthConnect to schedule appointments for medical or mental health needs, send secure messages to health service or counseling service staff, manage immunizations and more.
- ☐ **Enter immunization information.** While most students (with the exception of nursing and other health science students) are not required to have received any immunizations, we **highly encourage** students to be up-to-date on ALL [recommended immunizations](#), especially MMR (Measles, Mumps, Rubella), Meningitis, and Hepatitis B. Updated influenza vaccines will be available in mid-fall at no-cost to students. Students may also receive recommended immunizations, for a fee, at University Health & Counseling Services (UHCS) once on campus.
 - As long as you have a CWRU network ID and passphrase, you can access it at any time.
 - Go to the [MyHealthConnect.case.edu](#) website.
 - Follow the instructions on the [New Students page](#) of the UHCS website
 - If you are having trouble with renewing or activating your CWRU network ID, or logging into MyHealthConnect, please contact the help desk at **+1 216.368.HELP** or help@case.edu.
- ☐ **Enter Insurance Information and Complete Insurance Waiver.** **IF you are planning on taking the Aetna Student Health Insurance you do not need to complete this step** While most services at UHCS are provided at no-cost, you may need to use your medical plan for an x-ray, lab test, prescription or visit to the Emergency Room.
 - For instructions on how to enter your insurance information and complete the waiver [visit the UHCS website](#).
- ☐ **Know your medications AND have a plan for getting refills.**
 - Will your current prescriber continue to provide refills? UHCS can prescribe most medications, but you will need to have a visit with one of our providers before getting a prescription. If you need UHCS to prescribe, please make an appointment **BEFORE** you run out of medication.
 - Planning to fill your prescriptions in Cleveland? If you have refills on the prescription, you can transfer the prescription to a pharmacy in Cleveland. Here is a [list of local pharmacies](#).
 - Need ADHD medications? Here is our [policy on prescribing ADHD medications](#).

- ☐ **We encourage all new students and parents to review our Transition of Care guide.** If you received treatment for a physical or mental health condition while in high school or before, there are several things you can do to continue to stay healthy while transitioning to and while attending college. [This page](#) walks you through how CWRU can help you access healthcare. You can also download the [Transition of Care](#) handout.

- ☐ **Have a plan and bring necessary supplies in case you start feeling unwell.**
 - Many minor illnesses, such as colds and the stomach flu, can be managed at home or in your residence hall room. Consider bringing some or all of the following supplies to help manage your symptoms:
 - Over-the-counter pain relievers/fever reducers like ibuprofen and acetaminophen. These can help with headache, cramps, pain and fever.
 - Gatorade, Pedialyte or similar products (the store brand is fine!) can help provide fluid when your stomach is upset. You may also want to consider bringing some bland food like crackers.
 - Bandages, anti-bacterial cream/ointment, elastic bandages (like ACE wraps) and ice packs can help you take care of mild injuries.
 - Consider packing a thermometer (so you know if you have a fever) and rapid-antigen COVID tests.
 - Saline nasal spray, cough medication and decongestants can relieve some cold symptoms.
 - **Make sure you have a copy of your insurance card AND your pharmacy benefit card** (sometimes these are separate). While most services at UHCS are provided at no-cost, you may need to use your medical plan for an x-ray, lab test, prescription or visit to the Emergency Room.

- ☐ **Have a plan for your mental health.**
 - Establishing a self-care routine and healthy habits now can make a big difference. Make a plan for healthy sleeping, eating and exercising. With new demands and responsibilities, finding a good balance and keeping a regular schedule can be very helpful.
 - Have some helpful numbers ready to go in your phone.
 - Make sure you have the contact info for [UHCS](#), [CWRU Public Safety](#), and [crisis lines like 988 in your phone](#).
 - Install the [Reach Out](#) and [Spartan Safe](#) apps for easy access to critical resources.
 - Make a mental health plan. Think about what might cause you stress and strategies you might use to manage those feelings. We have a [tool](#) that provides some suggestions and allows you to write down the strategies you find helpful.

- ☐ **We often get asked about the need for HIPAA or FERPA releases.** Students are welcome to submit their release (and/or medical power of attorney or other advance care documents) through myhealthconnect.case.edu so that it will be stored in their file. In the event a student is hospitalized, we would be able to send these over to the hospital, if requested. Students and their parents/families should also keep copies of these forms.
- Please know that UHCS **does not** have a form that allows a blanket release of information. Individual health conditions may be discussed with a student's family member, on a case-by-case basis, at the request of the student.

For students with a significant medical or mental health need

Students with a significant medical or mental health need, including chronic illnesses or recent hospitalizations, should have a plan for how they will receive ongoing care while they are at CWRU. Click here to review our [Transition of Care guide](#).

Other steps may include getting set-up with [Disability Resources](#) for accommodations. In addition, students are welcome to connect with UHCS for support with developing a care plan. Please email uhcs@case.edu with any questions.

Once you arrive on campus

All students at CWRU can utilize services at University Health and Counseling Services (UHCS). Visits are no-cost, and care is available any time—either in person at UHCS (weekdays, during clinic hours) or virtually through our partner, TimelyCare (24/7). You can review the [medical services](#) offered as well as [information about mental health services](#).

TimelyCare offers access to 24/7 medical and mental health support for Case Western Reserve University students. **TimelyCare** offers Talk Now (24/7 in the moment mental health support), Scheduled Counseling (including night and weekend availability), Medical Visits, Workshops and a Peer Community.

What services are available?

- **Talk Now:** 24/7 in the moment mental health support
- **Scheduled Counseling:** scheduled visits with a licensed counselor, including night and weekend availability
- **Medical Visits:** 24/7, on-demand and scheduled visits with a licensed medical provider
- **Workshops and classes:** On-demand and live workshops and classes including yoga and meditation.
- **Peer Community:** a safe space to anonymously express yourself and share your thoughts, feelings, and emotions

TimelyCare physicians and counselors can treat/discuss a wide range of common conditions, and after talking to you, will decide on the best course of treatment.

Transportation and Parking at CWRU

Shuttle System

Case Western Reserve offers free transportation around campus and throughout University Circle via our shuttle system. Students can track the real time location of each shuttle using the Transloc Rider System. You can access this [dynamic Shuttle Tracking System](#) or download the TransLoc Rider app on your iPhone or Android device.

Safe Ride



Public Safety also runs Safe Ride, a security escort program for after-hours needs. Safe Ride vans are available from 6 p.m. to 3 a.m. every day. There are three ways to schedule a Safe Ride during these hours.

1. Visit saferide.case.edu
2. Call +1 216.368.3000
3. Download the [CWRU Spartan Ride](#) app

Any student who needs to request a ride outside of these hours can call CWRU dispatch at +1 216.368.3300.

Greater Cleveland Regional Transit Authority (RTA)

Students also have access to any bus or train through the Greater Cleveland Regional Transit Authority (RTA). The Universal Pass, or U-pass, allows students access to the RTA at any time.

New students receive their [RTA pass](#) along with their CaseOneCard ID during the move-in process. After their first semester, students are then responsible for picking up a new RTA pass at the beginning of each new semester from Access Services.

Utilize the [RTA website](#) to find routes and schedules for all forms of transportation.

"Use the RTA! There are so many great places you can go to, like Downtown or Ohio City. In Downtown Cleveland, my favorite thing to do is go to a Cavs game - they offer very affordable student ticket discounts! In Ohio City, I loved Tabletop, the board game cafe."
- Dave, orientation leader

Parking on Campus

Parking permits are available on a first-come, first-serve basis for several parking lots on campus. Parking permits can be purchased through the [Online Parking System](#) and we'll provide you with a link when this is available on your Roadmap. Students can select to end their permit at the end of the fall or the spring semester. Permits must be renewed each year.

Useful apps for CWRU students



Canvas Student

Access your account to check on any classes, syllabi, assignments, or grades.



CWRU CampusGroups

This app is essential for those looking to join clubs and organizations, go to on-campus and off-campus events, and communicate with other students.



Duo Mobile

Many CWRU web applications, such as MyJourney, the Google suite and more, will require you to authenticate using the Duo Mobile dual login system.



Handshake

Use Handshake to search, view and apply for jobs. You'll also find events and fairs designed to help you explore career and experiential education opportunities.



ReachOut

This app gives you quick access to support resources such as crisis hotlines, guidance for helping a friend, and services both on and off campus.



Spartan Ride

Call a campus safe ride when you need to travel across campus late at night.



Spartan Safe

Offers easy access to critical resources that you need the most. The app sends emergency alerts and provides a number of safety tools designed to keep you safe.



TimelyCare

This app allows you to access free counselors, mental health professionals and more.



Transact Mobile Ordering

An easy way to order food on the go at various campus locations. You can link it to your CaseOneCard for use with your meal plan.



Transloc Rider

Track the various campus shuttles in real time to navigate your way on and around campus.



Wepa Print

If you need to print anything around campus, use this app to connect with any of the Wepa printing kiosks on campus.

Directory of Campus Resources

Contact:	For these services:
Academic Support Resources for Students +1 216.368.1937 academicresources@case.edu	Academic success programs: peer tutoring, Supplemental Instruction, study group+1, academic coaching; resources; individual consultations with staff; workshops and courses; English language support
Access Services +1 216.368.2273 access@case.edu or parking@case.edu	Parking permits; RTA passes; ID cards, parking permits, discount tickets, and university-issued keys; Management of the CaseOnecard
Career Center +1 216.368.4446 careers@case.edu	Gain assistance with the job and internship process and preparing for interviews, career fairs, employer events; career lab; graduate and professional school planning; healthcare careers and pre-law advising
Center for Civic Engagement and Learning +1 216.368.6960 commsservice@case.edu	Service and volunteer projects ranging from one day experiences through semester long commitments; Center for Civic Engagement and Learning (CCEL) Scholars program; political engagement opportunities and CWRU votes
CWRU Athletics +1 216.368.2868 athletics@case.edu	Varsity, club, and intramural sports; fitness and wellness centers
Dining Services mealplan@case.edu	Connecting with a dietician, assistance with meal plans, lists of on and off campus dining options
Disability Resources +1 216.368.5230 disability@case.edu	Registration process; alternative format texts, testing, housing, transportation, and attendance accommodations; temporary disability services; information about service and assistance animals
Education Abroad +1 216.368.2517 studyabroad@case.edu	Finding and applying for study abroad programs; information on scholarships and financial aid
Financial Aid and Student Employment +1 216.368.4530 financialaid@case.edu	Distribution of financial aid, grants/loans; college work study and on-campus employment; information on scholarships and financial literacy
Flora Stone Mather Center for Women +1 216.368.0985 centerforwomen@case.edu	Advocacy, support, and educational programming for gender equity; Women in Science and Engineering Roundtable (WISER) peer mentoring program; Program Rewarding Innovation in STEM Entrepreneurship (PRISE), peer educators
LGBT Center +1 216.368.5428 lgbt@case.edu	LGBT student support, allyship and resources; Queer Peers mentoring program, workshops and training

Office of Greek Life +1 216.368.3954 greeklife@case.edu	Recruitment procedures for joining a Greek organization, social and educational programming
Office of International Student Resources and Engagement +1 216.368.2397 international@case.edu	Support for international students during the transition to life in the United States; understanding the social and academic culture of their new home; connecting students to resources throughout CWRU
Office of Multicultural Affairs +1 216.368.2904 theoma@case.edu	The Office of Multicultural Affairs (OMA) works to develop an inclusive CWRU community, one that supports all students, respects and celebrates their identities and facilitates their success.
Public Safety Emergency: +1 216.368.3333 Non-Emergency: +1 216.368.3300 publicsafety@case.edu	Safe Ride; Spartan Safe app; safety programs and services; law enforcement; emergency alerts; reporting concerns on campus
Residential Life +1 216.368.6325 residencelife@case.edu	Living on campus, residence halls; educational and social programs; conflict resolution between individuals
Student Activities & Leadership +1 216.368.2679 studentactivities@case.edu	Learning about student involvement and joining organizations; Student Activities Fair each semester; on campus events
Student Conduct & Community Standards +1 216.368.3170 studentconduct@case.edu	Student conduct process; academic integrity; education and resources
Student Financial Services +1 216.368.2226 studentaccounts@case.edu	Answers regarding tuition and fees, student billing, payment options, and due dates; accessing SIS to pay the bill
University Health & Counseling Services +1 216.368.5872 uhcs@case.edu After hours and weekends: Nurse on-call: +1 216.368.2450 Counselor on-call: + 1 216.368.5872	Confidential individual counseling; group therapy; support and educational resources and programs; TimelyCare virtual mental health support; Clinicians are available for acute and everyday care and offer visits for primary care, psychiatry, sexual health, nutrition, and travel in addition to performing lab tests and minor procedures, medical concerns, information about the student insurance plan
Undergraduate Advising Support +1 216.368.2928 ugadvisingsupport@case.edu	Four-year advisor; course planning; major declaration
Undergraduate Research Office +1 216.368.2180 ugresearch@case.edu	All About Finding Research information sessions; assistance finding research opportunities; educational workshops; opportunities to collaborate with

	other researchers and present at Intersections, the undergraduate research showcase
University Housing +1 216.368.3780 housing@case.edu	On-campus housing; roommate assignments; residential facility maintenance
University Registrar +1 216.368.4310 registrar@case.edu	Course registration; Student Information System (SIS); academic records and transcripts, information on university policies, calendars, and deadlines
[U]Tech +1 216.368.4357 help@case.edu	Assistance with CWRU email account, the wired & wireless networks, and cable television services; free software downloads; anti-virus software
Visa & Immigration Services & Advisors (VISA) +1 216.368.6964 visa@case.edu	Advising on student visa issues; international support services