



TEXAS A&M UNIVERSITY
SAN ANTONIO

STUDENT RESOURCE GUIDE

Quick Reference Guide
FALL 2021



HEALTH & WELLNESS

COVID-19 Resources:

Community. Safety. Together

Website: <https://www.tamusa.edu/community-safety-together/>

COVID-19 Testing:

Bexar County testing sites: <https://covid19.sanantonio.gov/What-YOU-Can-Do/Testing>

On-Campus COVID-19 Testing Center

Monday through Friday
9 am-12 pm and 1 pm-4 pm

Location: Portable 101B

Employees and students are required to continue to self-monitor and self-report using the COVID-19 Reporting Portal.

Reporting Portal Link:

<https://redcap.tamhsc.edu/surveys/?s=N38DRD4EMK>

Student Counseling Center (SCC): The Student Counseling Center (SCC) provides brief individual and group therapy, crisis intervention, consultation, case management, and prevention services to currently enrolled A&M - San Antonio students. All mental health services provided by the Student Counseling Center are free, confidential (as the law allows), and are not part of a student's academic or university record. SCC offers consultation services to faculty and staff who would like to consult about a student of concern.

Website: tamusa.edu/studentcounseling

Phone: (210) 784-1331

For after-hours support, please select option "2"

Instagram: TAMUSA Student Counseling

Email: StuCounseling@tamusa.edu

CARE Report: The Assistant Vice President for Student Affairs and the Dean of Students at A&M - San Antonio are committed to helping students address personal problems that interfere with meeting the demands of college life and their academic success. If students see or know of another student who may be in distress, they may file a CARE Report. Reports are addressed during normal business hours, Monday-Friday, 8:00 am-5:00 pm with the exception of recognized University holidays.

Website: <http://bit.ly/FileAReport>

Email: For questions or more information, please email dos@tamusa.edu

Disability Support Services: Disability Support Services (DSS) empowers learning and holistic development by celebrating diversity and facilitating equal access through reasonable and appropriate accommodations for students with disabilities. DSS collaborates with the campus community to foster equity and inclusion for all. DSS provides Assistive Software, such as Read&Write and EquatIO, available to the entire campus community, as well as information on many free Assistive Technology resources for Communication, Dictation, Note-Taking, Artificial Intelligence and more. For information on how to register for Disability Support Services, visit the DSS webpage, call (210) 784-1335 or Email dss@tamusa.edu.

Website: tamusa.edu/disability-support-services/

Phone: (210) 784-1335 / Fax: (210) 784-1340

Email: dss@tamusa.edu



ACADEMICS & STUDENT SUCCESS

Academic Advising: Academic advisors are available to help students stay on track, to help students select classes for next semester, and to assist students with any problems encountered during registration. Academic Advising can be reached through email, phone appointments, and WebEx video conferencing.

Website: tamusa.edu/undergraduate-academic-advising

Students can make an appointment online or speak with an advisor.

Location: Modular C, Student Success Center

Phone: (210) 784-1307

Academic Coaching: Students can schedule a phone or virtual appointment to work with an Academic Success Coach who will assist them with any academic challenges. Workshops and One-on-One sessions are offered.

Website: tamusa.edu/academic-affairs/student-academic-success-center/index.html

Schedule appointments: Students may log into JagWire and access the Inspire Civitas Link under “Students Services” then “Academic Support”

Hours: Monday-Thursday 9:00 am-5:00 pm;
Friday 9:00 am-4:00 pm

Phone: (210) 784-1307

Tutoring: Students seeking assistance with subject-specific work can be schedule a one-on-one appointment with a tutor. Students may schedule their virtual appointment through Register Blast.

Website: tamusa.edu/academic-affairs/student-academic-success-center/tutoringservices/tutoring_services.html

Schedule appointments: registerblast.com/tamusa-alc/Resource/List

Phone: (210) 784-1332 (for issues)

Email: tutoring@tamusa.edu (for issues)

Jaguar Writing Center: Students may contact the Writing Center to schedule an appointment with a tutor for any type of written assignment (essays, resumes, statement of purpose, etc...). Writing tutors will work with students to develop reading skills, prepare oral presentations, and plan, draft, and revise their written assignments.

Website: tamusa.edu/college-of-arts-and-sciences/language-literature-arts/english/writing-center/index.html

Schedule appointments:

Under JagWire, click “Student Services”, then “Writing Center Appointment” under Academic Support

Phone: (210) 784-1222

Email: writingcenter@tamusa.edu

Testing Center: Students can schedule practice exams, proctored tests, Texas Success Initiative (TSI) assessment, certification exams, credit by exams, and other assessments.

Website: tamusa.edu/testing-center

Schedule appointments:

www2.registerblast.com/tamusa/exam/list

Phone: (210) 784-1366

Email: testing.center@tamusa.edu



Library: Students may schedule appointments for individual research assistance or advanced research consultations. Students have free access to computers, printers, print and media collections, and open study space. Hours are posted on the University Library's Website. The library circulates laptops, headphones, and video cameras to students. Students can create posters and other innovative projects for classes in the library's makerspace room. Laminating services are also available.

Website: tamusa.edu/library

Schedule appointments: tamusa.libcal.com/appointments

Location: Central Academic Building (CAB), Suite 202

Phone: (210) 784-1500

Email: library@tamusa.edu

Foster Support Services (FATE Center): The FATE Center helps former foster and adopted youth with transitioning to college as well as navigating the services that are offered on and off-campus. Services provided include intaking foster/adopted tuition and fee waiver, ETV application, connecting students to on- and off-campus resources, navigation college life, explaining financial aid and scholarships, and finally, enrollment and retention in the Supervised Independent Living (SIL) program.

Website: tamusa.edu/academic-affairs/student-academic-success-center/foster-care-support-center/index.html

Location: Modular C

Phone: (210) 784-1307

Email: Student.Success@tamusa.edu

The Dreamers Resource Hub: The Dreamers Resource Hub collaborates with community organizations to provide information, resources, and referrals for all Dreamers at

A&M - San Antonio.

Website: tamusa.edu/academic-affairs/student-academic-success-center/dreamers-resource-hub/index.html

Location: Modular C

Phone: (210) 784-1307

Email: dreamer@tamusa.edu

Office of International Affairs (OIA)

Immigration Support: Processes immigrant and non-immigrant visa applications sponsored by the institution, immigration seminars, Virtual immigration workshops, coordinates educational and cultural programs and activities

Website: tamusa.edu/internationalaffairs/index.html

International Student Support: Optional practical training, Curricular practical training, Reinstatements, Change of Visa Status, Reduced course load, other services.

Website: tamusa.edu/internationalaffairs/immigrationguidance/maintainingyourf1visastatus.html

Schedule Appointment: <https://jg.rs/international-student-support>

Career Coaching: Students may schedule a time to discuss and explore potential careers and also receive help with any type of resume, cover letter, application questions, application essays and interview. Career Advising is done through phone, email, chat, and video options. Students may access Handshake, a portal filled with thousands of job and internship opportunities as well as events, by logging in with their JagWire credentials.

The Mays Center also assists with the



exploration of graduate and professional school selection, including researching schools, the application process, and exploring career pathways associated with advanced degrees.

Virtual Drop-ins: Offered Monday-Thursday from 2-4 pm online. Students may meet with a Career Services Coach without an appointment.

Website(s): tamusa.edu/mays

Schedule appointments: tamusa.edu/mays

tamusa.edu/mays

tamusa.edu/mays/about-us/contact-us

Location: Mays Center for Experiential Learning and Community Engagement, Science & Technology Building Suite 111

Phone: (210) 784-1356

Email: mays@tamusa.edu

FINANCIAL AID

Students may contact the financial aid office for questions regarding tuition and payments, scholarships, and grants. Students may submit documents related to FAFSA or any other forms, with a clearly identifiable first and last name and Jaguar ID, in an email message to the Financial Aid office.

Website: tamusa.edu/financialaid/

Federal Financial Aid: <https://studentaid.gov>

Hours: Monday-Thursday: 8:00 am-6:00 pm;

Friday: 8:00 am-5:00 pm

Phone: (210) 784-1300

Email: financialaid@tamusa.edu,
scholarships@tamusa.edu

Campus Financial Sources: Students may visit the Mays Center's Handshake system for: jobs, internships, and other on-campus work opportunities, money coaching, and

other resources.

Website: tamusa.edu/mays/students/handshake.html

Internship Grant: Students completing an unpaid or underpaid internship for academic credit may qualify for a \$1,200 Internship Grant through the Mays Center. Applications are available at the beginning of each semester.

Website: <https://www.tamusa.edu/mays/students/academic-internships.html>

Jaguar Emergency Aid Grant Application:

A&M-San Antonio students applying for aid may apply as many times in a school year as desired; however, grant aid will only be awarded up to a maximum amount of \$1,000 in one academic year (fall, spring, and summer), and awards are based on the availability of funds. Grant aid does not have to be repaid. Awards through this program may affect future federal financial aid eligibility or calculation of the need for future aid.

Website: tamusa.edu/financialaid/emergency-aid.html

Jaguar Lift Student Emergency Relief

Assists students with emergency relief due to the impact of COVID-19. Emergency relief aids students who have experienced a loss of income, unexpected expenses from medical needs, and food and housing insecurity. The Jaguar Lift fund raising campaign supports the Emergency Relief Fund and General's Food Pantry.

Website: tamusa.edu/giving/index.html

Email: dos@tamusa.edu

Phone: (210) 784-1354



MILITARY AFFAIRS

Assists military-connected students with resources such as certification and usage of benefits.

Website: tamusa.edu/militaryaffairs/
Email: VACertification@tamusa.edu
(from Jaguar email account)
Phone: (210) 784-1397

FOOD RESOURCES

Food Resources On-Campus

General's Store: The University's on-campus food pantry offers supplemental food to students, staff, and faculty in need.

Website: <https://www.tamusa.edu/mays/students/generals-store.html>
Location: Patriot's Casa, Room 110
Hours: Wednesdays 2:00 pm-6:00 pm or by appointment (call the Mays Center in advance)
Phone: (210)784-1356
Email: foodpantry@tamusa.edu

OFF-CAMPUS

San Antonio Food Bank Website:

Website: safoodbank.org/our-programs/food-assistance-distribution/
Hours:
Location: 5200 Enrique M. Barrera Pkwy, San Antonio, Texas 78227
Phone: (210) 337-3663

St. Stephen's CARE Center Food Panty:

Website: ccaosa.org/st-stephens-care-center/
Location: 2127 S. Zarzamora St., San Antonio, Texas 78207
Hours: Monday-Friday, 8:30 am-5:00 pm
Phone: (210) 222-1294

Get Up Community Center Food Pantry:

Website: getupcommunity.org
Location: 310 Kitty Hawk Road, Universal City, Texas 78148
Hours: Monday-Friday, 9:00 am-12:00 pm
Phone: (210) 313-7758

Hill Country Daily Bread Ministries:

Website: hillcountrydailybread.com
Location: 38 Cascade Caverns Road, Boerne, Texas 78006
Hours: Monday-Friday, 9:00 am-3:00 pm
Phone: (830) 755-5200

Blessed Angels Community Center:

Website: blessedangelscc.org
Location: 14094 Nacogdoches Road, San Antonio, Texas 78247
Hours: Contact for hours
Phone: (210) 284-4391

Inner City Development:

Website: innercitydevelopment.org
Location: 1300 Chihuahua Street, San Antonio, Texas 78207
Hours: Monday-Friday, 9:15 am-11:00 am
Phone: (210) 224-7239

West Avenue Compassion:

Website: westavenuecompassion.org/
Location: 10715 West Ave., San Antonio, Texas 78213
Hours: Monday-Friday, 11 am-1 pm
Phone: (210) 573-2847



Oxford United Methodist Church:

Website: oxfordumc.org

Location: 9739 Huebner Road,
San Antonio, Texas 78240

Hours: Wednesday’s, 2:00 pm-3:00 pm

Phone: (210) 696-0192

Access from AT&T:

Website: att.com/internet/access/

Phone: (800) 288-2020

Spectrum Internet Assist:

Website: spectrum.com/internet/spectrum-internet-assist

Phone: (833) 267-6094

Internet Essentials from Comcast:

Website: apply.internetessentials.com
(chat available to communicate with customer service represent

TECHNOLOGY ACCESS & SUPPORT

Information Technology Services (ITS):

Checking out equipment, dropping off equipment, troubleshooting

24 Hour Access Computer Lab

Available to current semester students with the Jaguar Pass

Location: Central Academic Building (CAB), Room 108

Website: tamusa.edu/information-technology-services/

Service Request

Hours: Monday-Thursday, 7:30 am-8:00 pm

Friday 7:30 am-6:00 pm

Saturday 8:00 am-12:00 pm

Mi-Fi or Laptop:

POC: Jessica Nino

Email: Jessica.nino@tamusa.edu

Phone: (210) 784-4361

EMERGENCY RESOURCES

Call 911 for Emergency Medical Service

University Police Emergency Line

(210) 784-1911

National Suicide Prevention Lifeline

(800) 273-8255

Family Violence Prevention Services

(800) 733-8810

Text “Home” to the National Crisis Textline

741741

Low/No Cost/Reduced Tech: Cell Phone,

Internet, Computer:

Assurance Wireless:

Website: assurancewireless.com

Phone: (888) 321-5880

Goodwill Technology Access Program:

Website: goodwillsa.org/goodwill-technology-access-program

Phone: (210) 924-8581



PLEASE REMEMBER THAT YOU PLAY AN IMPORTANT ROLE IN SLOWING THE SPREAD OF THE VIRUS AND ITS VARIANTS. HERE'S HOW YOU CAN CONTINUE TO KEEP OUR JAGUAR COMMUNITY, YOUR FAMILY, AND YOUR FRIENDS SAFE:



Safety: Wear a mask when the situation warrants or if you remain unvaccinated. Wash your hands frequently and practice social distancing when possible.



Self-Monitoring: Take time each day before coming to campus to self-monitor for COVID-19 symptoms and use the Reporting Portal online should you test positive.



Vaccinations: Students and employees will continue to be informed about community vaccination resources and on-campus opportunities as they occur.

NOTE: Safety protocols will continue to be updated according to Texas A&M University System and official public health guidance.



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Community. Safety.
TOGETHER.