

SECTION 16: STUDENT SERVICES

16.1 The Office of Student Life

This office is available to answer questions, address concerns or receive comments regarding various aspects of campus life. Housed within the Office of Student Life is the dean of students, director of counseling services, mental health counselor(s), director of student life and inclusion, intercultural engagement and support manager, and the student life administrative assistant. The director of academic access and success and academic advisor report to the dean of students. The Office of Student Life assists students with day-to-day questions providing direction to internal and external resources, which may impact overall student success on a practical, academic, or personal level. Students are encouraged to drop by this office with any concerns or needs they might have regarding their educational goals.

16.2 New Student Orientation

New Student Orientation is a required course that provides students with the opportunity to become oriented and familiar with the campus and their peers; meet with essential faculty, staff and administrators; and learn the rights, responsibilities and expectations of being a student at NUNM.

Any student who is enrolling in NUNM part time or greater is required to attend New Student Orientation prior to the first term of enrollment. At that time, students will be assessed the New Student Orientation fee, which is charged to their student account. Attending New Student Orientation is a requirement for graduation from NUNM. A student who matriculates into an additional program during their academic career is exempt from participating in a second New Student Orientation course.

Students who complete New Student Orientation will receive a grade of “CMP” for completion (see Section 5.8). Failure to attend all of New Student Orientation will result in a grade of “NC” and the student will be required to retake the course the next time it is offered. Students who miss New Student Orientation will not be refunded the fee.

Students readmitted to NUNM must make an appointment with the Office of Student Life to determine if reorientation is required.

Non-degree seeking students are not required to attend New Student Orientation, however, they are required to familiarize themselves with NUNM policies and should contact the Office of Student Life with questions.

16.3 Emergency Contact Information

In the event of an emergency, family and friends may leave messages with the Office of Student Life at 503.552.1601. Every attempt will be made to locate a student in the classroom. If that attempt fails, a message will be left in the student’s mailbox.

16.4 Identification Cards

To register, students must have an NUNM identification card with picture. This can be obtained during new student orientation and during hours posted for producing IDs by the Security Office. This card allows students access to library resources and can be used to receive student discounts at movies, museums, etc. ID cards must be presented at the clinic for services. There is a \$10 replacement charge for lost ID cards and does not include the replacement charge for TriMet passes.

16.5 Disability and Accommodation Services

NUNM and the Office of Student Life are committed to following Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) as amended in

2008 (ADAAA), and other applicable federal and state regulations and university policies which prohibit discrimination on the basis of a disability. Under these laws students with a documented disability have a right to receive reasonable accommodations.

Students also have responsibilities under these laws. Students are responsible for turning in requests for accommodations within an appropriate time frame, submitting adequate documentation from a qualified medical practitioner, as well as meeting and maintaining NUNM satisfactory academic progress and technical standards.

Students seeking an accommodation must schedule an appointment with the director of student life and complete the Disability and Academic Accommodation form. An accommodation request must be supported by adequate documentation. Adequate documentation must:

- Be from a qualified professional within their scope of practice and licensure to diagnosis
- Include a brief history of the student's disability, a description and evidence of impairment and any current treatment plans if applicable.
- Demonstrate how the disability affects/impacts a particular delivery system, instructional method, or evaluation criteria
- Contain rationale for the requested accommodation(s), clearly explaining why each recommendation for accommodation is appropriate
- Be no older than five (5) years prior to enrollment at NUNM

The Office of Student Life will make every reasonable effort to accommodate the request in a timely manner but cannot guarantee that an untimely request can be met; untimely requests may result in delay, substitutions or denial of accommodation.

Upon approval of accommodations, the Office of Student Life will work with the student to notify necessary parties (i.e., faculty, security, facilities, program deans, etc.). Information about the disability is confidential however anonymity is not guaranteed.

16.6 Service Animal Policy

In accordance with the Americans with Disabilities Act (ADA), service animals are permitted in campus facilities for persons with a physical disability (including but not limited to psychiatric, cognitive, mental, communication, physical and sensory disabilities). The disability must limit one or more daily life activities and the person must be regarded by a healthcare practitioner as having such a disability that requires the use of a service animal.

The ADA recognizes only dogs (no weight, size or breed limitations), and occasionally miniature horses, as service animals. The service animal must be individually trained to do work or perform tasks for the benefit of an individual with a disability. The service the animal is providing must be **directly related** to the person's disability (i.e., retrieve medicine, offer stability, alert to seizures, etc.). Dogs that meet this definition are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Under Oregon law, NUNM and its members are not allowed to ask the individual about the nature/extent of the disability; require documentation proving that the animal is an assistance animal, or; require that the individual pay any fee for the assistance animal. However, to ascertain if the animal presented on campus is a service animal, the university may ask:

- Is the animal required due to a disability?
- The nature of the work/task that the animal is trained to do/perform.

Students requiring the assistance of a service animal on campus should contact the director of academic access and success to ensure adequate assistance, and become knowledgeable should

questions from staff/faculty arise. NUNM does not allow other animals, including emotional support or comfort animals, on campus.

Care and Maintenance of Service Animals

The student handler of a service animal must be in full control of the service animal at all times. The care and supervision of a service animal is solely the responsibility of its student handler.

This includes:

- Always carrying equipment sufficient to clean up the animal's waste whenever the animal and handler are on university property; and
- Be responsible for the proper disposal of the animal's waste and for any damage caused by the waste or its removal.

Denial or Exclusion of Service Animal(s)

NUNM may deny or exclude a service animal only if:

- The animal is a direct threat (e.g., biting, nipping, attacking)
- Undue financial AND administrative burden
- Fundamental alteration to services, programs or activities (e.g., continuous barking, whining, growling during class, clinic shifts, etc.)

The exclusion of a service animal will be based on individual assessment based on recent credible, objective evidence relating to specific animal. The university will then work with the student to identify other means of adequate accommodations.

This policy is limited to service animals as identified above, an animal that provides emotional support, comfort, or companionship (therapy or comfort animals) is not included as a protected assistance animal under Oregon laws, and is expressly excluded as an assistance animal under the ADA and therefore not allowed on campus (see Section 12.7).

16.7 Parking Availability and Regulations

Parking at the NUNM campus is limited. Please contact the Office of Safety and Security for parking information. Trip-reduction strategies are required by local and federal clean-air regulations. Covered bike parking is available on the NUNM campus. There is no student parking available at the NUNM Health Centers unless you are being seen as a patient. NUNM is not responsible for any damage done to vehicles while on NUNM property.

16.8 TriMet Passes

NUNM participates in TriMet's University Universal Pass Program. The TriMet pass is a sticker affixed to the student ID and must be presented upon boarding TriMet buses, trains or MAX. The pass is not transferable.

Passes are issued at the beginning of fall, winter and spring quarter, and expire at the end of that quarter. Students are automatically enrolled in the program and charged a fee for the pass each term. If students wish to opt-out of the program, they may do so by signing a waiver available in the Business Office. Students must either opt out of the program or pick up their passes by the end of the fourth week of the quarter. After that time no changes can be made and no passes will be available for pick up. Refunds will be issued the fifth week of the quarter. During the summer term, enrolled students can purchase a TriMet pass at a discounted rate. TriMet passes are available from the Security Office after payment of summer tuition.

The university has suspended the TriMet pass fee for the 2015-16 academic year.

If a TriMet pass is lost, replacement bus passes may be purchased through the Security Office. Students who request a replacement bus pass as a result of losing their ID card will be charged a

prorated cost for the remaining weeks of the term. This only applies if there are remaining passes after term distribution. A student with a lost ID card will be charged a replacement fee; in addition, there is a fee to replace a lost TriMet pass. The TriMet fee may be waived, however, if the student chooses not to replace it. For information regarding fees, please consult the university catalog.

16.9 Telephone and Facsimile

Student phones are located in the student lounge and are for local calls only. Students are asked to use administrative phones for university calls only. The Student Government Association also provides a fax machine for student use; it is located in the student lounge. There is no cost to students to receive or send faxes. (The fax number students can use to receive faxes is 503.220.1423.) In consideration for this free service, and to help the university control administrative costs, students are asked to limit the number of pages they receive per fax transmission to no more than two (2) pages. Please note that faxes received in the student lounge are in a public area and cannot be guaranteed confidential.

16.10 Lockers

Lockers are available through the Office of Student Life. Locks that are found on unregistered lockers will be cut off and the contents removed. Due to limited locker space, large lockers must be registered to two students, and small lockers may be issued to individual students. Lockers on the NUNM campus must be emptied prior to the beginning of the summer quarter, after which time locks will be cut off and the contents removed for disposal. There is no usage of lockers during the summer months, except for students who are enrolled in summer courses or by special request to the Office of Student Life. Lockers may not be used for commercial use except for approved student representatives for the NUNM Partners Program, on a space availability basis. For all-weather bikers, there are a limited number of lockers available to accommodate wet bike gear. Please see the Office of Student Life for more information.

16.11 Food Service

Food service at the NUNM campus is provided by multiple independent mobile food truck vendors that visit the campus periodically on a scheduled basis each term. These vendors offer a variety of food options to the NUNM community and change frequently to promote variety. The NUNM Store offers a multitude of savory snacks, sweet treats, and tasty beverages along with a handful of fresh and frozen meal options. Questions about food service should be directed to the director of ancillary services.

16.12 NUNM Health Center Benefits

Students who do not qualify for the Oregon Health Plan are eligible to enroll in the health centers' Compassionate Care Program, which offers discounts based on household income for medical services.

16.13 Counseling Services

Faculty and administration work in conjunction with students to foster an atmosphere conducive to academic success and personal growth. Periodically, students may desire assistance with the responsibilities of university, work, relationships and other possible stresses. NUNM provides professional counseling services free of cost to enrolled students. If students desire to seek professional counseling outside of NUNM, the Counseling Center staff can assist in facilitating a referral. To schedule an appointment with the Counseling Center please call the appointment line at 503.552.1780.

16.14 Housing

The Office of Student Life refers all housing information and requests to the designated bulletin board. Housing options presented to the university are posted on the Office of Admissions webpage.

16.15 Athletic Facilities

Local gym membership information with discounts for NUNM students and their families is available through the Office of Student Life. There are intramural sport teams through the Student Government Association as well as some sporting equipment that may be checked out of the library (i.e., basketballs, etc.).

16.16 Photocopying and Printing

NUNM maintains copy machines for student use in the library. Copies cost five cents per side, payable by bills or coins. NUNM also maintains printers in the library and in the hallway adjacent to the library. All school-related printing is free. Students are expected to pay five cents per side for printing of non-school related materials.

16.17 Voter Registration

Oregon voter registration form information is distributed at the start of the fall term of each academic year. Voter registration forms can be found online through the Multnomah County elections office at: web.multco.us/elections/register-vote

16.18 Tutoring

The Center for Academic Success works in collaboration with faculty to provide student tutors. Tutors are available upon request. Students who tutor must have passed the requested course and have faculty approval prior to tutoring. Tutoring is a work-study/student employment position offered through the Center for Academic Success. A tutoring request may take up to a week to process. Tutoring is not available for clinical entrance exams.

16.19 Testing Center

The NUNM Testing Center, managed by the Center for Academic Success, is for students with eligible academic accommodations and those with approved excused absences. An accommodation letter or approved excused absence letter must be on file with the Center for Academic Success for the exam to be administered.

The Testing Center administers tests for didactic courses only, and does not administer remediation, practical or independent study examinations (exceptions may be made for students with registered testing accommodations), and/or absences that fall outside of the Excused Absence Policy (Section 4.8 of the student handbook).

Upon approval, students will receive instructions on how to schedule their exams; notification and confirmation of a reservation should be made no less than forty-eight (48) hours prior to the time reserved. Exams scheduled less than forty-eight (48) hours in advance may not be available to the Testing Center and therefore may not be administered at the time of reservation. Students with excused absences should schedule their exams upon receiving their approved excused absence letter; those with testing accommodations are recommended to reserve the entire term at once to ensure priority stations.

Students scheduled at the Testing Center for excused absence makeup exams must take the exam within the time frame as outlined in their approval letter. Tests should not be scheduled to overlap with another class; if students miss all or a portion of another class to take an examination it will not qualify as an excused absence. Students taking exams with an academic accommodation must take their exams at the same time, or as close as possible (not to exceed one business day) to the time of the rest of their class. Students are only allowed to reserve a station for the allotted time, per exam, as allowed by faculty. Additional time is only granted to those with approved academic accommodations.

Students who are late for their exams may not be given extra time, and may need to reschedule

their test. Failure to take an exam, without prior approval or documented excused absence, will be communicated to the faculty member and may be considered as a failed grade.

During their first exam at the Testing Center, all students must review and sign the Testing Center “Rules and Expectations” form, which will be kept on file. The following may be considered violations of the Academic Integrity Policy (Section 14.5 of the student handbook) and/or Honor Code: going over allotted time, not taking an exam within a deadline, and/or violations of the Testing Center Rules and Expectations.

16.20 Center for Career Development

The Center for Career Development (CCD) assists students and recent graduates with preparation for success in experiential education, practices, industry and other areas of interest, such as CVs/resumes, networking, public speaking, self-advocacy and other professional development type activities. In coordination with the business classes that are offered as part of the curriculum, CCD coordinates and hosts workshops and small facilitated group meetings, acquires and creates business and professional relationships to develop opportunities, support resources and materials, and offers one-on-one professional guidance and support when needed. Students and alumni are encouraged to stay current with NUNM’s social media groups and the website for the continued posting of career opportunities and sites for rent or sale. Students are encouraged to actively engage in career development activities throughout their student lifecycle. Students who need assistance are encouraged to visit CCD, located in the Academic Building.

CCD also seeks to increase the knowledge and awareness of NUNM students and graduates, especially in professional areas where students and graduates could seek gainful employment. CCD hosts recruiters on campus who are looking to fill paid positions, and will help to coordinate interactive opportunities for those representing other business opportunities for students or graduates (such as the annual career fair). CCD plays a role in keeping NUNM community involved and up-to-date on the efforts of professional associations including legislative efforts, best practices and industry standards. CCD help physicians, business, alumni and students with placement and problem solving for jobs, preceptor opportunities and internships.

16.21 Library Services

The NUNM Library provides information resources for student learning and research. The library is located on the first floor of the Academic Building and is open seven days a week during the academic year. The collection includes both classic and modern works of natural and Chinese medicine, as well as current books from the biomedical sciences. A separate room houses a collection of rare books. The library also has an extensive electronic resources collection, with access to thousands of electronic journals as well as databases such as CHANT, UpToDate, Natural Medicines and Scopus.

NUNM students may use their NUNM identification cards to borrow circulating materials and to access electronic journals and databases from off campus. It is the borrower’s responsibility to return circulating materials on time. Fines are assessed to encourage prompt return of library materials and may be paid with cash or checks at the library circulation desk. Students with unpaid fines and fees in excess of twenty dollars may have a hold placed on their student account.

16.22 Intercultural Engagement and Support

The intercultural engagement and support manager is the primary resource for all students through facilitation of diversity and inclusion trainings; providing opportunities for community engagement through campus workshops and general student advising and guidance. The intercultural engagement and support manager also serves as the liaison and advocate for international and underrepresented student populations.