



STUDENT SUPPORT SERVICES

2023-2024

ACADEMIC SUPPORT

ACADEMIC SUCCESS CENTER

Academic support is critical to the success of students at Messiah University. The Academic Success Center (ASC) provides students with access to services designed to help them meet their personal and academic goals. Here are more details on those opportunities:

ACADEMIC COACHING

Academic coaching is a popular student success program available to any undergraduate student attending Messiah University. While offering accountability and encouragement, academic coaching often provides students with practical advice about study skills, time management, organizational tools, and test-taking strategies. It also includes the opportunity for students to talk about the challenges and joys of university life. Coaching sessions are tailored to meet the individual needs of each student and to help them make healthy and productive choices. To make an academic coaching appointment, simply type “Academic Coaching” into the FalconLink search bar and follow the link provided there.

OFFICE OF ACADEMIC ACCESSIBILITY

The Office of Academic Accessibility (OAA), located in Murray Library Suite 115, coordinates accommodations and services for students with documented disabilities in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. The OAA also provides tangible assistance to students through advice, advocacy, referrals, and self-screening tools. Commonly arranged accommodations include extended time on tests, quiet, low-distraction locations for examinations, assistance with class notes and handouts, electronic text formats, and screen-reader accessibility. To find out more, visit [https://www.messiah.edu/info/20112/office of academicaccessibility](https://www.messiah.edu/info/20112/office_of_academicaccessibility).

PEER TUTORING

Peer tutors provide their fellow students with assistance in achieving and maintaining the level of academic proficiency necessary to be successful in Messiah University’s rigorous intellectual environment. Beneficial to students at all levels of proficiency, both individual and small group tutoring is offered free of charge. Trained tutors who have excelled in the courses in which they are providing assistance offer tutoring in a number of subjects, including, but not limited to, Biology, Chemistry, Nursing, Spanish, and Math. More information is available at https://www.messiah.edu/info/20113/learning_center.

SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) is a program that targets "high risk courses" rather than "high risk students." The university pays trained Supplemental Instruction leaders to attend selected class lectures, take notes, read course material, then plan and conduct two review sessions outside of class each week. The SI review sessions are interactive and utilize a variety of collaborative learning techniques as the SI leader combines the methods of how-to-learn with the advice of what-to-learn. Students acquire effective study strategies as they review course material and prepare for tests using mock exams. The sessions are not remedial but benefit all who attend. Statistical data suggest that students who attend SI sessions earn 1/2 to a full letter grade higher than those who choose not to attend. For additional information on SI, please visit the following link: https://www.messiah.edu/info/22103/supplemental_instruction

WRITING CENTER

Any student at any stage of the writing process—from understanding an assignment and finding a topic to composing and revising a draft—may find assistance and encouragement at the Writing Center. Trained peer tutors advise and support student clients who visit the Writing Center, helping them to become more confident and adept writers.

OTHER ACADEMIC SUPPORT RESOURCES

ACCOUNTING HELP

Accounting Help is available to students in related accounting/business classes seeking further guidance and instruction on course material. The help sessions are managed by upper class accounting student tutors. These help sessions take place on Sunday, Tuesday, and Thursday nights from 7:00-10:00 pm.

For more information on Accounting Help sessions and location, please contact Kathleen Johnston at kjohnston@messiah.edu.

CHEMISTRY HELP (CHELP)

CHELP is comprised of open tutoring sessions focused on end-of-chapter material and cumulative problem solving for fall semester General Chemistry I and Introductory University Chemistry. There is no sign-up needed to attend a session.

For more information on CHELP, location, and time of sessions please contact Jesse Kleingardner at jkleingardner@messiah.edu.

MATH LAB

Math Lab is an informal setting where students can work on homework, study, and check homework solutions. During designated evening hours, Math Lab is staffed by teaching assistants to help attending students. Math Lab is specifically designed to assist students in: MATH 101, MATH 102, MATH 107, MATH 108, MATH 111, MATH 112, MATH 211, MATH 308, MATH 261, and MATH 271.

For more information on Math Lab, please contact Cynthia Lehman at clehman@messiah.edu or Doug Phillippy at dphillip@messiah.edu.

NURSING LAB SIMULATIONS

Nursing Lab Simulations are for nursing students seeking further practice of their clinical skills. The Department of Nursing work study students assist attending students by providing feedback, guidance, and needed supplies. For more information on Nursing Lab simulations, please contact the Department of Nursing.

PHYSICS SESSION REVIEWS

These sessions are primarily structured to review assign homework and concepts covered in lecture for PHYS 201, PHYS 202, PHYS 211, and PHYS 212. There is no sign-up needed to attend. Location and times for these sessions vary. For more information on these sessions, please contact your course instructor.

CABLE TV

The University does not provide access to cable television. Students are permitted to use smart televisions and other devices that provide access to network streaming services.

THE CAMPUS STORE

Located in the Eisenhower Campus Center, the Messiah University Campus Store is a one-stop shop for Messiah gear, gifts, and so much more. Shop with us 24/7 [ONLINE](#), and view store hours, contact info, and more at <https://messiahhugear.com/>. Follow us on Instagram and Facebook at @messiahcampusstore to be the first to know about store promos and see the latest and greatest Messiah merch.

The Campus Store is committed to providing our students with friction-free access to their course materials. Slingshot Choice, our innovative

auto-fulfillment subscription service, drives student success by delivering all required course materials to our Undergraduate and Graduate members before each term begins. Students can even customize their experience by selecting their Textbook Preference (Rent, Buy Used, Buy New, or Digital) and Delivery Preference (Campus Delivery/Pickup or Mail). Yes, we actually deliver textbooks to the dorms at no additional cost! Charges are billed directly to the student's Messiah account to allow financial aid to be seamlessly applied. All new students are automatically enrolled with default preferences, and existing students can choose to participate at any time. Students can log into their [Slingshot Student Portal](#) with their Messiah log-in to view and manage their account preferences and course materials with Slingshot here: <https://messiah.slingshotedu.com/#/welcome>.

CAREER & PROFESSIONAL DEVELOPMENT

The Career & Professional Development Center is committed to serving the career and professional development needs of students from every academic major and class year. Career coaches are available to assist students in the following areas: identifying strengths and interest areas, exploring majors and career options, developing a plan to test out possibilities and gain practical experience, specifically through internships, and providing resources for the transition to employment and graduate school. Through individual career coaching appointments, career-related programs and events, and interactive online resources, the Career & Professional Development Center offers services to meet a wide variety of career development needs. Students are encouraged to visit the Career & Professional Development Center often, beginning with their first year on campus.

CONFIDENTIAL REPORTING & RESOURCING

The Coordinator for Interpersonal Violence Prevention and Education provides a confidential space for students to disclose incidents of interpersonal harm or concern on behalf of themselves or a friend. Concerns may include potential sexual assault, sexual or gender-based harassment, stalking, hazing, and abuse or harm in a relationship (whether experienced at home, abroad, locally, or on campus).

Messiah University students who have experienced harm **or** who are accused of harming someone else can meet with the Coordinator for IPV

to receive support measures including information about their rights, options, and resources.

The Coordinator for IPV is not an investigator, conduct officer, or decision-maker at the University. Anyone concerned about meeting with the Coordinator for IPV can make a request for a referral and receive information regarding their rights, options, and resources through another University employee.

For more information, contact the Coordinator for Interpersonal Violence Prevention and Education at hmcbride@messiah.edu or set up a [confidential appointment](#).

COPY SERVICES

There are several self-service copier/printers located on campus for student copying. Some are black and white only and others print in color. Scanning is available on both types of copiers. Copiers are located:

- Boyer Hall second floor alcove (B&W)
- Boyer Hall third floor alcove (B&W)
- Climenhaga Fine Arts first floor Art Wing (Color)
- Climenhaga first floor room 129 (Color)
- Eisenhower Campus Center at the Receptionist (Color)
- Fishbowl Grantham/Miller/Hess (B&W)
- Frey Academic first floor alcove (Color)
- High Center first floor Rm 048 (B&W)
- High Center second floor Rm 134 (B&W)
- Jordan lobby room 152 (B&W)
- Jordan Center third floor balcony (B&W)
- Kline Basement Rm 027 Lounge (Color)
- Kline second floor Rm 223 (B&W)
- Larsen Student Union second floor lobby (B&W)
- Mountainview Dorm Room 062 (B&W)
- Murray Library lower level hallway (Color)
- Murray Library upper level Café area (Color)
- Murray Library upper level copier room (Color)
- Naugle Lobby Room B128 (B&W)
- Winding Hill second floor Room 227 (Color)
- Witmer Dorm First floor lobby (B&W)

DINING SERVICES

All students who live in traditional residence halls are required to purchase the Dining Dollars meal plan. Students living in apartments,

satellite housing or commuting will also be able to purchase the meal plan via The Nest on the Messiah University Portal.

The meal plan price for 2023-2024 is \$2,787.50 per semester. The meal plan has two components associated with it; the Dining Services Operations Charge and a declining balance account named Dining Dollars. The Operations Charge covers the primary operational costs associated with operating our campus restaurants. The price of the Operations Charge is \$1,687.50 per semester. The Dining Dollars will be used to make your actual day to day meal purchases. The initial amount of the Dining Dollars portion loaded on the student ID card is \$1,100.00 per semester. The \$1,100.00 is an average of what the majority of students will spend each semester. The amount of Dining Dollars necessary will vary greatly based upon your individual dining habits. Additional funds can be added to the Dining Dollars account as needed at the Falcon Exchange.

An additional benefit to the meal plan includes receiving a 52% discount on purchases in the Lottie Nelson Dining Hall and a 30% discount at the Union Café, The Falcon, Café Diem, Café @ Winding Hill and the Falcon Hut. (The discount does not apply to vending machine purchases.) Dining Dollars account balances up to \$100.00 carry over from the fall semester to the spring semester. At the end of each academic year, a maximum of \$200.00 (\$100.00 per semester) remaining Dining Dollars will be transferred and credited to your student billing account. Upon graduation or withdrawal, a maximum of \$200.00 (\$100.00 per semester) remaining Dining Dollars shall be refunded. In the case where a housing adjustment is made at the end of the fall semester that would no longer require you to have the Dining Dollars meal plan for the spring semester, up to \$100.00 (fall semester only) Dining Dollars will be transferred and credited to your billing account after the fall semester.

The Meal Plan Agreement is a semester agreement. Students seeking an exception to the mandatory meal plan policy may complete a meal plan agreement change/exemption form and submit it to the Dining Services Office for review by our nutritionist and director. Exceptions may be granted on the basis of medically documented dietary requirements which cannot be accommodated by Dining Services.

A valid Messiah photo ID card is required for students to purchase meals with Dining Dollars, Ala Carte, and/or Falcon Dollars in all of our locations. ID cards must have a clear, visible picture and be able to be scanned. If you are eating in the Lottie Nelson Dining Hall and need to leave for a brief period of time, you must turn in your ID card to the

cashier who will return it when you re-enter. ID cards are nontransferable. Use of someone else's ID card will be considered theft. Unauthorized entrance into Lottie Nelson Dining Hall and/or taking food from the dining room will be treated as theft. Our no-limits policy in Lottie Nelson Dining Hall provides students with all they care to eat while in the dining room and does not entitle you to take food from the dining hall, including fruits, desserts, etc., for later consumption. Shoes and shirts must be worn in all of our restaurants. Taking items from the Union Café, The Falcon, Café Diem or Café @ Winding Hill without paying will be treated as theft. Food throwing will not be tolerated. Violations will be referred to the Dean of Students.

Questions about the Dining Dollars meal plan should be addressed to Dining Services at (717) 766-2511 ext. 7126.

RESIDENTIAL DINING

Lottie Nelson Dining Hall, located on the upper level of the Eisenhower Campus Center, is an all-you-care-to-eat facility. We offer a wide range of fresh foods and menu options during each meal period. A full breakfast is available with a fresh fruit and yogurt bar and a create-your-own omelet station. At lunch, we offer a specialty salad bar, homemade soups, create-your-own sandwiches at the Grantham Grill, and an array of fresh and healthy menu options. Dinner is comprised of comfort foods and specialty food bars. In addition to these choices available at lunch and dinner, you can create your own stir fry at our Mongolian Grill or treat yourself to a burrito at the Southwest Station.

Special dietary needs can be accommodated at all dining locations.

Additional information is available at

http://www.messiah.edu/info/20671/special_dietary_needs. Join us any time for great food and service. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

Lottie Nelson Dining Hall hours are:

Monday-Friday

Breakfast: 7:00 a.m. – 9:30 a.m.

Lunch: 11:00 a.m. – 2:00 p.m.

Dinner: 4:30 p.m. – 7:30 p.m.

Saturday-Sunday

Brunch: 9:00 a.m. – 2:00 p.m.

Dinner: 4:30 p.m. – 7:30 p.m.

For additional information, visit the Lottie Nelson Dining Hall website at http://www.messiah.edu/info/20673/lottie_nelson_dining

CAFÉ DIEM

Café Diem is located inside the Murray Library. Pick up a good book and stop by for a coffee, specialty drink, pastry or big cookie. Additional grab n' go items available. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

Café Diem hours are:

Monday–Thursday: 9:00 a.m. – 10:30 p.m.

Friday: 9:00 a.m.–4:30 p.m.

Saturday: Closed

Sunday: 4:00 p.m. – 10:30 p.m.

For additional information, visit the Café Diem website at http://www.messiah.edu/homepage/734/cafe_diem

THE FALCON

The Falcon is located inside the Eisenhower Campus Center beside The Campus Store. Stop in and try one of our specialty flatbread sandwiches, salads, rice bowls, grill items, or grab n' go products. See our menu and features for more information. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

The Falcon hours are:

Monday–Friday: 7:30 a.m. – 3:30 p.m. (Grab 'n Go only from 2:30 p.m. – 3:30 p.m.)

Online ordering is available at <http://falcon.messiah.edu>

For additional information, visit the Falcon website at http://www.messiah.edu/info/20674/the_falcon

UNION CAFÉ

The Union Cafe, located inside the Larsen Student Union building, serves a wide range of foods including sandwiches, salads, burgers, pizza, ice cream, smoothies, and a variety of grab n' go items. Dining Dollars, Ala Carte, cash, credit cards, and Falcon Dollars are accepted.

The Union Café hours are:

Monday–Friday: 7:30 a.m.–11:00 p.m.

Saturday-Sunday: 1:00 p.m.–11:00 p.m.

Online ordering is available at <http://union.messiah.edu>

For additional dining information, visit the Union Café website at

http://www.messiah.edu/info/20675/union_cafe

ENGL CENTER FOR COUNSELING AND HEALTH SERVICES

HEALTH SERVICES

The Engle Center provides in-person urgent and primary care medical services to all Messiah University students. In addition, TimelyCare is now available to students 24/7 as a free telemedicine service. TimelyCare is also available to all students 24/7 as a free tele-counseling service. Students can sign up at timelycare.com/messiah.

The Engle Center is open Monday - Friday from 8:00 am to 5:00 pm when classes are in session. A Nurse Practitioner (CRNP) is available by appointment Monday – Friday. RNs also see students by appointment. All sick/injury visits are free but there are fees for well physicals (travel, drivers, and sports), some medications, vaccines, procedures and supplies. These fees can be charged to a student’s account or paid at the time of service using cash, check, or credit card. A travel medicine clinic is available for pre-travel consultation and vaccinations needed for overseas travel.

The Nurse Practitioner can assess, diagnose, treat, prescribe medications, and order appropriate testing. The Engle Center can refer students to other physicians and area hospitals. Students are financially responsible for the cost of services performed off campus. The Engle Center does not file claims with students’ insurance companies; it will, however, provide a bill which can be used by the student to file a claim.

Prior to enrollment, students are **required** to have a physical exam and to complete online health history forms and immunizations. In addition, students must complete a TB screening form and provide proof of the required immunizations. If a tuberculosis test is needed, it must be completed within the 6 months prior to entering the University. Students who do not complete the required health history, physical, TB screening and immunization record will have a hold put on their

registration for subsequent semesters. Students who do not follow through with the TB screening protocol within 3 weeks of the start of classes may be asked to remain off campus until testing is complete.

In the event a student misses a class due to illness, he or she is responsible for informing the class instructor. A “Visit Verification” slip is available to students who have been evaluated by Engle Center personnel at the time of their illness upon student request. Faculty members make the final determination on whether or not a student’s absence from class is excused. Upon request, the Engle Center will notify professors of prolonged absences or hospitalizations.

COMMUNICABLE DISEASES

Communicable diseases are diseases that spread from one person to another. The spread often happens via airborne viruses or bacteria, but also through blood or other body fluids. Students studying and living in close proximity to one another are inherently more at risk for communicable diseases. The University requires immunizations for certain communicable diseases. Failure to provide proof of these immunizations will cause a delay on Arrival Day (room keys will not be distributed until ALL immunizations and forms are completed), and risk the ability to register for classes. The University will take action to maintain the well-being of both the student and the community when a communicable disease is identified on campus. Some communicable diseases are reportable to the State Health Department. Depending on the nature of the disease, short-term or long-term isolation from the campus may be necessary for the individual with the disease.

MEDICAL EMERGENCIES

In a medical emergency, students should observe the following procedures:

- In a **LIFE THREATENING EMERGENCY – DIAL 9-911 IMMEDIATELY**
Have someone notify Dispatch at ext. 6005 or 717 691-6005 so that the Department of Public Safety can escort the ambulance to the student’s location.
- TimelyCare is available 24/7 to ALL students for medical or mental health visits via telehealth at [timelycare.com/messiah](https://www.timelycare.com/messiah)
- Visit the Engle Center Monday – Friday 8 am.–5 pm; call 717-691-6035

COUNSELING SERVICES

Counseling Services provides clinical mental health counseling in person or through telehealth via TimelyCare by professional counselors. A variety

of services are available to help students grow as individuals and assist them in dealing with the inevitable challenges of their university years. Confidentiality is assured in the counseling process. Individual counseling is available to full time students.

Students who need assistance should stop by or call Counseling Services to arrange an initial assessment appointment. At the appointment, the counselor will assist the student to design a customized plan for growth and skill development. The plan may include individual counseling, group counseling, and/or referral to other resources on and/or off campus.

Students can also access on-demand mental health services 24/7 via the TalkNow portion of TimelyCare or can schedule a telehealth appointment with a licensed provider of their choice through the Scheduled Counseling portion of TimelyCare. Students can download the app on their phone or visit <https://www.timelycare.com/messiah>.

MEDICAL LEAVE

There are a number of support services available to students who are dealing with mental health concerns. On very rare occasions, a student may need to leave the University for a period of time when he or she is dealing with psychiatric difficulties. A student who exhibits serious health problems (or behavior problems arising from physical or mental health issues) which threaten the health or safety of the student or others may be encouraged to take a voluntary medical leave. When possible, accommodations will be considered on a case-by-case basis as an alternative to medical leave. When accommodations are not appropriate or feasible and the student is unwilling to take voluntary medical leave, he or she may be evaluated for Required Medical Leave. A student seeking to return from Required Medical Leave will go through the same return process as do voluntary medical leave students.

In the event of a required medical leave, refunds are made on a prorated basis from the date leave began, consistent with the policy for voluntary medical leave. A student required to leave the University for mental health reasons receives medical leave status. The student will be permitted to return to the University when the issue which led to the medical leave has been addressed and a support plan has been approved by the Director of Counseling and/or the Director of Health Services. The general Medical Leave and the Required Medical Leave Policies are located in the Academic Life section of this handbook.

INFORMATION TECHNOLOGY SERVICES

The Educational Technology Services (ETS) Technology Support offers the following:

- Supports connections to campus Intranet (Wi-Fi and Ethernet)
- Supports access, navigation and troubleshooting of campus wide programs such as:
 - Learning Management System
 - Microsoft 365
 - Google Apps for Education
- Cleans viruses from laptops
- Loans equipment for academic projects (audio/video recorders, etc.)

Contact ETS-Tech Support by emailing TechSupport@messiah.edu, calling (717) 796-4444, or visiting in person in Old Main 133.

COMPUTER LABS

Messiah University maintains computer labs, consisting of just over 300 computers (Windows/Mac), on campus. There are two types of labs managed by Educational Technology Services (ETS): General Usage Labs, and Department Labs. There are also Public Access Computers (PAC) in the Murray Library.

General Labs

General Labs are available for all students and can be reserved for classes. These labs feature a Teacher Station for demonstrations. General labs can be found in the following locations:

- Frey 166
- Boyer 337

Department Labs

Department Labs are set up for the exclusive use of an academic department. They feature special software needed by the department. These labs range in size from 2 to 25 computers.

Public Access Computers

Murray Library is home to our Public Access Computer (PAC) stations. These Windows computers are in the main lobby area and are available to students, faculty, staff, and Messiah University guests.

MURRAY LIBRARY

A key facility in the University's educational program is the Murray Library. It contains quiet and chat-friendly places for individual and group study, a coffee/pastry bar, and a classroom. Librarians are available during most open hours to help students with reference and research questions and may be contacted through chat, email, video conference, phone or in-person. The library provides online access to more than 100 academic research databases, 150,000 journals, 800,000 ebooks, 100,000 streaming videos, and more than 250,000 print books, periodicals, and other media. Academic Support resources such as the Office of Academic Accessibility, the Learning Center and the Writing Center are co-located in the library building for easy access to these services. The Library also houses the Brethren in Christ and University archives, and the Athenaeum Conference Room. Membership in various consortia expedites the loan of resources from other libraries.

MAIL SERVICES

Mail Services is house within the Campus Store in Eisenhower Campus Center. Students will receive notifications from Slingshot Logistics (donotreply@slingshotedu.com) when they have mail and/or packages to pick up. A student or photo ID must be presented for pick-up. Mail and packages can be picked up during Campus Store business hours which are updated weekly at the Campus Store's website. Mail FAQ with additional information is available at <https://messiahugear.com/pages/mail-faqs>.

The address format for students is:

[First Name] [Last Name]
[Student Messiah Log-in Username]*
1 University Ave
Mechanicsburg, PA 17055

*Student's First and Last Initial + 4-Digit Number

ROOM RESERVATIONS

The Conference and Event Services Office serves Messiah University by scheduling all non-academic programs and activities, along with coordinating support services to those meetings, programs, and activities.

Rooms may be reserved by student groups for meetings and activities. Campus facilities are available to recognized student organizations, University departments, and University-sponsored groups. All use of space must be approved by the Conference and Event Services Office prior to use. Simple requests for the use of space are made by submitting a request through the EMS WebApp (the university room scheduling software), by calling ext. 6009 or 717-691-6009, or emailing roomres@messiah.edu. Mountain View 141 may be reserved by students for activities that are of a personal nature or activities that are not University related, however, all attendees must be Messiah University students, staff or faculty. No external guests are permitted. Every effort is made to confirm your room request as soon as possible. We do, however, ask that you allow two business days to process your request.

Additional time is required to process more detailed event requests. Examples of detailed requests include: Dining Service requests such as picnics or catered functions; requests for extended building hours; major events such as concerts and conferences; outdoor or other large events and any other event requiring set-up of tables, chairs, trashcans, etc. All requests for these events must be made four weeks prior to the event. The deadline for requesting fall events on campus is October 31st. The deadline for requesting spring events on campus is the Friday before Spring Break. All event requests made after these deadlines will be denied.

Special requests such as fundraising arrangements, off-campus vendor requests, off-campus speaker requests, dancing and film requests must be made through the Student Engagement Office. All special requests must be approved two weeks prior to beginning the activity.

STUDENT EMPLOYMENT

There are many opportunities for a Messiah University student to have a job on campus. Through on-campus job opportunities, students acquire and enhance important workplace skills and abilities that are transferable and can be the foundation for building a resume for future career opportunities.

Student Employment at Messiah University includes both federal work study and institutional work assignments. Students with demonstrated financial need who have filed the Free Application for Federal Student Aid (FAFSA) may be employed in federal work study assignments. Additionally, the University has an extensive institutional work program where students do not need to demonstrate financial need. Typically, students average around 8-10 hours per week during the academic year

but may be able to work up to 20 hours per week. Summer students typically work 40 hours per week and on-campus housing is available. Additional details on campus employment, eligibility, locating available jobs, and obtaining an on campus job are available by contacting the Student Employment Office at: studentemployment@messiah.edu or at http://www.messiah.edu/info/20242/student_employment Off-campus internships and full-time, part-time, and summer jobs can be found through Handshake, the Career and Professional Development's Center's online portal at: <https://www.messiah.edu/info/22505/handshake>.

STUDENT FINANCIAL SERVICES

FALCON EXCHANGE

The Falcon Exchange provides several essential student services. Located on the second floor of the Eisenhower Campus Center, near Lottie Nelson Dining Hall, the Falcon Exchange issues student ID Cards, and accepts Falcon Dollar, Dining Dollar and student bill payments with cash or check. The Falcon Exchange is open Monday-Friday between 10:00 am and 3:00 pm during the academic year.

FALCON DOLLARS

“Falcon Dollars” is an ID Card based declining balance program that works like a debit card. Money deposited into a Falcon Dollars account may be used to make purchases at various campus locations such as the Campus Store, eateries and the Box Office. Students may make deposits on and check their Falcon Dollar and Dining Dollar account balances via their FALCON Link e-Account, on a VTS machine or at the Falcon Exchange.

STUDENT ID CARD

Your student ID card is your official means of identification while at Messiah University. It is used for identification purposes and for access to numerous facilities and services on campus. All ID cards are issued by the Falcon Exchange. ID cards are the property of Messiah University. No one is allowed to borrow or use another student's ID card for any purpose. Lost cards should be reported to the Falcon Exchange during business hours. If the Falcon Exchange is closed, a temporary card may be obtained at the Dispatch Office on the first floor of the Eisenhower Campus Center. All students are entitled to one complimentary replacement card due to loss or damage. Subsequent ID cards are \$15.00 each. Temporary ID cards must be returned to the Falcon Exchange or Dispatch Office within 72 hours or a charge of \$15.00 will be assessed to the student's tuition

account. Lost temporary cards are also charged a replacement fee of \$15.00. All fees are non-refundable.

TUITION, FEES, FINES, AND OTHER CHARGES

Tuition for 12-18 credits is \$19,850 per semester. Several fees are associated with particular services and programs, including but not limited to audited courses (if < 12 credits or > 18 credits), independent and directed study, private lessons, drop/add courses, transcripts, and various course-related fees. Current fees are posted on the University website. A student's account may also include charges for Health Center Services, vehicle registration, and various fines associated with the loss or damage of University property, etc.

PAYMENT POLICIES

All tuition bills are sent electronically. The University does not send paper bills. Students can access their eBill through FALCONLink, in the search box enter "Transact" or "eBill". It is the student's responsibility to grant electronic access to or distribute bills to parents and/or other authorized persons. There are four different options for making financial payments to the University for fall and spring semesters.

1. Semester payments of the entire balance due for the fall semester by mid- August and beginning of January for the spring semester. Electronic payment options include ACH (e-check), American Express, Discover, MasterCard, and VISA. A 2.75% processor fee is added to credit card payments. There are no fees for ACH payments done through the eBill site. Payments may also be mailed to Messiah University, Falcon Exchange, One University Avenue, Mechanicsburg, PA 17055.
2. Students must give parent access for accessing the Transact eBill site. Transact monthly payment plan options include:
 - a. 6 month (July – Dec, and Jan – June); 5 month (Aug – Dec and Feb – June); 4 month (Aug – Nov and Feb – May); and 3 months (Sept – Nov and March – May) and can easily be set up through the Transact eBill site.
3. 529 Savings Plans are a new option through Transact to make payments online, but not all 529 vendors and/or plans are currently supported. Your 529 vendor may also assess a service fee.
4. International students may pay using Flywire, a third-party source that is linked in Transact. This site allows you to pay online using international funds, and it will calculate the exact dollar of your currency in order to pay the amount of your bill. Flywire sends the

money directly to Messiah University. There is typically a 3-day delay before payments show on your student account.

In all of the above cases any approved, but unaccredited, financial aid (e.g., student loans, private scholarships and grants, parent loans, etc.) may be taken into account in calculating the payment amount, provided that the relevant information is clearly communicated to Student Financial Services.

Summer: Full payment is required at registration for summer sessions, directed study courses, independent study courses, internships and practica. Payment can be made online through the Transact eBill site, e-checks (ACH) or by credit card. Payments may also be mailed to the Falcon Exchange, and both cash and checks are accepted at the Falcon Exchange.

HOUSING AND COURSE REGISTRATION, DIPLOMA AND TRANSCRIPT HOLD POLICY

1. Diplomas and Transcripts will not be released for students with balances of \$25 or more.
2. Housing, parking and course registration are prevented for students with balances of \$100 or more.
3. Conditional registration may be permitted for students with balances between \$101 and \$500 after consultation with a Student Financial Services counselor, a written acknowledgement of the debt, including payment plan details, and receipt of a good faith payment.
4. The student's account must be paid in full BEFORE registration for the student's final semester.
5. Deviations from policy must be approved in advance by the Director of Student Financial Services or appointee.

Undergraduate Tuition and Fee Refund Policy/Return of Title IV Funds

Refunds for undergraduate students who completely withdraw from Messiah University, voluntarily or otherwise, are determined according to the following policy:

1. The refund portion of tuition, residence charges as well as institutional financial aid are calculated for the fall or spring semester as follows:
 - Day 1 - 7 100% refunded
 - Day 8 - 14 75% refunded
 - Day 15 - 21 60% refunded
 - Day 22 - 28 50% refunded
 - Day 29 - 35 25% refunded

2. Summer terms have separate withdraw calculations, compared to the Fall and Spring semester terms.
3. Student activity, student services, applied music, lab and other course related fees are not refunded after the first week. Nursing course related fees are not refunded unless the major is dropped prior to the first day of classes.
4. Students who withdraw from the University after the completion of Day 35 during fall or spring semester (January – May or February – May) will not receive a refund of tuition or residence charges.
5. Dining Dollars Refund Policy:
 - Withdrawals during the 1st week of the semester: The meal plan charge will be reversed in its entirety and students will be charged only for the Dining Dollars used at 100% value (This value includes the reversal of the discounted rates). The Dining Services office will provide documentation with the amount to be charged to Student Financial Services.
 - Withdrawals after the 1st week of the semester: The Operations charge is nonrefundable – any unused Dining Dollars will be refunded.
 - **Medical Withdrawals:** Students will be charged for dining dollars consumed and a pro-rated portion of the operations fee. The proration will follow the tuition and housing proration schedule listed in #1 above.
6. Unused Meal Plan Refund Policy: Students are to notify Dining Services prior to the semester start if they have been assigned and charged for a meal plan that they do not wish to have. The policy parameters listed below are inclusive only of those meal plans that have not been used or ratified.
 - After 8 weeks, a 50% refund is given for unused meal plans.
 - After 12 weeks, refunds are not granted for unused meal plans.
7. Housing charges are adjusted on a pro-rated basis depending on the official withdrawal date only until the 60% of the semester.
8. Spring semester room charges will be adjusted for students enrolled in approved credit-earning, off-campus coursework/cross-cultural trips.
9. Housing charges will be adjusted for students participating in directed and independent studies only if there is an academic requirement that necessitates living off-campus. Housing

charges will not be adjusted for students who attend classes, or who are otherwise on campus during both January and May terms.

10. Summer session refunds are calculated on a 6-week or 8-week session as follows:

a. 6-week summer session:

- Day 1 – 3 100% refunded
- Day 4 – 6 75% refunded
- Day 7 – 9 60% refunded
- Day 10 – 12 50% refunded
- Day 13 – 15 25% refunded

b. 8-week summer session:

- Day 1 – 4 100% refunded
- Day 5 – 8 75% refunded
- Day 9 – 12 60% refunded
- Day 13 – 16 50% refunded
- Day 17 – 20 25% refunded

11. There are no refunds for incomplete coursework, including all registered courses, independent study, directed study, internship/practica and online courses.

12. When federal financial aid (Title IV) refunds are involved, the grant or loan amounts are allocated in accordance with federal regulations under the Return of Title IV Funds calculation. Please visit our **Undergraduate Tuition & Fee Refund Policy/Return of Title IV Funds** for the details of how this calculation works:

<https://www.messiah.edu/info/21513/refunds>

13. **Medical Leave Refunds:**

- Refunds for tuition, residence charges as well as institutional financial aid are calculated based upon the date on the medical leave paperwork (signed by the Engle Center) and the following schedule: Day 1 - 7 = 100%, Day 8 - 14 = 75%, Day 15 - 21 = 60%, Day 22 - 28 = 50%, Day 29 - 35 = 25%
- Meal Plans are charged based on meals consumed and a pro-rated portion of the operations fee. The pro-ration will follow the schedule above.
- Student Activity, Student Services, applied music, lab, nursing, course-related and all other fees are non-refundable.
- Title IV funds (Unsubsidized Federal Direct Loans, Subsidized Federal Direct Loans, Federal Perkins Loans,

Federal Direct PLUS Loans, Federal Pell Grants, Federal Supplemental Educational Opportunity Grants (SEOG), TEACH Grant, IRAQ and Afghanistan Service Grant) are refunded in according to the Return of Title IV Funds policy referenced in item #12.

- Students who are granted medical leave during spring term will receive refunds based upon the schedule included in the official institutional refund policy, with the first week beginning on the first day of spring term.
14. Refunds and adjusted bills will be sent to the student's home address following withdrawal.
 15. Small student account credit balances of \$5.00 or less, if not specifically requested to be refunded within two weeks after the student leaves Messiah, will automatically be cleared and donated to the general scholarship fund.

The fees, procedures, and policies listed above supersede those published previously and are subject to change at any time.

BOX OFFICE

Requests for ticketed events must use the Ticket Information Sheet. It can be found as "Event Ticket Information Form" on FALCONLink. Any ticketed event held on campus is to utilize the Box Office for the distribution and sales of tickets. This includes event and transportation tickets. If an organization conducts an activity off-campus, they may utilize an off-site ticket vendor. Organizations who choose to use an off-site ticket vendor, cannot request the Box Office to distribute or handle transportation tickets for the event.

Refunds or Exchanges:

- Refunds are only given for canceled events that are not rescheduled.
- If a show is canceled, tickets may be exchanged for another showing of the production or the rescheduled event (if it is a single presentation show).

All Messiah University students (Full-Time and Part-Time Undergraduate) are permitted to purchase discounted student tickets:

- One student ticket per ID.
- Students may purchase tickets online utilizing their MU student ID. Tickets can be purchased at www.messiah.edu/tickets
- Tickets will not be held without payment.

- The Box Office will not maintain a “Wait List”
- Tickets released for redistribution will not be resold; they will be gifted to another guest.

Ushers:

- Ushers can be requested through the Box Office for on-campus events.
- All ticketed events will have Box Office Workers and Ushers.
- The number of Ushers assigned to an event varies based on the size of the event.

Accessibility Seating:

Special seating areas designated for individuals with disabilities are primarily for those using wheelchairs and their companions, those who need to sit in a particular location to allow a clear view of an interpreter, or those who require other seating-related accommodations because of a disability. Persons with special seating requirements are encouraged to reserve seats in advance. Should any *handicapped designated seats remain unsold, they will be held until 15 minutes prior to show start time* in order to accommodate any eligible individuals. In the event no qualified individual requests those seats, they may be sold to non-disabled individuals. If the last seat is sold to a non-disabled person, and the next person in line has a disability, the non-disabled person will not be asked to give up their seat. Designated handicapped seats are available from the Box

Office. Seats in the Orchestra wings can be accessed by using the elevator and entering the hall through the side entrances (wings are raised sections and stairs must be climbed when entering through the back of the hall). Balcony wing seats can be accessed on the main level through either entrance.

TRANSPORTATION OPTIONS

1. Find a friend with a vehicle to arrange personal transportation.
2. Call a cab or Uber.

• American Taxi	717-901-8294
• Capital City Cab	717-939-6363
• Dollar Taxi	717-238-2323
• Keystone Cab	717-238-4400
• Alpine Taxicab	717-265-1111
• Uber	www.uber.com

3. Messiah University offers shuttle rides to the Harrisburg International Airport, Harrisburg Amtrak Station, Harrisburg Greyhound Depot, and Harrisburg Megabus Depot for Fall Break, Thanksgiving, Christmas, Easter, and Spring Break. For more information refer to the website at: www.messiah.edu/transportation.