WINONA STATE UNIVERSITY-ROCHESTER (WSU-R) CAMPUS SERVICES

STUDENT AND CAMPUS SERVICES OFFICES
SS 128  WSU-R Registration/Reception
Fall and Spring Semester:  Monday-Friday  8:00am-4:30pm
Summer Hours:  Monday-Friday  7:30am-4:00pm
Phone:  507-285-7100 or 1-800-366-5418

The Student and Campus Services office has extended hours of 8:00am to 6:00pm during the first four days of Fall Semester and Spring Semester. All Student Support Services areas are closed on weekends and holidays.

CAREER SERVICES
Career Services is available on the WSU-R campus in the WSU-R Student and Campus Services Office located in SS128. To make an appointment for a one-on-one individual meeting with a Career Development Counselor or to receive information on the career services available on the WSU-R campus, call the Student and Campus Services Office at 507-285-7100 or send an email message to rochestercareer@winona.edu. Faculty and students can learn more about career services and resources via the Career Services website at www.winona.edu/career. Podcasts on a variety of topics are available via the Career Services website as well and the login page for EZlink (WSU’s online job search tool) can be accessed via the website.

DIRECTORY INFORMATION
WSU Student and Faculty directory information is located on our website at the following locations:
Student (email only):  http://www.winona.edu/its/communications/students.asp
Faculty:  http://www.winona.edu/its/communications/index.asp

DISABILITY RESOURCE CENTER
The WSU Disability Resource Center has many academic accommodations to help students with disabilities. Some of these academic accommodations include: Extended time on tests, low distraction, quiet test location, exams in auditory format, texts in alternative format, disability advising, sign language interpreters, scribe and accessible classrooms and labs. For more information on these and other academic accommodations, please call Nancy Dumke at 507-457-2391 or email them at DRC@winona.edu.
**TECHNICAL SUPPORT ROCHESTER (GL118)**

HELP DESK: extension 5555, then 5 when dialing from a UCR phone, or 507-536-5555, or Toll-free 1-800-657-3870, or e-mail techsupport@winona.edu.

**Rochester Office hours: (year round)**
- Monday-Thursday: 8:00am - 9:00pm
- Friday: 8:00am - 4:30pm
- Saturday/Sunday: Closed

**Help Desk hours: (Fall and Spring semester)**
- Monday - Thursday: 7:30am - 8:00pm
- Friday: 7:30am - 4:30pm
- Saturday: Closed
- Sunday: 2:00pm - 7:00pm

**Help Desk Summer Hours:**
- Monday-Friday: 7:30am – 4:00pm

**Technical Assistance:**
Qualified technicians are on-site to handle any technology-related issues. Repair issues vary widely from simple computer “glitches” and “bugs” to more severe equipment failures. If an immediate fix cannot be found for your problem, backup equipment may be provided.

Our technicians are generally available in (GL)118 for walk-in support. If you are unable to come to (GL)118, please call the help desk at ext. 5555, then dial 5 when dialing from a UCR campus phone, or toll free at 1-800-657-3870. Our Help Desk technicians are able to resolve a majority of issues over the phone. Calling the Help Desk is the preferred method for contacting technical support. This will ensure that your issue is resolved in the quickest manner possible. If the Help Desk technicians are unable to resolve the issue over the phone, they will contact a local technician who will contact you and make arrangements to come to you and resolve your issue in a timely manner.

The UCR Technical Support Center, located on the first floor of the Goddard Library (GL100) provides all classroom technical support for classrooms. They can be reached by phone at 507-536-5555. They also handle issues with media display interface configuration and display (inoperative data projectors). Many classrooms have a “Request Help” button on the media control panel at the front of the classroom.

**Technical Assistance for Personal Laptops:**
WSU does not provide technical support for personally owned laptops. Nor do we install WSU licensed software on personally owned laptops. All WSU software is available on the computers in the Learning Technology Center on the third floor of the Goddard Library or on WSU leased laptops.
**Network Username and Password Vs. Warrior ID and Pin:**
There are two sets of unique credentials assigned to each student enrolled at WSU. These credentials are easily and often confused.

The first credential a student receives is their Warrior ID and PIN. These are assigned to the student when he or she has been accepted to the university. They are sent to the student in a letter with their acceptance materials.

The Warrior ID and PIN are required for registering for classes. Students may contact Student and Campus Support Services in (SS)128 or by phone at 507-285-7100 to reset their PIN number.

The second credential a student receives at WSU is their network username and password. These are assigned and activated 2-3 business days after a student enrolls in classes.

The network username and password are sent to the student in a letter before the start of their first term. Students may contact the help desk to lookup their network username and password, or to reset their password.

A student’s e-mail address is simply, ‘username@winona.edu’.

The network username and password are used to login to the following network resources:
- Campus computers and laptops.
- WSU web-mail
- MyWSU Portal
- Desire2Learn (D2L)

**WSU Computer Labs at UCR:**
There are three UCR computer labs available to WSU students:

1. **Learning Technology Center (LTC)** – the main computer lab available to all WSU students and shared with RCTC students is located on the third floor of the UCR Goddard Library. There are over 100 computers in this lab. There are also five laptops available for WSU students to check out at the front desk of the LTC if a student wishes to work in a quieter place in the library. These laptops are checked out on a first come, first serve basis and are for exclusive use by WSU students. They can be used anywhere within the Goddard Library. They must stay in the library and be returned by the end of the day. There is also a printer set up in the library directly outside of the entrance to the LTC for use by WSU students to print from their personal laptops. Instructions for printing to this printer are located in a binder on the wall next to the printer.
2. **Graduate Studies Lab (EA235)** - This lab is for the exclusive use of WSU graduate students. There are three computers in this lab, loaded with the same software as the laptop carts computers. This lab is open whenever the UCR campus is open. For security reasons, this lab requires a special access card to gain entry. Graduate students interested in using this lab must request an access card - graduate nursing students should contact Carolyn Ryno in (EA)136 and graduate students in education, educational leadership and counselor education should contact Kathy Mangan in (EA)201.

There is a network printer in (EA)235 available for use by graduate students. WSU provides the toner and maintains the printer, but students are required to provide their own paper.

3. **Computer Science Student Lab (SH101)** - This lab is only available for use by WSU computer science students. The computer systems are loaded with software specifically licensed to the computer science department. This lab also requires a security access card available from the WSU Technical Support office in (GL)118.

WSU Printers for students:
Currently there are 4 printers in the LTC (3rd floor of the Goddard Library) for student use. There are also two public printers for student use located in GL300 (outside of LTC) and GL138 (outside the WSU-R IT office).

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**TEACHING, LEARNING AND TECHNOLOGY SERVICES (TLT)**

Teaching, Learning, and Technology Services (TLT) empowers the entire WSU campus community to utilize technology effectively by providing a wide range of learning opportunities; designing and maintaining engaging learning spaces; managing academic and workplace technology projects; and exploring new technologies that enrich digital life and learning.

TLT teaches the WSU campus community how to use technology; plans, installs, and maintains learning space technology; conducts and supports campus projects focused on digital life and learning; delivers services and resources that support, enhance, and expand the use of laptops on campus; investigates new technologies with the potential to enhance digital life and learning; and advises and guides the campus community on the effective use of instructional and workplace technology and position Winona State University as a leader in the application of technology in higher education. To learn more about TLT, please visit their website at [www.winona.edu/tlt](http://www.winona.edu/tlt), call 507-457-2900, or send an email to tlt@winona.edu.
UNIVERSITY CENTER ROCHESTER (UCR) CAMPUS SERVICES

BOOKSTORE
The UCR Bookstore is located in Hill Theatre (HT) 100 and the phone number is 507-285-7202. Students may purchase WSU-R textbooks online at http://bookstore.roch.edu, or at the UCR Bookstore for Rochester-based WSU courses.

Monday-Thursday  8:00am – 8:00pm  
Friday           8:00am – 4:30pm  
**Summer Hours**  
Monday-Friday     8:00am – 4:30pm

BUS TRANSPORTATION (CITY LINES)
Using the Bus system in Rochester is easy and convenient. Employees and students can access any part of the city using Rochester City Lines as their mode of transportation. The buses are clean, safe, and enjoyable to ride. The Rochester City Lines services UCR every 30 minutes. Bus schedules are available online at www.rochestercitylines.com. Bus passes are available for purchase at the UCR Bookstore.

CAR STARTING
Students, Staff, Faculty, visitors will need to contact UCR Security at 507-285-7262 (7262 if calling from internal phone) regarding the need to have their vehicle jump started. UCR Security will contact a towing service and request they respond to the designated parking lot where the vehicle is located.

THERE IS NO CHARGE for this service. This service is provided by RCTC Student Senate.

CASHIER
The UCR Cashier’s Office (SS124) accepts payments for WSU employees and students. After 4:30pm, payments may be dropped off at the UCR Bookstore and will be posted the following business day. Students may also make payment through their web portal. The Cashier’s Office is open Monday-Friday 8:00am - 4:30pm. (Phone: 507-285-7311).

CHILDCARE SERVICES
Civic League Day Nursery provides childcare on the UCR campus to WSU-R faculty, staff, students and the general public for children age two to five. Children are enrolled on either a full-time or part-time basis. There is generally a five hour and three day minimum enrollment requirement. Parents may stop by the Center to fill out a registration form. Call the Civic League Day Nursery at 507-285-7232 or e-mail eldnse@charterinternet.com for more information. Hours of operation: Monday – Friday 6:30am to 6:00pm.
Taher, Inc. is contracted to operate UCR’s dining and catering food services. The dining room is located on the third floor of the College Center; the Express Café is located in the Health Science Building; and the Snack Bar is located at the Heintz Center. A meal plan for students, faculty and staff is available. Catering services are available during and after regular cafeteria hours. Check with the Food Service director at 507-285-7209 for your specific needs.

**FOOD AND VENDING SERVICE**

UCR Cafeteria (third floor College Center)  Monday-Friday  7:30am - 1:30pm  
Café Express (Health Science Building) Monday-Thursday  9:00am - 5:00pm  
Friday  9:00am - 1:00pm  
Heintz Center Café/Snack Bar  Monday-Friday  8:00am - 1:00pm

When classes are not in session, Café Express hours are Monday–Thursday 9:00am - 1:00pm and an abbreviated menu is offered. All food service locations are closed during holidays, weekends and RCTC non-class days.

Vending machines are operated by the Society for the Blind and are located throughout the campus. For refunds or to report problems with machines, contact the Cashiers Office at 507-285-7212.

**STUDENT HEALTH SERVICE**

Treatment of minor illnesses, emergency first aid, non-prescription medications, referrals, health counseling and diagnostic tests are available for students through Student Health Services. The Student Health Service office is located in the Health Science Building, (HS)140, and phone number is 507-285-7261. A registered nurse is available every day during the academic year, and a physician or nurse practitioner is on campus weekly. Because these services are financed by the health services fee, there is usually no additional cost to students for Student Health Services visits. Student health insurance information is available through this office. Students are encouraged to have personal health insurance coverage while attending college.

**INTERACTIVE TELEVISION (ITV)**

WSU-R offers many classes to students via Interactive Television (ITV). ITV entails two-way audio-visual communication between an instructor at one site and students at one or more sites who can interact with each other in “real time”. Using ITV, Rochester-based students can take advantage of course offerings in Winona and vice-versa. This method of long-distance connectivity allows students to participate in educational opportunities that they normally would not have been able to access.
LEARNING CENTER
The UCR Learning Center works in collaboration with the WSU Tutoring Center (located in Winona). The UCR Learning Center provides support to students from entry level to doctorate level in many disciplines. They promote academic success and the highest levels of academic, personal and professional achievement. WSU students have found immense value in assistance with computer applications, statistics, writing and APA format, science, psychology, accounting/finance and oral presentation. Contact 507-285-7182 for information on the Learning Center. WSU students interested in tutoring should contact Jill Quandt, WSU Tutoring Coordinator, at 1-800-342-5978 ext. 5680 or jquandt@winona.edu.

Learning Center Department (Atrium Level/Third Floor):
(AT)301  Science
(AT)306  Writing, Math, Drop-In Tutoring
          and other disciplines
(AT)308  Proctoring (see Proctoring section)
(AT)311  Speech

Hours:
Monday - Thursday  8:00am - 8:00pm
Friday             8:00am - 3:00pm

LIBRARY SERVICES
WSU-R library holdings are integrated into Goddard Library at UCR. WSU-R and RCTC share support and usage of the library. This partnership enables students and faculty to access an extensive resource of reference and research materials.

WSU has allocated funds to purchase books, periodicals, and electronic resources to meet student and faculty needs. These materials are merged with about 95,000 books and non-print materials, 350 printed periodical titles, and about 13,000 electronic periodical titles. Collection holdings are cataloged into the MnPals on-line catalog which includes access to all MnSCU library holdings and is searchable by individual library. A listing of periodicals housed is available by searching the “Periodicals List” in the “Research Tools” section on the Goddard Library website. The library maintains an active website with many professional, full-text materials and e-books available from your home, office or classroom via a browser. The library website is www.roch.edu/library. Remote access to Article Databases can be achieved by obtaining a library card at the Circulation Desk and following the remote access information instructions on the Goddard Library web pages. Krueger Library databases can be accessed via Krueger web pages using your WSU email user name and password. Please contact Student Campus and Services in (SS128) at 507-285-7100 for more information.

To check out library materials, you must have a UCR ID card which will act as a library card. UCR ID cards are made at the circulation desk in Goddard Library. Your ID photo will be taken in the library, and an ID card will be made while you wait. This card will also have your Warrior ID number on it, which you will need for various other uses on campus:
Goddard Library & LTC hours when classes are in session:

- Monday - Thursday: 7:30am - 10:00pm
- Friday: 7:30am - 4:30pm
- Saturday: 9:00am - 5:00pm
- Sunday: 1:00am - 5:00pm

The Library Technology Center (LTC) is located on the 3rd floor of the library with about 100 open lab computer workstations shared by WSU and RCTC students.

The Technology Support Center (TSC) is located on the 1st floor of the library providing support to faculty, students and staff for technology needs including computer, e-learning, media services and classroom technology. To check out technology materials and equipment in the TSC, you will need your ID card.

LOST AND FOUND

Items found on the UCR campus should be turned in to the Security Office located in (EA) 101.

PARKING AT UCR

Parking Fees: All employees and students pay a parking/access/security fee.

Parking Lots: Parking is allowed in designated parking lots or at parking meters only. Parking on grass anywhere on campus is not allowed. The far eastern portion of the East parking lot (space east of the concrete divider) and the southernmost part of the West lot (space south of the concrete divider) has been designated for faculty and staff parking only. Faculty and staff wishing to park in these lots must display the parking sticker issued to them when they paid for parking. (See campus map).

Parking Enforcement:

- Handicapped spots, fire lanes, special permit spots, and other no-parking designated areas are enforced continuously.
- Parking meters are monitored and enforced 8:00am-8:00pm, Monday - Thursday and 8:00am-3:00pm on Fridays.
- Faculty/staff parking lots are monitored and enforced from 8:00am-5:00pm, Monday - Friday. After 5:00pm, Faculty/staff lots are open to students.
- Special permit parking is designated for students needing more convenient parking for health or other reasons. For authorization, please see the Health Services nurse in the Health Science Building for a special permit, or call 507-285-7261.

PROCTORING SERVICES

WSU-R and RCTC are now offering proctoring services in a secure, quiet environment for students who cannot take a scheduled class exam. This has proven to be a valuable service as it is sometimes difficult to coordinate a time when students and instructors can meet for a monitored exam outside of class. In addition, students taking online or traditional courses at institutions other than RCTC and WSU may also arrange for proctored exams.
SECURITY
Students are strongly encouraged to report crimes immediately. To report a crime or suspicious circumstance in progress or medical emergencies, call 911. Otherwise, contact campus security at 507-285-7262. The Student Health Service, (which operates for limited hours at the UCR campus), may be contacted for assistance at 507-285-7261. Student Health Service is not an emergency care provider.

“Emergency Code Blue Light Button Poles” can be used in an emergency to contact UCR Security. The emergency poles are intercom connections activated by pushing a button.

“Emergency Code Blue Light Button Poles” are located in these areas:
One in the North Parking lot, one in the West Parking lot, and three along the bike path. (West of campus).

SECURITY ESCORT
UCR has made every effort to illuminate its parking lots at night. However, caution should be used when leaving an evening class or event. Anyone wishing an escort to their car should call Campus Security at 507-285-7262.

STUDENT LIFE
The RCTC Student Life Program seeks to complement the WSU-R academic programs and services by providing opportunities and experiences that further enhance the students’ overall development. Studies have shown that students who get involved in student life activities develop excellent leadership skills and tend to do better in the classroom. RCTC offers a variety of activities and leadership opportunities available to WSU-R students. Students can become involved as participants or spectators. All Student Life sponsored activities are free to students, faculty and staff. There is a small charge for faculty and staff for music tickets when refreshments are served. Tickets to musical and theatre productions may be picked up in the Student Life Office on the fourth floor of the College Center (CC) 401. Students pay a special fee which helps support the Student Life Program. All sponsored events are alcohol and drug free whether held on or off campus.

TUTORING SERVICES
WSU Tutoring Services collaborates with the UCR Learning Center to provide academic assistance in a variety of subjects. Currently, tutoring is provided by both Peer and Master Tutors. Online tutoring is also available. Details are available at www.winona.edu/tutoring.

ID CARDS (UCR)
Students must obtain a UCR ID card if they wish to check out items from Media Services, Library, etc. ID cards are made free of charge on the second floor of Goddard Library. Students may look up their Warrior ID numbers via the internet in the web registration screens at http://www.winona.edu/registration.asp.
WEATHER/EMERGENCY CLOSINGS
During periods of inclement weather or other emergencies, faculty, staff and students are encouraged to listen for announcements regarding the delay or cancellation of classes or activities or the closing of the University Center Rochester, and then stay tuned for further updates. Whenever possible, the decision to close the UCR, have a delayed opening, or cancel day classes will be made prior to 6:00am. Special attention will be given to night classes as many of our evening students and staff travel considerable distances. Whenever possible, the decision to cancel evening class will be made by 3:00pm. The following radio and television stations will be notified:

- KWEB/KRCH/KMFX
- KOLM/KWWK/KLCX
- KROC
- KNXR
- KLSE/MN PUBLIC RADIO
- KYBA - STEWARTVILLE
- KTTC TV
- KSTP (TWIN CITIES TV)
- KAAL-TV
- Fox 47 and UCR Channel 20

You may view the policies and procedures on the Closing of University Center- Rochester and the Cancellation of Classes or Activities Due to Inclement Weather/Other Emergencies at:

http://www.rtc.edu/policies/hr/Weather_Emergency.html.