

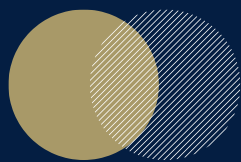


# THE UNIVERSITY OF AKRON

Commuter Resource Guide

**ZipAssist**  
The University of Akron

2019 - 2020 Edition



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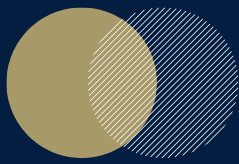
# Welcome!

Welcome to the University of Akron! We are excited to have you here and hope your time spent at UA is wonderful. Our goal is to help you achieve your goals and see you walk across the stage at graduation. To assist you in getting there we created a resource guide! As a commuter we understand it can be challenging to find the resources you need, along with getting connected on campus and truly feeling like are you apart of the UA Family. We hope this guide will assist your everyday needs on campus to make the process move smoothly.

ZipAssist puts on Commuter Mingles the first Tuesday and Wednesday of each month, along with other commuter focused programs throughout the academic year. We would love for you to join us and meet other commuters! If you have any other questions about being a commuter, finding resources, or just need to know where an office is, please, stop in and see us!

The ZipAssist Team  
Simmons Hall Lobby  
The University of Akron  
Akron, OH 44325-6208  
Office: (330) 972-7272  
Website: [www.uakron.edu/zipassist](http://www.uakron.edu/zipassist)





# Resources + Support

## Important numbers

- Campus Police - (330) 972 - 2911 (Non-emergency number)
- Escort on Campus - (330) 972 - 2911
- ZipAssist/Commuter Student Resources - (330) 972 - 7272
- Health Services - (330) 972 - 7808
- Dean of Students - (330) 972 - 6048

## Help-A-Zip Referral program

Assistance for students struggling with:

- **Academic concerns** - missed assignments; poor grades on exams, assignments and projects; repeated absences from class, etc.
- **Mental health concerns** - depression, anxiety, substance dependence, etc.
- **Personal/Social concerns** - relationships, social contentedness, roommate compatibility, homesickness, etc.

Experiencing an unexpected financial hardship and need additional support for:

- Textbooks
- Financial aid/tuition - FAFSA, financial account holds, grants/loan

For additional information please visit:

<https://www.uakron.edu/zipassist/resources>



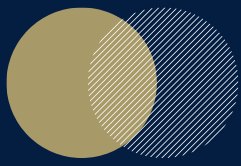
# Resources + Support

## CARE Team

Crisis - Assessment - Referral - Evaluation: Helping Students in Crisis

- UA's CARE Team provides guidance and assistance to students who are experiencing crisis', displaying odd or unusual behaviors, or engaging in other behaviors that may be perceived as harmful to either the student individually or to others.
- For more information about CARE Team and how to refer yourself or another student please visit: <https://www.uakron.edu/careteam>





# Activities

Are you wondering how to get involved on campus as a commuter student?

Check out <https://rooconnect.uakron.edu/> to find ways to get involved and view upcoming events.

Wondering how else can you get involved as a commuter student? ZipAssist holds monthly commuter mingles the first Tuesday and Wednesday of each month, so be checking your email for when they are held. Also, stay connected with us through twitter @UAZipAssist!





# Lounges

Have you thought about where you will go in between classes?

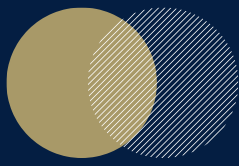
No worries, we have you covered! Check out one of the lounges in the Student Union here on campus:

- Archive Lounge
- First Floor Lounge
- The Roo Lounge
- Piano Lounge
- Coffeehouse Lounge
- International Lounge
- Pre-Function Lounge
- Third Floor Lounge

Did you pack your lunch?

There is a kitchenette located on the first floor of the student union equipped with a refrigerator, microwave, coffee maker, water bottle filling station, and sinks. Feel free to keep your food cold or heat it up when you're ready to eat. The kitchenette is right beside the First Floor Lounge and across from the lockers.





# Health Information

Here at UA we understand that it is important to take care of yourself!  
Check out some of our health services below:

Student Health Services is located in the Student Recreation and Wellness Center. To contact call (330) 972-7808

- General Primary Health care
- Well Women's Clinic

Counseling and Psychotherapy

- The Counseling and Testing Center is located in Simmons Hall in room 306 and can be reached at (330) 972-5777

Emergency Resources:

Portage Path Psychiatric Emergency Services Hotline - (330) 434-9144

National Suicide Prevention Lifeline - (800) 273-8255

Rape Crisis Hotline - (330) 434-7273







# Campus Safety

Safety is a high priority here!

The University of Akron Police Department is located at: 146 Hill Street, Akron, OH and can be reached at 330-972-2911 (non-emergency). As always, in the case of an emergency dial 911.

The following is a list of programs offered by the University of Akron's Police Department:

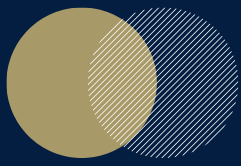
- Emergency Blue-Light phones placed around campus
- Free escort between locations on campus
- Battery jumps and vehicle lockouts, \$10/service
- Security surveys of rentals
- Locking systems
- A.L.I.C.E and other training programs
- Emergency text messaging
- Fingerprinting

Closings and Events that may cause delays:

To find out when campus is closed make sure you are signed up for Z-Alerts. Z-Alerts will be sent out by text message to inform you of any closings or major events that may cause a delay on your route to campus.

Lost + Found is also located within the University Police Department.





# Food

Are you thinking about getting a dining plan as commuter student? You don't need one, but there are plenty of options!

Students can use dining dollars and block meal plans. Contact dining services at [myplans@uakron.edu](mailto:myplans@uakron.edu) or check out

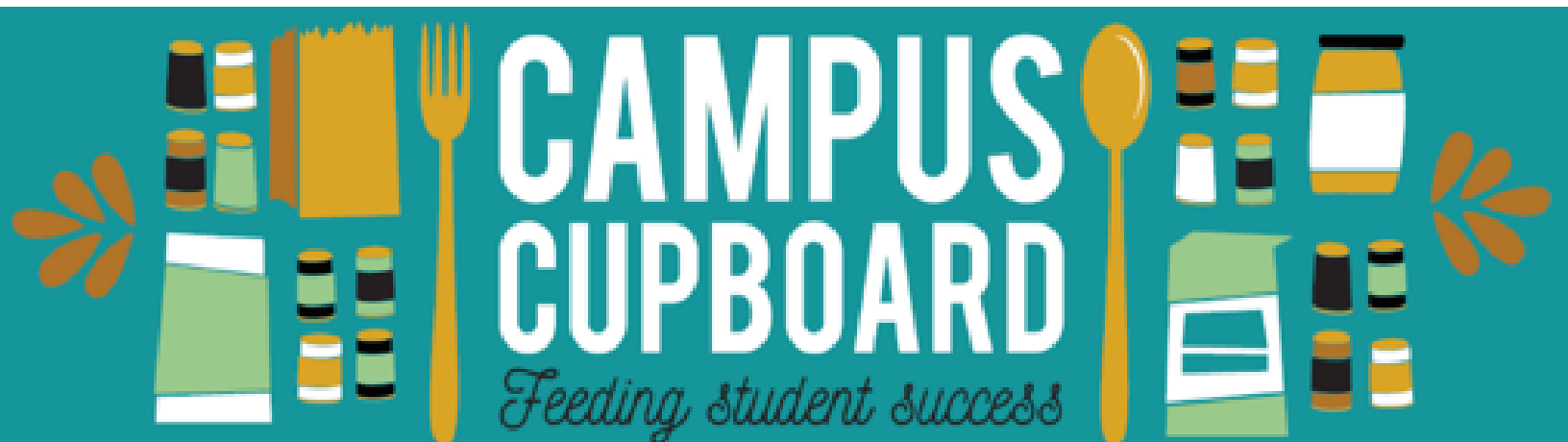
<https://www.uakron.edu/dining/purchase-dining-plan.dot> to find out more!

## Where can I buy lunch from?

You can eat at multiple locations on campus: Auntie Anne's, Chick-Fil-A, Panda, and Qdoba, along with the Union Market and Freshens, all located in the Student Union. There is also Rob's Cafe and Climbing Rock Cafe, just to name a few!

## Food Insecure

We understand that sometimes working as much as one can and being a student can lead to hard times. We have partnered with The Salvation Army's food pantry to assist students in need. The representative from The Salvation Army of Summit County is available to speak with students too. The University of Akron also has a campus cupboard that all students are welcome to use. The campus cupboards are located in the Student Union, Simmons Hall, and Polsky Academic Advising.





# Recreation

Wanting to workout in between classes?

We encourage our commuter students to visit the rec center in between classes. All students who are currently enrolled in classes have access to the Student Recreation & Wellness Services.

What services are provided by the Student Recreation & Wellness Services?

The rec center offers wellness services, group exercise classes, aquatics, intramural sports, and more! Check out the rec center on your next break between classes.





# Supporting Diversity

As a student, the UA wants to make sure that all students have a place!

Listed below are some options for students:

**Office of Accessibility** - Simmons Hall 105. 330-972-7928

**International Center** - Buchtel Hall 202.

**Learning Communities** - Information about learning communities can be found at:

<https://www.uakron.edu/admissions/undergraduate/learning-communities/>

**Multicultural Center** - Simmons Hall 301. 330-972-7008

**Office of Multicultural Development** - Simmons Hall 124. 330-972-6769

Department of Student Life also oversees over 350 student

organizations! Check out all of the student organization here:

<https://www.uakron.edu/campus-life/student-activities/orgs.dot>



# Financial Wellness

Where is the bank?

PNC bank is located in the Student Union on the 1st floor, near the bookstore. PNC is able to deposit and cash checks, along with dispensing cash.

Is there an ATM on campus?

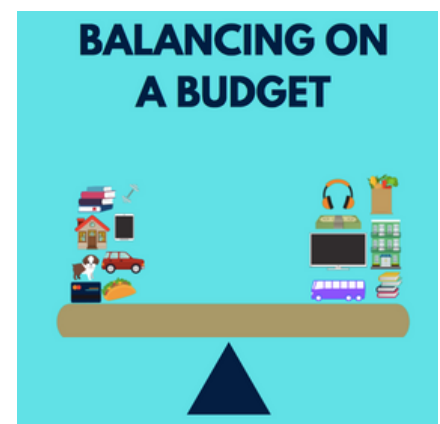
There are several ATMs located around campus and can be found in: Bierce Library, College of Business Administration, EJ Thomas, Polsky Building, and the Student Union

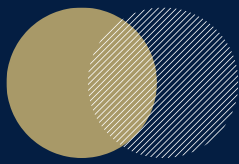
Are there financial wellness programs?

Yes. ZipAssist offers Balancing on a Budget, from September to April, to help students budget their finances. In addition to that, students are able to schedule an appointment with the United Way Financial Coach! While PNC Bank, on campus, can assist students as well.

Where is the closest post office?

The nearest post office is a little less than 3 miles from campus off of Wolf Ledges.





# Parking

## Who all needs a parking pass on campus?

All students need a parking pass if they plan to drive a vehicle to campus. Students will have the first 2 days as a grace period to obtain and display their pass before being issued a ticket.

## What information do you need to provide?

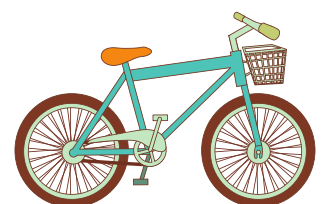
You'll need to provide your license plate number along with the make and model of your car.

## Where can you park?

There are plenty of places for students to park on campus, either in parking decks or in a lot. All parking indicates whom is able to park in which area. As a commuter look for decks or lots that are marked with a "C" for commuter!

## Are you close enough to ride a bike to campus?

There are 35 bike racks located around campus for your convince. If you ride a bike to campus or borrow one from the bike share program there will be plenty of places to park your bike.





# Transportation

What kind of transportation services are available for you?

Here at UA students have free bus services with their Zip Card. Students can ride the Roo Express or the Dash bus, all for free.

What is the Roo Express?

The Roo Express is a shuttle service on campus that transports students from buildings in the downtown area, parking lots on the North side of campus, and neighborhoods near campus. During the weekends the shuttle service students to and from downtown Akron. A valid Zip Card is required to ride the Roo Express.

What is the DASH bus?

DASH is downtown Akron's free weekday shuttle service that runs every 10 minutes from 7 AM to 7 PM and then every 15 minutes after 7 PM until 11 PM. DASH has a route from the RKP Transit Center, around downtown, and to The University of Akron! All of the DASH buses are purple, so they are easy to find!

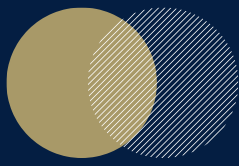
Check out the DoubleMap App as well! Here you will be able to track your bus' route.



Are there any other modes of transportation on campus?

UA has a bike share program! Have a class on one end of campus and then another starting shortly after on the other end of campus? Or maybe you'd like to get in some exercise? Rent a bike from the Student Recreation and Wellness Center or at Parking Services. It's always free and bikes can be rented out for the whole day, you'll just need a valid Zip Card.





# Frequently Asked Questions

## Transcript and drop/add dates

### How do you send and receive transcripts?

- You can use the free option through *MyAkron*.
- You are able to pay \$5 for a PDF version called, "*Parchment Exchange*"
- You can even receive a physical copy the same day for a fee of \$10 this option is called, "*Rapid Request*"

You can also access all three of these options at:

<https://www.uakron.edu/registrar/services/transcurrent.dot>

### How to add/drop class?

You are able to add/drop classes on the *MyAkron* student center by clicking the *Search* tab under *Academics* then you would select the *term* you will be enrolling, once you select the term next to the green select *subject box* you will enter the *four-digit subject number* and below that *three-digit course number*.

If you are unable to get it on your own you are always welcome to come to the information desk in Simmons Hall to obtain an add/drop form or find one on the University of Akron's website. The information desk in Simmons Hall will then schedule you to meet with someone from the Registrar's Office so you are able to add/drop the class.

Forms: <https://www.uakron.edu/zipassist/forms.dot>

### When are the last dates to drop/add classes?

Last day to drop a class, for a 15 week session, without a WD on your transcript is 14 days from the start of classes. You may add a class up to a week from when classes start without any signatures for a 15 week session. The last day to drop an 8 week session class without a WD is one week from the start of class. The last day to add a class for an 8 week session is 2 days after classes start. For 5 week sessions one is able to drop a class 3 days after classes and may add a class up to a day after classes start. Exact dates can be found at: <https://www.uakron.edu/registrar/dates/acadcal.dot>

### What does it mean to have a WD on my transcript?

Shows you *withdrew* from a class after a specific date.



# Frequently Asked Questions

## When I am able to get a refund by?

Financial aid refunds are processed as soon as possible for qualifying students after financial aid has been disbursed to the student's account. It is a federal regulation that financial aid cannot be disbursed until 10 days before the start of the term. Within two to three days after the first disbursement date, accounts with credit balances will be reviewed for financial aid refunds.

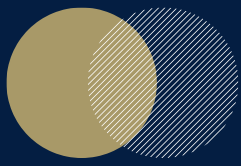
Non-financial aid refunds (cash, check, or credit cards) are processed normally the fourth week of the term. Payments made by paper check are held 14 days and ACH (electronic checks) for five days to confirm they clear the bank.

Non-financial aid refunds from third-party sources that authorize a student to receive the funds are processed after the last day to withdraw from classes for the semester.

It is not necessary to request a refund. Refunds are processed automatically after a review for accuracy. More information about refunds can be found: <https://www.uakron.edu/student-accounts/refunds/>

## How can I set up a payment plan?

To set up a payment plan you will go to your student center and under the *Finances* tab, then select *Sign Up For Payment Plan*. From there you will follow the instructions to set up your plan.



# Frequently Asked Questions

## FAFSA Questions

### How do I fill out my FAFSA?

First you need to obtain a Federal Student Aid ID or a FSA ID, then you are able to go to the FAFSA website, fill out the application, and submit your FAFSA. If you need assistance feel free to visit the Information Desk in Simmons Hall. You can also visit: <https://www.uakron.edu/finaid/applying-for-aid/> for more information!

### How do I pay my tuition bill?

You are able to pay your tuition bill through *MyAkron*. Another way you can pay your bill is through the Office of Student Accounts. Students can meet with someone by coming to the Information Desk in Simmons Hall to meet with someone to discuss any questions or concerns you have about your account.

*Only check and cash can be paid in person through the student account windows for payments on tuition - any credit or debit card payments must be made online only through MyAkron and there will be a 2.9% fee. Students can use debit/credit card for key deposits, transcripts, credit-by-exam, locker rental, and bypass credits. For this, they accept Visa, MasterCard, Discover, and American Express, along with cash & checks.*


### I need help budgeting/ what is Balancing on a Budget?

ZipAssist offers a financial literacy program, also known as Balancing on a Budget, that educates students about budgeting. You can participate in webinars, at-home challenges, workshops, and receive newsletters. By participating in the Balancing on a Budget programming students have the chance to receive a \$20 Barnes & Noble gift -- be one of the first 25 to complete 7 events.



# Frequently Asked Questions

What is SEFA?

SEFA stands for Student Emergency Financial Assistance. This program was put in place to support at-risk students to overcome financial obstacles so they are able to continue their education here at UA. If you or another current UA student is struggling financially you can always refer through Help-a-Zip  <https://www.uakron.edu/referral/>

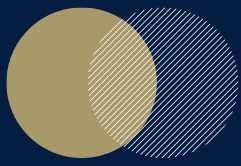
I need emergency financial assistance, how can I apply for SEFA?

Go to [uakron.edu](http://uakron.edu) and search for Help-a-Zip to obtain the application. Indicate that you need financial assistance on your application.

How can I get textbook assistance?

If you are in need of textbooks you can self-refer to Help-a-Zip and indicate you that you need textbook assistance.





# Frequently Asked Questions

## Campus Tours

I am here for a tour. Where do I go for that?

Campus tours will start in the Office of Admissions in Simmons Hall, room 109.

## Housing

Where can I get more information about off-campus housing?

The ZipAssist Office oversees Off-Campus Living and is able to provide resources for students to reduce stress while living off-campus. Students can seek assistance by calling (330) 972-7272 or emailing [uazipassist@uakron.edu](mailto:uazipassist@uakron.edu). Pamphlets can be found on the wall in the lobby of Simmons Hall, as well as other great resources like Rent College Pads <https://www.rentcollegepads.com/off-campus-housing/university-of-akron/search>, and the University of Akron's Off-Campus Living Facebook page.

What dorm should I stay in?

Choosing where to live while in college is a big choice! To see all of your options and find your best fit for living on-campus contact Residence Life and Housing. Most students are concerned about: location, bathrooms, kitchens, living learning communities, and affordability. Connecting with Residence Life and Housing will allow you to see all of your options and help you to make the best choice for your experience here at UA!



# Frequently Asked Questions

## Passports, Residency, and Fingerprinting

### How can I get a passport?

If you are heading out of the country soon, whether it be for a study abroad trip or just vacation, the ZipAssist Office is a U.S. Passport Acceptance Facility. One of the best parts of applying or renewing your passport through ZipAssist is that you do not have to make an appointment! Just stop in 30 minutes before the ZipAssist Office closes. Make sure to bring your DS-11 form, or your DS-82 form if you're renewing, proof of U.S. citizenship, a government-issued photo ID, a recent passport photo in color (ZipAssist is able to take passport photos with a \$10 fee, or \$5 with a valid Zip Card), along with a check or money order for the fee payment!

### How can I become a resident of Ohio?

1. The student is expected to live in Ohio for a full year immediately preceding the semester for which they are applying for residency. The expectation is that the student should not be absent from the state any longer than breaks between semesters and 3 weeks during the summer.
2. The student should demonstrate their intent to become an Ohio resident by transferring any items of registration to Ohio, such as a driver's license, automobile registration, and voter registration (if applicable).
3. The student must demonstrate that during the 12-month period while establishing residency, that they have had sufficient income to meet all expenses without the need of money from outside the State of Ohio. Documentation of income sources used during the 12-month period is required. You can obtain an Ohio residency form from the information desk in Simmons Hall. Once you have completed the form return it to the information desk.

### Where can I go for fingerprinting?

The University of Akron Police Department provides fingerprinting services weekdays from 9 a.m. until 7 p.m.



# Frequently Asked Questions

Within Simmons Hall

Where is the Zip Card office?

The Zip Card office is located on the first floor of Simmons hall in room 103.

Where are the restrooms located?

The restrooms are located on the first floor are about halfway down the hall and across from the elevators. Restrooms are also located on the second and third floor.

Where is the elevator located?

The first floor elevator is located about halfway down the hallway and across from the restrooms.

Where are the stairs?

If you walk in the front entrance of Simmons Hall the stairs will be to the right.

Where is the registrar?

To meet with someone in the Registrar Office check in with the information desk in Simmons Hall. From there you will be connect with someone from the Registrar Office.

Where are information pamphlets?

There are some informational pamphlets located in the lobby of Simmons Hall.





# Frequently Asked Questions

## Zip Academics

### Where is the testing lab?

For incoming students, please email [nsotesting@uakron.edu](mailto:nsotesting@uakron.edu) if you have any questions regarding your placement test.

Current students are able to use the walk-in testing lab located in Schrank Hall North, room 152. Students may also call (330) 972-6511 or email [testing@uakron.edu](mailto:testing@uakron.edu) for any questions they may have.

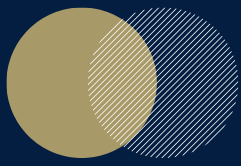
For students needing to take a foreign language placement test or a non-UA placement test proctoring is located in Simmons Hall 304.

Students may call, (330) 972-7084, or email, [cctesting@uakron.edu](mailto:cctesting@uakron.edu).

For students needing accommodations please contact the Office of Accessibility by stopping into Simmons Hall 105, calling, (330) 972-7928, or emailing, [access@uakron.edu](mailto:access@uakron.edu).

### Where can I take my placement test at?

As an incoming student placement tests help to determine the appropriate first courses students should take. These tests need to be completed before coming to the advising and registration program. If you have any questions please email [nsotesting@uakron.edu](mailto:nsotesting@uakron.edu). Current UA students should contact their academic adviser about placement tests.



# Frequently Asked Questions

**How can I find out what placement test I need to take?**

As an incoming student you will be emailed no later than 3 days after receiving the Advising & Registration Confirmation Email with your orientation date. Current UA students should contact their academic advisor.

**Can you help me find my professor's email?**

You are able to find your professor's email by searching for their name, on the University of Akron's website.

**Can I talk to someone about student accounts?**

To talk with someone about student accounts please see the information desk in Simmons Hall and they will be able to connect you with someone from student accounts, the cashier, or the Bursars office.

**How do I re-enroll to The University of Akron?**

To re-enroll to The University of Akron Undergrad students need to fill out an Undergraduate Re-enrollment Request Form that can be accessed online at: <https://www.uakron.edu/zipassist/forms.dot> or simply visit Zip- Assist in Simmons Hall.

For re-enrollment for Grad students you must go to The Graduation School in Leigh Hall, room 515 or call (330) 972-7663



# Frequently Asked Questions

**How do I withdraw from the University?**

Drop all of your classes and make sure you have no other financial obligations like a meal plan, housing, or other outstanding fees.

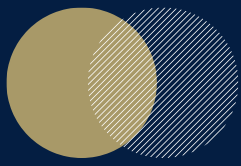
**Where can I get help with a resume?**

Students are able to meet with a Career Service Coordinator from Career Services who will be able to discuss resume writing skills.

**Can you help me change/reset my UAnet ID?**

To change your UAnet ID please visit <https://gozips.uakron.edu> or <https://zipline.uakron.edu>, from there you will be able to follow the provided instructions. If you are still having problems you may call the Technology Learning Support Desk at (330) 972-6888. To reset your UAnet ID you may call the Technology Learning Support Desk at (330) 972-6888 or visit [https://auth.uakron.edu/zid/app/password/recover\\_passwd.cgi](https://auth.uakron.edu/zid/app/password/recover_passwd.cgi) if you have set up your challenge questions.





# Frequently Asked Questions

## Events

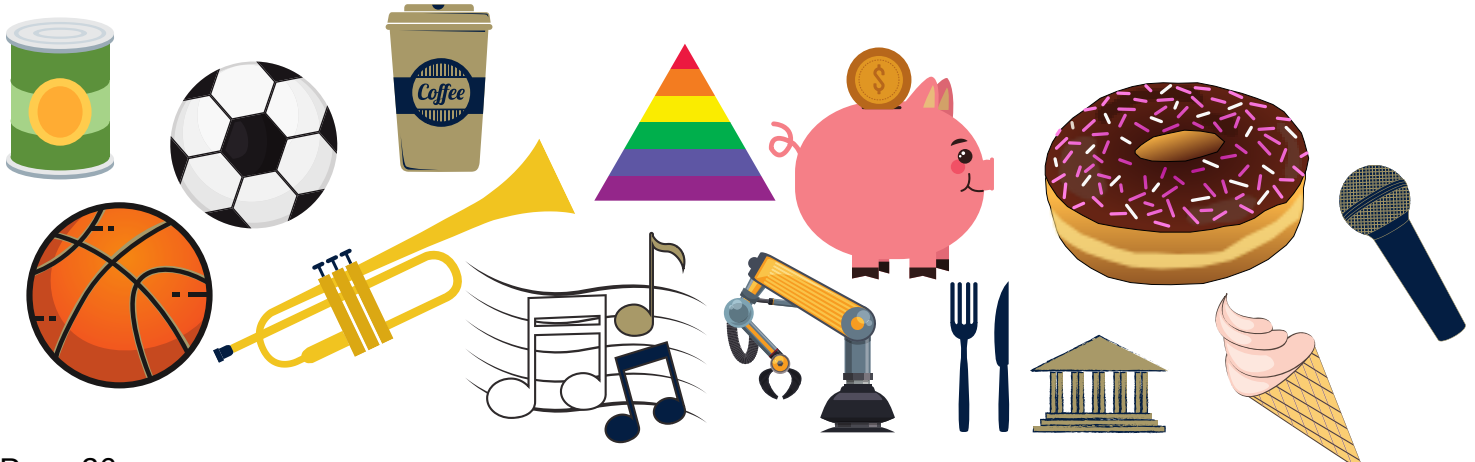
Where can I find out more information about events on campus?

To find out about events on campus please visit

<https://rooconnect.uakron.edu/>

Where and what time are the events taking place?

Check <https://www.uakron.edu/calendar/> to see when and what time events are taking place!





# Frequently Asked Questions

## Transportation

How can I get around campus without my car?

The Roo Express, the DASH bus, and Bike Share

How can I use my Zip Card for the Roo Express?

Present your valid Zip Card to the driver before boarding the Roo Express to be able to ride.

How can I use my Zip Card for the Dash Bus?

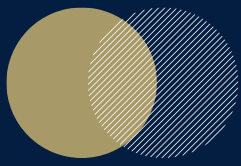
The DASH bus is free for students by presenting a valid Zip Card.

Where can I get my parking pass?

From Parking and Transportation Services. You may either request your pass before the semester starts and have it mailed to your home or pick it up from the Parking and Transportation Services Office located in the North Parking Deck.

My vehicle needs jumped/I locked myself out of my car, is there someone who can help me?

To have your car jumped or unlocked call (330) 972-2911. Make sure you have your location ready (lot number and your location in the lot), your license plate number, color of your car, along with the make and model. For battery jumps please open the hood of your car, if you can, so the officer is able to find you easier. If you are locked out of your vehicle please be able to provide identification that corresponds with registration of the vehicle. There is a \$10 fee for each service provided.



# Frequently Asked Questions

Where is...

Where can I purchase University of Akron apparel?

The bookstore in the Student Union and in Polsky carries University of Akron spirit gear!

Where is the closest ATM?

ATMs can be found in: Bierce Library, College of Business Administration, EJ Thomas Hall, the Polsky Building, and the Student Union.

Where can I purchase food from?

The Student Union has a food court with many options, along with many restaurants surrounding campus.

Where are the printers located?

Printers can be found in Bierce Library, the Engineering Library, and Polsky.

Where can I get a job on campus?

There are many places on campus to apply for jobs! Check out <https://uakron.joinhandshake.com/login> to see available jobs and apply! You can also visit the Financial Aid office in Simmons Hall room 202 if you have been awarded work study to see what work study jobs are available, or simply visit <https://www.uakron.edu/student-employment/on-campus.dot> or <https://www.uakron.edu/student-employment/>



# Frequently Asked Questions

Where is...

**The microwave?**

There are a few places on campus where a microwave can be found: the College of Arts and Science Building on the 1st floor, the Student Union on the 1st floor, and the Polsky Building on the 3rd floor.

**a student lounge?**

There are different lounges and areas to study all around campus, a few suggestions we have are: College of Arts and Science on the 1st floor, Bierce Library where you are able to check out study rooms from the front desk or just find a quiet place to sit, Zook Hall on the 1st and 2nd floors, Leigh Hall on the 1st floor, the School of Law 1st floor, the College of Business walk way, all floors in the Polsky building, Simmons Hall Lobby, and Guzzetta Hall on the 1st and 2nd floors!

**a refrigerator?**

If you packed your lunch or just need to keep something cold you can find a fridge in the Student Union on the 1st floor.

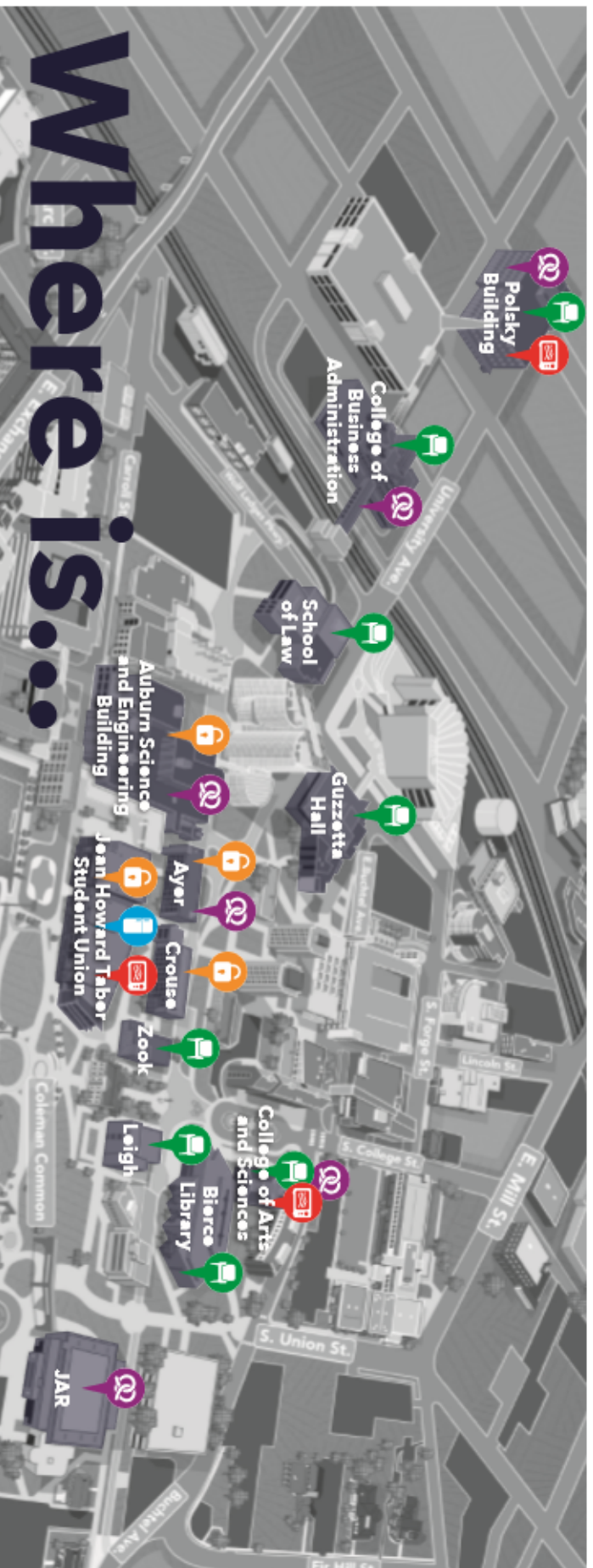
**a place I can store my books and other belongings?**

If you do not want to carry your books or belongings all day long you can check out a locker in the Student Union on the first floor, Crouse Hall on the 1st and 2nd floors, Ayer Hall's 1st, 2nd, and 3rd floors, or in the Engineering Library on the 1st floor!

**a place to get snacks?**

If you are looking for a vending machine check out the College of Arts and Science on the 1st floor, in the JAR on the 1st and 2nd floors, the 1st floor in Ayer Hall, the Engineering building on the 1st floor, the CBA walkway, or Polsky on all floors!





# Where is...

## ...a microwave?

- College of Arts & Sciences Building, 1st floor
- Jean Howard Taber Student Union, 1st floor
- Polisky Building, 3rd floor

## ...a student lounge?

- College of Arts & Sciences Building, 1st floor
- Study rooms at Bierce Library
- Zook Hall, 1st & 2nd floors
- Leigh Hall, 1st floor
- School of Law, 1st floor
- College of Business Administration concourse
- Polisky Building, all floors
- Simmons Hall, lobby
- Guzzetta Hall, 1st & 2nd floors

## ...a refrigerator?

- Taber Student Union, 1st floor

## ...a place I can store my books and other belongings?

- Taber Student Union, 1st floor
- Crouse Hall, 1st & 2nd floors
- Ayer Hall, 1st, 2nd & 3rd floors
- Auburn Science and Engineering Building library, 1st floor

## ...a place to get snacks?

- College of Arts & Sciences Building, 1st floor
- JAR, 1st & 2nd floors
- Ayer Hall, 1st floor
- Auburn Science and Engineering Building, 1st floor
- College of Business Administration concourse
- Polisky Building, all floors

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