

# Virginia Commonwealth University | ACE-IT in College

## STUDENT HANDBOOK 2023-2024



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# WELCOME

Dear Students,

Welcome to ACE-IT in College at Virginia Commonwealth University! Congratulations on making it here! We're thrilled to have you join us on this exciting journey. Our aim is to help you thrive in college and equip you with the skills to achieve your career and personal dreams.



During your time at VCU and ACE-IT, you'll experience inspiring courses, engaging employment and internships, and fun campus events that will make your college life memorable. College can be a powerful tool to empower you and shape your future. As you progress, you'll not only grow academically but also as an individual. The useful skills you learn at ACE-IT will stick with you for the rest of your life.

We want you to succeed not only as a student but also as an employee and a leader. We value integrity, honesty, and safety in everything we do. The ACE-IT staff are dedicated to supporting you throughout your journey, and we're excited to witness your growth and achievements during

your time with us. Welcome once again, and together let's make the most of your time at VCU!

*"College is an adventure where knowledge becomes a compass, dreams take flight, and the pursuit of greatness knows no bounds. Embrace the journey, for within it, you'll discover the power to shape a future that knows no limits."*

With Kindest Regards and Congratulations,

Jaclyn Camden

*Director*

## **MISSION**

ACE-IT in College is a School of Education certificate program at Virginia Commonwealth University (VCU) dedicated to the academic and career success of its students. The program is designed to support students with intellectual disability wanting to attend college as a pathway to obtaining competitive integrated employment and self-determined futures. The program strives to provide each student with individualized support so that ACE-IT in College students can actively engage in real-world learning through inclusive VCU employment, academic coursework, and campus activities.

## **HOW TO USE THIS HANDBOOK**

We've put together this handbook with you in mind. It is your guidebook for getting familiarized with VCU and ACE-IT. Inside, you'll discover details about both your academic journey and what campus life is all about. Take your time to go through each section of this handbook. It's a great way to get a clear picture of what's ahead and what's expected of you as a student in the VCU ACE-IT in College program. This is all about making sure you know your rights and responsibilities and helping you navigate this exciting phase of your education.

## ACE-IT in College Contact Information

**Mailing Address:** VCU-RRTC

1314 West Main Street  
Box 842011  
Richmond, VA  
23284-2011

**Physical Address:** VCU-RRTC-CTI

1310 West Main Street  
Box 842011  
Richmond, VA  
23284-2011

**Email:** [aceit@vcu.edu](mailto:aceit@vcu.edu)

**Website:** [www.AceItInCollege.Org](http://www.AceItInCollege.Org)

**Facebook:** [ACE-IT in College](#)

The ACE-IT staff is here to assist you during regular business hours. If you want to give them a call, use the office number your advisor shared with you. They're available Monday to Friday, from 8:00 am to 5:00 pm. But remember, advisors can be busy and may not be always available during the business hours listed. Leave a message, and they will get back to you ASAP.

If you've got something to share or a question that pops up after these hours, no worries! Just shoot them an email. They'll get back to you within 24 hours once the next business day starts. Your support is just an email or a call away!

## PEOPLE TO KNOW

Many of our ACE-IT staff members handle more than one role. If you ever need help finding the right person to talk to, don't hesitate to get in touch with your assigned advisor. They're here to guide you in the right direction.

### [Jaclyn Camden](#), **Director**

The Program Director oversees all ACE-IT in College activities and program structure and development.

### [Jan Shea](#), **Program Coordinator**

The Program Coordinator oversees all day-to-day operations of the program and manages the academic components, including education coaches.

### [Sonya Durham](#), **Career Support Specialist**

The Career Support Specialist oversees the implementation of career-related components of the program, including the development of campus jobs and internships and supervising job coaches.

### [Hannah Ramsey](#), **Advisor**

The Advisors assist individual students in navigating their college experiences, including providing academic, career, and campus life guidance, support, and skill development.

### [Stephanie Lau](#), **Advisor**

The Advisors assist individual students in navigating their college experiences, including providing academic, career, and campus life guidance, support, and skill development.

### [Samuel Taylor](#), **Career Training Specialist**

The Career Training Specialist provides direct support to ACE-IT students, with a focus on employment.

### [Virginia Department for Aging & Rehabilitative Services \(DARS\)](#)

Though DARS counselors aren't part of the ACE-IT staff, they're still a crucial part of the team if you have one assigned to you. It's a good idea to stay in touch with your counselor. They can help you with things like choosing the right courses for your academic journey, planning for your future career, finding financial resources, and making plans for what comes after you graduate.

# PROGRAM STRUCTURE

## Program Overview

[ACE-IT in College](#) is an inclusive postsecondary education program. It gives students with intellectual disability (ID) a way to go to college that would not meet the traditional college entrance requirements. ACE-IT in College promotes inclusion and opportunities for students at VCU. As an ACE-IT student, you not only take VCU courses that align with your career goals, but you also have paid campus jobs and community internships to help prepare you for your chosen careers.

As an ACE-IT in College student, you will receive a certificate from the VCU School of Education once you have completed the program and completed all program requirements. Students meet program requirements by taking VCU courses, maintaining paid jobs on campus, and completing an internship at a local business. Students audit a majority of their courses. Remember - any college credits you receive while in the program are not transferable to another college or program.

The focus of this certificate is to prepare ACE-IT graduates to find competitive integrated employment in their chosen career fields. The ACE-IT in College program is a federally recognized [comprehensive transition and postsecondary \(CTP\)](#) program for students with intellectual disability.

## Academic and Career Plan

A student's Academic and Career Plan (**ACP**) is their roadmap to college while attending ACE-IT In College. Your Academic and Career Plan is a document that is first created after your Person-Centered Planning Meeting. It outlines your goals, strengths, and areas for growth, along with your classes and campus employment information.

Advisors and students will spend time each semester reviewing your Academic and Career Plan. During team meetings, this plan should be reviewed and shared. A blank copy of the Academic and Career Plan can be seen [here](#). An example of the academic planning component of the ACP can be seen below:

## Academic Planning

### Plan of Study

#### Required Courses

UNIV 101/Intro to the University:	<b>Fall 2017</b>	<b>A</b>	<b>1</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>
SPCH 121/Effective Speech:	<b>Spring 2018</b>	<b>AU</b>	<b>3</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>
SEDP 492/ACE-IT in College Internship:	<b>Spring 2019</b>	<b>A</b>	<b>1</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>

#### Required Liberal Arts Studies

Science: <b>UNIV 391 Science of Happiness</b>	<b>Fall 2017</b>	<b>AU</b>	<b>3</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>
Language and the Arts: <b>THEA 103 Stagecraft</b>	<b>Spring 2018</b>	<b>AU</b>	<b>3</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>
Social Studies/Civilization/History/Global studies: <b>MASC 201: Curiousness</b>	<b>Fall 2018</b>	<b>AU</b>	<b>3</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>

#### Electives

Elective A: <b>INFO 162 Dig Literacy: Spreadsheet Skills 1</b>	<b>Spring 2018</b>	<b>AU</b>	<b>1</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>
Elective B: <b>CMST 300: Foundations of Community Engagement</b>	<b>Fall 2018</b>	<b>AU</b>	<b>3</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>
Elective C: <b>ENGL 295 The Reading and Writing of Fiction and Poetry</b>	<b>Spring 2019</b>	<b>AU</b>	<b>3</b>
	<i>Semester</i>	<i>Grade</i>	<i>Credit</i>

## Academic Course Breakdown

While you're with us, you'll be taking at least one VCU course every semester. The exact number of credits you'll be taking depends on your Academic and Career Plan, as well as how you are doing with the program's requirements.



Students need to be familiar with their Academic and Career Plan throughout their time at VCU. Think of your Academic and Career Plan as your roadmap for college. It helps you choose what classes you must take to complete the program. Also, your Academic and Career plan helps you see what classes are needed for the job you want after graduation.

You are required to complete between 20-24 credit hours of classes. Some of these classes are taken for credit (meaning you will get a grade) and some are taken as an audit (meaning you will not see a grade but an AU).

### **Required Courses**

- SEDP 492(1) ACE-IT Bridge in Course (1 credits)
- UNIV 101 Introduction to the University (1 credit)
- SPCH 121 Effective Speech (3 credits)

### **Liberal Arts Education Courses**

Students are required to complete one course from each of the following academic areas:

- Science
- Language and the Arts
- Social Studies/Civilization/History/Global Studies

### **Electives**

Students take 2-3 electives of their choice that align with career goals and interests.

## **Course Credits & Policy for Assessment**

The courses you complete while in ACE-IT are not eligible to transfer to another college or be used towards a degree program. This is because most of the courses you are enrolled in are through audit.

Auditing a course means a student enrolls in a course but does not receive academic credit upon completion of the course. Professors, students, and advisors are in communication throughout the semester to review a student's progress and participation. At the end of each semester, professors are asked to review [ACE-IT Policy for Assessment](#) and provide feedback about the student's time in the course.

It is important to note that ACE-IT Policy for Assessment, does not focus on whether a student passes an exam or quiz, but if they are actively participating in the class and putting in the work. Students are required to attend class and attempt all assignments to the best of their ability. If you have questions about auditing and the policy for assessment, please reach out to your advisor or the program coordinator.

## Campus Employment

As you start your academic journey, you'll be required to have a campus job during your first academic year in both the fall and spring terms and again in the fall of your second academic year. Each student will have 2-3 different campus jobs during your time in the program. You'll be working around 6-10 hours each week.

Getting these jobs might involve filling out applications and even doing interviews. But here's the neat part – these campus jobs are selected to match your career goals, skills, and when you're available. So, it's all about you and your unique journey.

Not only will you be earning some income, but you'll also gain valuable experience.

## Internship

As you're approaching graduation during the spring semester, there's a requirement for all ACE-IT students to enroll in an internship course. This course is taken for credit. To earn credit, you will need to participate in an internship within the local community that aligns with your career goal, with a minimum of 80 hours over the semester. Unlike on-campus jobs, these internships can either be paid or unpaid. Alongside the internship, ACE-IT students will also have coursework to complete throughout the semester. This coursework is designed to enhance your workplace readiness skills. It's all part of preparing you for the next steps after graduation.

# PROGRAM SUPPORTS

## Education Coaches

Education Coaches are fellow VCU students who are hired and trained by the Program Coordinator to support ACE-IT students in their college classes. Education coaches are paired with ACE-IT students based on both of their schedules as well as by best fit. It is very common for an ACE-IT student to have a different education coach for each of their classes. This gives you the opportunity to get to know more of your peers! Your education coach will attend class with you and spend an additional hour with you before or after each class; this is called coaching time. During coaching time, your coach will help you review material, plan your homework, learn to study, and work on your independent skills. Your education coach is here to help you, not take your class for you. This means that your coach will not do your homework for you!

## Job Coaches

Job Coaches are fellow VCU students who are hired and trained by the Career Support Specialist to support ACE-IT students in their campus jobs. Program staff match job coaches with ACE-IT students based on schedules as well as by best fit. Your job coach will support you in learning and developing independent skills on your job site. Your job coach may help you learn important work skills like how to clock in, ask your manager for accommodations or a change in your schedule, and how to prioritize your tasks. They will develop personalized strategies to help you succeed at work such as a checklist of tasks to complete for your shift or a script for customer interactions. Your job coach will step away when you don't need their support to allow you more independence but are always available during your shift as needed.

## Peer Mentor

Peer Mentors are fellow VCU students who volunteer to support ACE-IT students in the social and recreational activities of college. If an ACE-IT student is interested, ACE-IT staff will pair them with a VCU student based on their common interests, preferences, and availability. Your advisor would then introduce you and your new peer mentor and suggest a first meeting time and activity. From there, it is up to you to plan your time with your assigned peer mentor.

## ADVISING

College is a really cool and fun time! But it can also get a bit confusing because there are so many things to decide. Don't worry, though! ACE-IT in College Advisors can be your guides. When you join ACE-IT, you'll be matched with an advisor. These advisors are there to help you. They'll work together with you to figure out what choices are best for your future and the career you want!

### Academic Advising

As an ACE-IT in College student, you'll sign up for regular VCU classes just like all the other students. This means you get to choose from a bunch of different classes! But don't worry, there are some classes you must take, and your advisor will be there to guide you. They'll help you pick the classes that fit your schedule and what you want to do in the future. Your advisor will make sure the classes you take help you learn things that will be useful for your future career.

Your advisor isn't just there to help you choose classes and sign up for them each semester. They're also here to support you all the way through the program. While you're working on your classes with your education coach, your advisor will be keeping an eye on how things are going. They'll read the notes from your coach, talk to you and your coach, and do check-in's during coaching. Whenever you need some extra help or have questions, your advisor is the person to turn to. It's a good idea to stay in touch with them during the semester and have regular meetings. You don't have a set number of times you must meet, but you do need to keep in touch and reply to their emails. They're here to help you succeed!

### Career Advising

Every semester, you have two important times when your employment progress is looked at – in the middle of the semester and at the end. This is like checking how well you're doing and what skills you're improving. These checks help decide what your job may be for the next semester. They also help figure out what you're good at and where you can do even better.

When you're working with your job coach, there's another helpful person called a Career Support Specialist who's also keeping an eye on how things are going. They read the notes from your job coach, have conversations with you, your coach, and maybe even your employer to make sure everything is on track and going smoothly.

They also collaborate with your advisor to make sure you're making good progress toward your career goals. Together, the Career Support Specialist and your advisor figure out if there is any extra support or assistance you might need to reach your goals. And if it turns out that your goal needs some adjustments, they'll help with that too.

# THINGS YOU NEED TO KNOW

## Tuition

As a VCU student, you'll need to pay the costs of tuition and university fees for the courses you're taking. You will need to pay your semester bill before you register for the next semester of classes. If you do not pay your bill on time, it will cause a hold on your student account. That hold will keep you from registering for your classes until the bill is paid, which would make it tough to keep moving forward in the program.

All the details about your account, including any holds, can be found when you log in to your VCU [eServices](#) account. It's like a one-stop shop for your account info.

## Professional Boundaries

Whether you're at school or work, these boundaries are like a set of guidelines that help us maintain a healthy and respectful environment.

Think of them as a way to balance our personal and professional lives. They're there to make sure we treat others with kindness and respect, but also to protect our own well-being. Here's why they're crucial:

- **Respect:** Setting professional boundaries shows that we respect each other's personal space, opinions, and feelings. It helps create a positive and harmonious atmosphere.
- **Focus:** At school or work, we're there to learn, grow, and contribute. Professional boundaries help us stay focused on our tasks and responsibilities, so we can do our best.
- **Safety:** These boundaries keep us safe from inappropriate behavior or situations. They ensure that no one feels uncomfortable or pressured.
- **Productivity:** By maintaining professional boundaries, we can be more productive because we're not distracted by personal issues or drama.
- **Healthy Relationships:** Boundaries help us build healthy relationships with classmates, colleagues, and superiors. They define what's acceptable and what's not.
- **Self-Care:** They also remind us to take care of ourselves. It's essential to have time for relaxation, hobbies, and personal life outside of school or work.

Remember, setting boundaries doesn't mean being unfriendly or distant. It means finding a balance that allows us to thrive in our academic and professional pursuits while respecting ourselves and those around us.

If you ever need help or advice about handling these boundaries, don't hesitate to contact your assigned advisor. They're here to support you!

## Rules and Expectations

As part of ACE-IT, there are some important rules and expectations for you to keep in mind whether you're in class, at your job-site, or during your internship:

*Be on time – always*

*Follow directions and accept feedback*

*Don't text or talk on your cell phone when you're in class or working*

*Always maintain a positive attitude*

*Treat your peers, supervisor, and co-workers with respect*

*Take class and job responsibilities seriously*

*Ask questions when you don't understand*

# What to Bring

It is your responsibility as a college student, employee, and student within ACE-IT to come to class, coaching, work, and meetings prepared. Here is a great check list to help guide you on what to bring to different events on campus.

These are general guidelines on what to bring. Specific classes or jobs may have different or additional requirements.

## **Class**

- Bag/Bookbag
- Laptop
- Notebook
- Pen/Pencil
- Student ID
- Textbook
- Phone
- Chargers

## **Education Coaching**

- Bag/Bookbag
- Laptop
- Notebook
- Pen/Pencil
- Student ID
- Textbook
- Phone
- Chargers

## **Advising**

- Bag/Bookbag
- Laptop
- Pen/Pencil
- Phone
- Chargers

## **Work**

### Pre-First Day/‘Onboarding’

- Birth Certificate
- Social Security Card
- State Identification Card
- Passport

### First Day/Workdays

- Uniform
- Student ID
- Phone
- Chargers

## **Internship**

- Bag/Bookbag
- Internship hours tracking form
- Laptop
- Pen/Pencil
- Phone
- Chargers



## Here's what you need to do to be fully prepared:

- **Check Your VCU Email and Google Calendar:** Remember to check these daily. This will help you stay in the know about your day on campus.
- **Getting Around:** Make sure you've got your transportation figured out. It's important to know how you'll get to and from campus.
- **Know Your Way:** Take some time to get to know the campus. Walk around, explore, and ask questions about where things are.

## FAMILY/SUPPORT INVOLVEMENT AND EXPECTATIONS

ACE-IT isn't just about getting students ready for their future careers and life after college. We want to provide as many opportunities to practice independence as possible. And as they step into the world as young adults, the stakes are higher and the outcomes are more significant.

If you are a family member or other trusted support, you play a critical role in preparing your students for this transition. Here are some suggestions on how to encourage and empower independence:

- **Encourage Open Conversations:** Talk with your student about their goals, fears, and aspirations. Being open and understanding can make a huge difference.
- **Promote Self-Responsibility:** Let them take the reins in managing their tasks, emails, schedules, and responsibilities.
- **Guide, Don't Control:** Offer guidance and advice without trying to dictate every step. This helps them learn decision-making and problem-solving.
- **Cheer on Independence:** Allow them to tackle challenges on their own.
- **Provide Opportunities to Build Independent Living Skills:** Encourage and support the practice of independent living skills like budgeting, packing lunch, and time management.
- **Support Their Decisions:** Even if their path doesn't align perfectly with your own vision, support their choices. They're learning through experience.
- **Stay Positive:** Transition can be tough, but staying positive and encouraging makes a world of difference.

- **Celebrate Achievements:** Recognize and celebrate their accomplishments, no matter how big or small.

If there are questions or concerns on how to best support students through college, reach out to their advisor. The advisors can provide practical strategies and support.

## FERPA

The [Family Educational Rights and Privacy Act](#) (FERPA) gives students rights that protect their education records.

At VCU, this basically means that you get to decide who can look at your school records, what parts they can see, and how long they can see them. It's important for ACE-IT students to know about this law and how it affects them. It's all about making sure your college-related information stays private. You decide who gets to see your records.

Students choose specific people to look at their records. Just use the [FERPA Consent to Release Student Information Form](#). You might want to share with your mom or dad, your case manager, or your DARS counselor.

ACE-IT staff cannot share any information without the completion of the above form. This is a federal law that ACE-IT staff must follow.

# STANDARDS OF CONDUCT

## VCU Policies

ACE-IT students are expected to follow policies and guidelines as outlined in Virginia Commonwealth University's [Student Code of Conduct](#) and the [Honor System & Standards of Academic Conduct](#). Acting in a way that goes against VCU's conduct policies and guidelines can lead to disciplinary action, including dismissal from VCU and the ACE-IT program.

Students are responsible for reviewing and following VCU and ACE-IT conduct policies. It is your responsibility to contact a member of the ACE-IT program staff if you have questions or concerns about any of these rules.

## **ACE-IT in College Specific Conduct Probation and Removal Policy**

In addition to the Student Code of Conduct, ACE-IT in College students are also held to the following program-specific code of conduct for the program from admission through graduation.

**As a VCU ACE-IT in College student, I must abide by the following terms and conditions:**

- I will always communicate respectfully with program staff, coaches, mentors, employers, instructors, and others at VCU.
- I will respect the professional and personal boundaries established by VCU staff and others in the VCU community.
- I will attend classes, coaching sessions, employment and internship shifts, and other program activities as scheduled and be fully prepared unless there is an illness, emergency, or other excusable reason.
- I must adhere to the attendance requirements outlined in my course syllabus and employer.
- I will not miss more than three coaching sessions or other required meetings each semester.
- I agree that if I miss any required activities due to illness, emergency, or other, I will contact all necessary parties in a timely manner and may be required to provide documentation.
- I will not withhold information that is critical to my college success. I will maintain ongoing and honest communication with program staff.
- I will comply with all rules, feedback, and instructions from instructors, employers, and program staff.
- I agree to utilize supports and resources.
- I understand that all work on assignments must be my own.
- I understand that the first summer and fall semesters are probationary.

**I understand that failure to adhere to the ACE-IT in College and/or VCU Code of Conduct will result in probation and/or termination from VCU and the ACE-IT program.**

## Probation Process

- 1) Your ACE-IT in College advisor and program director will schedule a meeting with you, and a family member, if appropriate, to provide you with a warning when at risk of probation.
  - a) A follow-up email will be sent and put in your file that outlines the conditions of remaining off probation.
- 2) If conditions are met for probation, your ACE-IT in College advisor and program director will schedule a meeting with you, and a family member, if appropriate, to provide you with notice that you are on probation. Probation will last the rest of the semester, and the determination to continue probation into the following semester will be determined by program staff.
  - a) A follow-up email will be sent and put in your file that outlines the conditions of your probation.
- 3) If you meet the conditions of your probation, you will be removed from probation at the specified time.
- 4) If you go against the terms of probation, you will be terminated from VCU and ACE-IT immediately without the possibility of reapplying.
  - a) You will receive an email outlining the reasoning for your termination from VCU for your records.
  - b) You have the right to request a meeting with your advisor and ACE-IT in College Director regarding the decision.

**The ACE-IT in College staff has the right to decide whether an offense calls for immediate dismissal from the program without the need for probation.**

**Please get in touch with a member of the ACE-IT team if you have any questions.**

# Complaints and Grievance Process

If you are facing any issues or problems, it is your responsibility and right to let program staff or VCU staff know. We are here to help! Check out the info below about the various ways you can do that. These are your rights as a student. You have the right to reach out to the Program Director to talk about a problem with the program. ACE-IT in College follows the guidelines from VCU regarding if a student needs to file a complaint or a grievance.

## ACE-IT Specific Concerns

This is when you've got a problem that involves people within the ACE-IT program and you want to ask the ACE-IT Director for help. It could be program staff, your support coach, a peer mentor, or anyone directly connected to the program.

Students should contact the Program Director Jaclyn Camden ([jLcamden2@vcu.edu](mailto:jLcamden2@vcu.edu)) if they are experiencing a problem with program staff. The Director will review the complaint and schedule a time for a meeting or other needed action. The Director will make reasonable efforts to protect the privacy of the student.

It is at the Director's discretion if family or other staff need to be present. The Director may also direct the student to file a formal complaint via the University's student complaint report form.

## Complaints

A complaint is when a student feels something is bothering them related to their academic or college experience.

As outlined by the Dean of Students Office, VCU is committed to listening to students and student concerns. ACE-IT students can file complaints on their own or could request staff support if needed.

In the case of a student needing to make a formal complaint with the university. Students may submit concerns using the university's student complaint [reporting form](#). Students may also email [vcudean@vcu.edu](mailto:vcudean@vcu.edu) or call (804) 828-1244 to submit a concern.

The Dean of Students office will try its best to keep the information of those involved private. They want to balance this with the need to collect information to figure out what happened and how to fix the problem.

## Privacy

Privacy means that they might share information from the report with only a few university staff members who need to know. They do this to help figure out what to do about the issue, making sure it's handled by the right people or department.

## Grievances

Grievances, as defined by VCU, involve students not being allowed to use their accommodations or discrimination due to their disability. Additional information about the grievance policy can be found on the [Grievance Procedure](#) section of SAEO.

Before you submit a SAEO grievance, please reach out to your SAEO case manager as a first step to resolve the problem. You can speak to your ACE-IT advisor if you have questions or would like support reaching out to the case manager. If you still feel like your rights about accommodations or discrimination have not been fixed, then you would [Submit a SAEO Grievance](#).

There is also a grievance policy as an employee of VCU. If you feel that you have a grievance in your role as a student worker, please reach out to the Human Resources (HR) staff in your department or unit.

Always remember, your ACE-IT advisor or the Program Director is available if you would like to request support about complaints or grievances.

## RESIDENTIAL DISCLOSURE/STATEMENT

VCU is fully committed to supporting diversity, including students with disabilities, on campus. There is strong support from VCU administrators, faculty, and staff who are helping to put all the ACE-IT in College components in place. However, the program does not offer a residential component. Students seeking to live independently can explore multiple, non-university housing options close to the VCU campus. All students participating in ACE-IT in College are from the Greater Richmond metro region and have traditionally participated in college as commuter students.

ACE-IT staff do not aid students in locating or securing housing. Here are resources that students can utilize for their housing needs:

[www.OffCampus.vcu.edu](http://www.OffCampus.vcu.edu)

[www.Housing.vcu.edu](http://www.Housing.vcu.edu)



# STUDENT RESOURCES

## Academic and Career Success

### [ACE-IT in College Tech Guide](#)

A list of required apps for all VCU students & some optional downloads that might be helpful for you!

### [VCU Campus Learning Center](#)

The Campus Learning Center provides quality academic support to all Virginia

Commonwealth University undergraduates.

From one-on-one tutoring, academic coaching and drop-in tutoring to

Supplemental Instruction sessions, the CLC offers a variety of ways to help students do well in their classes and reach their academic goals.

Hibbs Hall, 1st floor  
900 Park Avenue  
(804) 827-8108  
[clc@vcu.edu](mailto:clc@vcu.edu)

### [VCU Career Services](#)

VCU Career Services is committed to providing support to students and recent alumni in the lifelong career development process. Services include facilitating career and self-exploration; helping students identify and participate in experiential learning opportunities; educating students and recent alumni on the professional job search process;

job searching is enhanced by Resume writing guidelines; interviewing; and job search.

University Student Commons, Room 143  
907 Floyd Avenue  
(804) 828-1645  
[careers@vcu.edu](mailto:careers@vcu.edu)

### [VCU Records & Registration Services](#)

Harris Hall, First Floor Room 1100  
1015 Floyd Ave.  
(804) 828-1550  
[ssc@vcu.edu](mailto:ssc@vcu.edu)

### [Student Accessibility and Educational Opportunities \(SAEO\)](#)

The supports and accommodations students are eligible for in college may be very different than what they had under an IEP in high school. Students accepted into ACE-IT in College will need to register with VCU's Student Accessibility and Educational Opportunity (SAEO) Office on campus by sharing documentation of a disability. ACE-IT staff will assist all accepted students with this process.

907 Floyd Avenue, Room 018  
(804) 828-2253  
[saeo@vcu.edu](mailto:saeo@vcu.edu)

## VCU Service-Learning

A variety of volunteer experiences await VCU students in areas related to academic majors and special interests. Programs are also available that are of interest to anyone volunteering or who are thinking about community service.

(804) 828-3648  
[bhward@vcu.edu](mailto:bhward@vcu.edu)

## Campus Involvement & Belonging

### Free Time: What to Do?

Provides options for downtime while on campus.

### RamsConnect @ VCU

A one-stop shop for student involvement where students can learn more about VCU's communities, student organizations, and related events to connect and engage.

907 Floyd Avenue, Suite 104  
[studentorgs@vcu.edu](mailto:studentorgs@vcu.edu)

## VCU Writing Center

The Writing Center is a peer-based learning support service for currently-enrolled VCU students. Their primary focus is to help students become the strongest writers possible.

1000 Floyd Avenue, 4th floor  
(804) 282-4851  
[clc@vcu.edu](mailto:clc@vcu.edu)

## VCU Division of Student Affairs

Find a cause, mission or service opportunity to get involved with; get involved on campus through student clubs and organizations, Greek Life or volunteer opportunities; join an Upperclassmen Living-Learning Program that enables students to have an all-encompassing learning experience; become a leader on campus; or find a place to work while you're at VCU.

901 Floyd Avenue  
(804) 828-1244  
[dsa@vcu.edu](mailto:dsa@vcu.edu)

### **VCU Global Education Office**

The Global Education Office provides a one-stop shop where international students and scholars find the suite of services that help make the most of the opportunity. They support international exchange students at VCU and VCU students who want to study abroad.

912 W. Grace Street  
(804) 828-8471  
[geo@vcu.edu](mailto:geo@vcu.edu)

### **VCU Recreational Sports @ RecWell**

VCU RecWell offers a variety of ways for students to stay active while at VCU. Workout equipment, swimming pools, a rock wall, intramural sports, fitness classes, and outdoor adventure programs are just some of the things available to all VCU students.

(804) 827-1100  
[recwell@vcu.edu](mailto:recwell@vcu.edu)

### **VCU Social Activities and Clubs**

VCU has more than 5,000 organizational clubs in which students may participate. Students may also wish to get involved in one of many VCU Volunteer Opportunities taking place on campus and around the community. Student's advisors can direct students to campus community service.

### **VCU Student Government Association (SGA)**

The Student Government Association (SGA) works to promote student involvement and actively seek out and represent student opinions by not only working with students but also by ensuring student presence on committees and councils around the University. Additionally, VCU SGA is responsible for appropriating money from the Student Activity Fee to student organizations.

901 Floyd Avenue  
(804) 828-7551  
[sga@vcu.edu](mailto:sga@vcu.edu)

### **VCU University Student Commons & Activities**

“The Commons” is the campus center for daily activities and a gathering place for the university community.

907 Floyd Avenue  
(804) 828-6500  
[contactusca@vcu.edu](mailto:contactusca@vcu.edu)

## VCU Diversity & Inclusion

### VCU Name Change Resources

VCU supports a culture of inclusion and respect for all persons of all backgrounds and identities. The Dean of Students Office can assist you in navigating VCU's process for making changes to some university records regarding your gender, name of use (i.e., not legal name) and other related information such as pronouns and title to reflect your identity. Please be aware that some student records must contain your legal name or currently cannot be changed due to the information system. The information provided will only be shared as needed and per each student's instructions. Your privacy is always respected and only the information necessary to make the change will be provided.

(804) 828-8940  
[vcudean@vcu.edu](mailto:vcudean@vcu.edu)

### VCU Office of Multicultural Student Affairs (OMSA)

The primary mission of the Office of Multicultural Student Affairs (OMSA) is to assist traditionally underserved and/or underrepresented student populations through advising, support, program development, retention, mentoring, and promoting an appreciation of diversity throughout the campus community.

University Student Commons  
907 Floyd Avenue  
(804) 828-6672  
[omsa@vcu.edu](mailto:omsa@vcu.edu)

## Equity, Access, and Accessibility

### [ADA & Accessibility Services - Equity and Access Services - Virginia Commonwealth University](#)

VCU follows federal and state laws and regulations regarding access for people with disabilities. The Office of the President and Equity and Access Services provides a complete guide for all the different ways VCU provides equity and access services.

912 W. Grace St., 2nd Floor  
Box 843022  
Richmond, VA 23284-3022  
(804) 828-1347  
[equity@vcu.edu](mailto:equity@vcu.edu)

### [Equity & Access Services](#)

Equity and Access Services is committed to fostering a safe environment and ensuring equal access to education and related services to everyone affiliated with the VCU community, including visitors and job applicants, through the following areas: Title IX, all forms of discrimination/harassment, employment equity, and American with Disability Act services.

Moseley House  
1001 Grove Ave.  
(804) 828-1347 or (804) 828-6404  
[equity@vcu.edu](mailto:equity@vcu.edu)

## Conduct

### [Student Conduct and Academic Integrity](#)

Student Conduct and Academic Integrity is responsible for the administration of the Student Code of Conduct, the VCU Honor System, and other related policies – including policy creation, regular assessment, and compliance with federal reporting.

809 W. Broad St., 2nd Floor  
No Elevator - call the number below to make accommodations.  
(804) 828-1963  
[honorsystem@vcu.edu](mailto:honorsystem@vcu.edu); [stucoduct@vcu.edu](mailto:stucoduct@vcu.edu)

# Financial Support

## RamPantry

RamPantry provides in-need VCU students with emergency food. Any VCU student with a VCU ID can access the Pantry. Food can be picked up at RamPantry M-F 11:00am-5:00pm on the Monroe Park Campus or by appointment on the MCV Campus.

University Student Commons, Room 121  
907 Floyd Ave.  
(804) 828-3475  
[rampantry@vcu.edu](mailto:rampantry@vcu.edu)

## Regalia Assistance

Regalia is what students wear to graduation. It includes caps, gowns, tassels, and other related attire. Regalia assistance will be administered through the Division of Student Affairs. Students must complete the application form. Financial need will be considered as part of the process.

901 Floyd Ave.  
(804) 828-1244  
[dsa@vcu.edu](mailto:dsa@vcu.edu)

## SOE Scholarships

The VCU School of Education currently offers 54 scholarships to students of all levels: from doctoral candidates to undergrads. Click the link above to learn about the different scholarships, including eligibility criteria.

## Student Accounting/Bill/Tuition

Provides assistance with providing copies of and explaining student bills, verifying payments and refunds, explaining any accounting-related holds, and accepting third party scholarship checks and billing authorization.

Monroe Park Campus  
Harris Hall  
1015 Floyd Avenue, First Floor  
(804) 828-2228  
[stuacctg@vcu.edu](mailto:stuacctg@vcu.edu)

## The Money Spot

**Appointments** - The Money Spot Peer Coaches are available to help answer your questions and provide guidance on your unique financial situation. Free, confidential 1:1 appointments are available to all VCU students. These personalized appointments can cover a range of financial topics, including cash flow plans, creating savings goals, affording college, improving your credit score and paying down debt. Whether you're creating your first budget or on your way to becoming the next Warren Buffett (or whoever the kids are into these days), our Peer Coaches are here to help.

**Workshops** - The Money Spot offers monthly workshops and webinars on topics relevant to VCU students. We're also happy to offer virtual or in-person presentations

specifically for your class, event or group meeting, tailored to your group's interests and needs. Our workshops are presented by our trained Peer Coaches and designed to teach real-world financial skills in a fun and interactive way.”

Snead Hall, Suite B2170  
301 West Main Street  
(804) 828-0512  
[themoneyspot@vcu.edu](mailto:themoneyspot@vcu.edu)

### **(Office of Financial Aid)**

The Office of Financial Aid provides information and assistance on aid programs and financing options to qualified students who desire to pursue an education at VCU may do so without the hindrance of financial barriers. Provides assistance with: Collecting and reviewing financial aid documents, Checking disbursement status, Reviewing, accounts for outstanding items, and Providing information on alternative funding sources. Qualified students can pay their bill in four equal installments throughout the semester with the Installment Payment Plan.

Harris Hall, 1st Floor  
1015 Floyd Avenue  
(804) 828-6669  
[faidmailag@vcu.edu](mailto:faidmailag@vcu.edu) (Last names beginning in A-G)  
[faidmailhn@vcu.edu](mailto:faidmailhn@vcu.edu) (Last names beginning in H-N)  
[faidmailoz@vcu.edu](mailto:faidmailoz@vcu.edu) (Last names beginning in O-Z)

## Health & Wellbeing

### Rams in Recovery

Collegiate Recovery Programs (CRP) are structured supports for students in recovery from substance use disorders who are seeking a degree in higher education.

(804) 828-1360  
[recovery@vcu.edu](mailto:recovery@vcu.edu)

### VCU RecWell (Recreation and Wellbeing)

Formerly “The Well” and VCU Recreation, VCU has combined the two departments to create VCU RecWell. “RecWell provides a broad range of programs and services that support the well-being of our VCU community, including group exercise, outdoor adventure, intramural sports, personal training, aquatics, employment opportunities, and much more. RecWell educates and provides outreach on health topics that impact student well-being, including publication of the popular Stall Seat Journal.

101 South Linden Street, Box 824829  
(804) 827-1100  
[recwell@vcu.edu](mailto:recwell@vcu.edu)

### VCU University Counseling Services

The mission of University Counseling Services (UCS) is to create an environment that fosters student growth, development, and psychological well being through direct clinical service, education, and prevention. UCS offers individual, couples, and group counseling for all VCU students.

University Student Commons, Room 238  
907 Floyd Avenue  
(804) 828-6200  
[sbmcdonald@vcu.edu](mailto:sbmcdonald@vcu.edu)

### VCU University Student Health Services

The mission of the University Student Health Services (USHS) is to provide quality outpatient medical care and public health services, including health education programming that empowers students to become full participants in their health care.

1300 West Broad Street, Suite 2200  
(804) 828-8828  
[ushs@vcu.edu](mailto:ushs@vcu.edu)



## Safety & Crisis Support

### 988 Suicide and Crisis Line

The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

Phone number: **988**

Text number: **988**

### Crisis Text Line

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support via mediums people already use and trust.

Text number: **741741**

### Nondiscrimination, Equal Opportunity, and Affirmative Action @ VCU

The Office of Equal Opportunity oversees the implementation and enforcement of VCU's [Preventing and Responding to Discrimination policy](#), as well as the [Notice of Nondiscrimination, Equal Opportunity and Affirmative Action](#). This office also has shared responsibilities under the university's [Sex-Based Misconduct Policy](#).

### Sexual Misconduct

The Title IX Office responds to all allegations of prohibited conduct defined in the university's [Title IX Sexual Harassment Policy - Interim](#) and [Sex-Based Misconduct Policy - Interim](#). The Title IX Office is available to meet with members of the VCU community to discuss policies, support, and resources.

### Title XI Incident Reporting Form

### VCU Alert

Provides information about urgent situations happening on or near campus. Students and families can sign up to receive text alerts on cell phones.

### VCU Dean of Students

“The Dean of Students office offers support and resources for students, faculty, parents, and community members who are concerned for a student’s well-being. Students can also contact the Dean of Students office with questions and concerns regarding their own needs dealing with life situations that are impacting their academic and personal success at VCU.”

Sitterding House  
901 Floyd Ave.  
(804) 828-1244  
[vcudean@vcu.edu](mailto:vcudean@vcu.edu)

## VCU Police Department

In an emergency, students may dial VCU Police at **(804) 828-1234** or use” one of “326 yellow and red emergency phones located throughout campus, which connect directly to the VCU Police.

## VCU University Counseling Services Crisis Support

Students no longer need to call VCU police for mental health emergencies. If you are experiencing a mental health emergency and want to speak with a crisis clinician, please call **(804) 828-6200** day or night—select option 2 when calling after hours. Click the link above to find a list of additional crisis resources that may be available to you.

## Transportation

### GRTC Pulse

Students, faculty, and staff - at no cost to you - have unlimited transportation access on GRTC's Pulse Bus Rapid Transit (BRT) and regular fixed-route bus service (local and express) - thanks to a new partnership with GRTC. Present your VCU-, VCU Health System- or Virginia Premier-issued ID card to the bus driver upon boarding.

1108 W. Broad St.  
(804) 828-7275 (PARK)

### RamBikes

The RamBikes Shop provides free bicycle service and education to students, faculty and staff. If you need a tune up or have questions about doing repairs yourself, just drop in during our open hours. RamBikes offers free rentals of commuter cruisers to students,

faculty and staff. All you need is your VCU ID and you can rent a bicycle, with a helmet and lights included, for up to 48 hours at a time. For do-it-yourself riders, RamBikes manages multiple Fix-It stands and tire inflation facilities on campus, equipped with tools you need on the go or a pump to give you some extra air throughout the day.

1106 W. Broad Street  
804-828-2453 (BIKE)  
[rambikes@vcu.edu](mailto:rambikes@vcu.edu)

### VCU Parking & Transportation

Allows students to purchase a parking pass and provides information on event parking, transportation, tickets and appeals, and safety and assistance.

1108 West Broad Street  
(804) 828-8726  
[parking@vcu.edu](mailto:parking@vcu.edu)

## Other/Miscellaneous

### Dining Services

Students, visitors, faculty, and staff can use the Dining Services website to find locations, hours, and menus for each campus dining facility. Dining Services also offers various meal plans that students can use throughout the semester.

1111 West Broad Street (main office)  
(804) 828-1148  
[dining@vcu.edu](mailto:dining@vcu.edu)

### IT Support Center | Technology Services | VCU

The VCU Technology Services IT Support Center provides quick, courteous and comprehensive computing support on VCU's Monroe Park and MCV campuses. Self-service support is available online 24 hours a day and walk-in and live phone support are available during posted hours.

Cabell Library (basement) Room B30  
901 Park Avenue  
(804) 828-2227  
[itsc@vcu.edu](mailto:itsc@vcu.edu)

### VCU Free Store

The Free Store is an on-campus resource that promotes equitable access to everyday needs like school/art supplies, electronics, home goods and plenty more, while keeping usable goods out of our landfills. Current VCU students, faculty and staff can donate items and can take items for free.

930 W. Grace Street  
Hours: Tuesday through Fridays 11:00am – 4:30 pm  
[freestore@vcu.edu](mailto:freestore@vcu.edu)

### Military Student Services

Military Student Services works with veterans, active service members, spouses and dependents to meet each student's unique needs, easing the transition from military life to the world of academics.

Harris Hall, 3rd Floor  
1015 Floyd Avenue  
(804) 828-6563  
[militaryserv@vcu.edu](mailto:militaryserv@vcu.edu)

### SOE Student Services Center

The Student Services Center provides support for students in Virginia educational licensure programs across VCU.

P.O Box 842020  
1015 W. Main Street  
Richmond, VA 23284  
(804) 827-6847