

Kristi R. Quiros

From: Kristi R. Quiros
Sent: Thursday, August 31, 2017 12:04 PM
To: Full Time Faculty
Cc: Malikah Harvey; Lisa Cradit; Marlene Moriarity; Chere Jones; Debbie Cottrell
Subject: Faculty Information for Student Support

Dear Faculty,

I am writing to update you on efforts underway to support TLU students who have been impacted by hurricane Harvey. We have 425 students whose home addresses are in one of the counties that have been declared part of the disaster area, per Governor Abbott. While we have no way of knowing how many of these students were directly affected, we do know that these 425 students and many more in our community are dealing with this tragedy. Please continue to extend care to our students as they balance their school work with other major life issues, including caring for family, friends, and homes in the affected areas.

I have been contacted by some of you with various questions on how to support students and what has been done so far. In an effort to provide information for everyone, here are some of the common areas of inquiry:

- **Communication with impacted students:** I have been communicating with all students via email with them receiving updates and information during the school's closure on Saturday August 26th and Monday August 28th. I have sent targeted emails to students with addresses within the counties declared as disaster areas containing information regarding on-ongoing support for those on and off campus in the areas of counseling, academic & residential issues, and financial (billing, payments, and financial aid) concerns on Tuesday August 22nd and today August 23rd.
- **Students requesting assistance:** Students who have been impacted by Hurricane Harvey should contact the Dean of Students office to let us know they are in need of support. We will then work with each student on a case by case basis to determine what steps should be taken.
- **Academic options available to affected students:** Each student's situation will be different and determination will need to be made as to if the impact of the hurricane will be short-term or long-term. Students with short-term impact (perhaps less than two weeks) can reasonably expect that through work with faculty and appropriate administrative offices, they can continue their coursework. In these cases, students can be directed to contact their instructors directly, as well as the appropriate administrative offices (i.e. residence life, student accounts, etc.). If, however, it is determined that the impact will be longer term, other options will need to be considered and they should be directed to the Dean of Students office so we can coordinate the needed support and services appropriate for their situation.
- **Additional Resources available for students who may be struggling:** As always, the academic support staff stands ready to support students who may need extra tutoring, SI, or one-on-one attention. Additional resources within the Academic Support Center can be found on the [Academic Support Webpage](#). Drop in support groups for students impacted by the hurricane are being offered through Counseling Services, as well as counseling appointments (both by appointment or drop in). More information can be found at [Counseling Services](#).
- **Student Financial Concerns:** It is understood that impacted students may have a variety of concerns regarding finances and we will be approaching billing, payments, financial aid, and other similar concerns with flexibility. All cases will be handled on an individual basis and

students should contact Students Financial Services through Cheryle Sozzi (csozzi@tlu.edu) or Bonnie Trevino (ytrevino@tlu.edu).

As a reminder, please submit any student concerns through my.tlu using the “Submit Student Concern” button located on the grey bar on the left side of any page you are on.

We know that for those affected, this situation will not be resolved in the next few weeks or months so please stay in communication with us regarding concerns, questions, and/or suggestions. I thank you for your ongoing support for our students as we continue to hold them in our thoughts and prayers.

Best Regards,
Kristi

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