



## Student Resources

During orientation, students are given a packet full of resources that are available across campus. While this is helpful, if problems arise 2 or 3 years down the road, they may seek your assistance on where they can obtain help for their issue.

**Best Practice** – Always keep a list of student resources that you can share with students to avoid the “runaround!” Make sure students leave your office with a campus location, phone number or a contact person’s name so they can utilize the services available to them. Attached you will find a listing of available resources. If you know of any others, please feel free to share them with Dr. Jayasuriya and we will make sure they are added to the list prior to being uploaded on our webpage.

## College Resources

### Liberal Arts Dean’s Office

Liberal Arts, Room 343  
(915)747-5666  
Probation/Suspension 45 hours and above  
Major and Minor Changes  
Submit course substitution & core evaluation forms  
General information  
Appointments with the Dean’s

### C.L.A.S.S. Center

Liberal Arts, Room 302  
(915)747-5588  
Graduation Clearance  
Troubleshoot student academic issues  
Process course substitutions  
Process paperwork for all types of aid.104r’s  
(finan. aid appeal, 104 r’s, signed degree plans, etc)

## University Resources

### **Computer Labs**

LACIT - Liberal Arts Room 405  
CLC- Library Room 200  
Education Lab- Education Room 401  
See more locations at:  
<https://admin.utep.edu/Default.aspx?tabid=74319>

### **Enrollment Services**

ASB Room 101  
(915) 747-6186  
[utep.edu/futurestudents](http://utep.edu/futurestudents)

### **Technology Support Help Desk**

Library, Room 300  
(915) 747-4357  
[helpdesk.utep.edu](http://helpdesk.utep.edu)

### **Scholarship Office**

ASB Room 205  
(915) 747-5478  
[utep.edu/scholarships](http://utep.edu/scholarships)

### **Student Engagement and Leadership Center**

Union West Room 106  
(915) 747-5670  
<http://sa.utep.edu/selc/>

### **University Counseling Center**

Union West Room 202  
(915) 747-5393  
<http://sa.utep.edu/counsel/>

### **Miner Gold Card**

ASB Room 116  
(915) 747-7334  
[www.admin.utep.edu/minergold](http://www.admin.utep.edu/minergold)

### **Center for Accommodations and Support Services**

Union East Room 106  
(915) 747-5148  
<http://sa.utep.edu/cass/>

### **Financial Aid**

ASB Room 204  
(915) 747-5631  
[academics.utep.edu/finaid](http://academics.utep.edu/finaid)

### **Records & Registration Office (Registrar's)**

ASB Room 123  
(915) 747-5544  
[academics.utep.edu/registrar](http://academics.utep.edu/registrar)

### **Student Assessment & Testing**

Academic Advising Center Building Room 127  
(915) 747-5009  
[testing.utep.edu](http://testing.utep.edu)

### **University Career Center**

Union West Room 103  
(915) 747-5640  
<http://sa.utep.edu/careers/>

### **University Writing Center**

Library Room 227  
(915) 747-5112  
[academics.utep.edu/writingcenter](http://academics.utep.edu/writingcenter)

### **Recreational Sports**

3450 Sun Bowl Drive  
(915) 747-5103  
[utep.edu/rsd](http://utep.edu/rsd)

**Student Health Center**

Union East Suite 100  
(915) 747-5624  
<http://chs.utep.edu/health/>

**History Tutoring Center**

Liberal Arts Room 327  
(915) 747-5508  
[utep.edu/history](http://utep.edu/history)

**University Library**

(915) 747-5683  
[libraryweb.utep.edu](http://libraryweb.utep.edu)

**FHAR Services**

**Foster Homeless Adopted Resources**

FHAR Hotline: (915) 747-5290  
FHAR Email: [fharc@utep.edu](mailto:fharc@utep.edu)

**MaRCS- Math Resource Center**

Library Room 218  
(915) 747-5366  
[marcs.utep.edu](http://marcs.utep.edu)

**Miner Learning Center**

Prospect Hall 322  
(915) 747-0027  
[mlc.utep.edu](http://mlc.utep.edu)

**University Heights Early Learning Center**

315 W. Schuster  
(915) 747-6000  
[sa.utep.edu/childcare](http://sa.utep.edu/childcare)

**Food Pantries – on Campus**

Student Leadership and Engagement  
Union Building West, Room 112  
915-747-5291

Women and Gender Studies  
Liberal Arts Building, Room 233  
915-747-5200

**Social Service Agencies – off campus**

**Annunciation House**

1003 East San Antonio  
(915) 545-4509  
6:00am – 10:00pm (time for interview)  
[annunciationhouse.org](http://annunciationhouse.org)

24 hour shelter for undocumented individuals (3 meals a day). Families, single, and if a couple, separated sleeping quarters. Interview in person to see if person is a good fit.

**El Pasoans Fighting Hunger Food Bank**

(915) 298-0353  
Call for location nearest you or visit their website: [elpasoansfightinghunger.org](http://elpasoansfightinghunger.org)

**General Assistance**

9521 Socorro Rd., Ste. B1  
(915) 859-4101

M-F 8:00am – 5:00pm  
6314 Delta (915) 546-8150  
<http://www.epcounty.com/generalassistance/>

**Services:** Utilities, rent, mortgage, medications. Funeral services: they assist with providing cremation services through the mortuary. All based on person's income & situation. Utilities: Assist with only one bill per year. Income guidelines must not be exceeded.

**Rent/Mortgage:** To qualify, person must not have any income, no financial benefits, and not be living in government housing.

**Medication program:** Only for life threatening medication such as for diabetes and hypertension. Application process: person needs to call first to inquire when applications are being provided and then apply in person. The application is reviewed and an explanation of the process is provided.

### **Housing Authority of the City of El Paso**

5300 E. Paisano  
(915) 849-3742  
M-F 8:00am – 5:00pm  
[hacep.org](http://hacep.org)

Information on availability and type of housing is accessible on the 1st of the month. Next step is filling out an application. There are two types of housing: Public Housing: Based on person's income, person may not choose where to live and housing is assigned upon availability.

**Section 8:** Based on income, process starts with waiting list. Person needing assistance looks for a rental property (a house) and the rental property is processed through the housing authority. Housing is available for elderly, disabled and families.

### **La Fe**

700 S. Ochoa: Adult Clinic  
(915) 545-4550  
721 S. Ochoa: Pediatric Clinic  
(915) 545-7090  
M-F 8:00am – 5:00pm  
[lafe-ep.org](http://lafe-ep.org)

**Services:** General medical services, prenatal, WIC, dental services, pediatrics and immunizations. There are discounts on dental and medical services if the person lives within a specified zip code area and also depending on income.

**Documents needed:** Proof of residence, check stub or W2 form, ID & Medicare, Medicaid or insurance.

**Technology Department (545-7190):** Offer classes such as computer classes, GED, computer graphics, citizenship, guitar and many more. It is recommended that a person become a member of the agency, but no one will be refused services.

### **La Posada Home**

1020 N. Campbell  
(915) 544-4595  
M-F 8:00am – 10:00pm  
Sat & Sun 8:30am – 6:00pm

[posadahome.org](http://posadahome.org)

Not an emergency shelter.

**Services:** Housing for homeless women who are pregnant or have children (boys must be younger than 12 years old. Families with boys over the age of 12 will be placed in the Transitional Living Center. **Contact Person:** Person must call first to set up initial interview. No documents are needed for the interview. Women can stay up to 2 years and need to be attending school or working. Day care and transportation are available.

### **Open Arms/Centro Santa Fe**

8210 North Loop

(915) 595-0589

T-F 9:30am -4:30pm

Friday 10:00am or 1:00pm for food bank (2 sessions)

[openarmscommunity.org](http://openarmscommunity.org)

\*\*\*Appointment necessary

**Services:** Food and thrift store available. If person qualifies for a program they will be eligible to receive food every month. For any special situation, a referral letter for food is required.

**Documents needed:** ID, and utility bill. If person lives in Juarez, passport is needed.

### **Opportunity Center**

1208 Myrtle

(915) 577-0069 Seven days a week: 6:30am – 9:00pm

Homeless shelter for single men and women over the age of 19. Social services provides clothing. Three meals a day are offered. Dinner provided before 4:30pm. Having an ID could be helpful.

**Services:** Medical clinic available, laundry service, employment and mental health services (going to clinic to see psychiatrist)

### **Project Bravo Main Office 2000 Texas**

(915) 562-4100

M-F 8:00am – 5:00pm [projectbravo.org](http://projectbravo.org)

Appointment is required.

**Services:** Assistance with prescriptions, housing and utilities. 6 locations in the city (depends on zip code) PAP (patient assistance program): Call for hours of service and to inquire about the application process. Application needs to be filled out and sent to a pharmaceutical company; if qualified, medications will be mailed to one's home.

**Documents needed:** ID, SS card, rent receipt or proof of ownership, and proof of income.

**Energy program (SEAP):** Financial assistance for electric and gas bills

Weatherization program: Weatherize your home (sealing doors or windows). (Call for availability)

### **Project Vida**

Administrative Office

3607 Rivera

(915) 533-7057

[info@pvida.net](mailto:info@pvida.net)

M – F 8:00am – 5:00pm

<http://www.pvida.net/>

**Services:** Medical and Behavioral health services, Dental Clinic, Housing Department, Health Education program for diabetes, OB/GYN clinic, Family Planning program, After school program, day care, economic development program for those wanting to start a small business and Homeless Services Bilingual therapists. Discount and payment for services are based on one's income.

**Documents needed:** Proof of residence and income, ID and SSN (if available); Texas Driver's License, birth certificate

### **Rescue Mission**

221 N. Lee Street

(915) 532-2575

<http://www.rmelp.org/>

Open 24 hours a day

**Homeless Shelter:** Males and females with families Social workers provide prevention program for drug/alcohol issues, Clothing provided 5 days a week. 3 meals a day. Lunch and dinner \$1.50 unless

a chore is done. **Breakfast:** free. Employment guidance offered to those that qualify 3:00pm – 6:30pm.

Showers for anyone

### **Salvation Army**

4300 E. Paisano

(915) 544-9811

[salvationarmy.org](http://salvationarmy.org)

24 hours shelter for families.

Not accepting new clients after 8:00pm

Social Service Department: M – F 9:00am – 5:00pm

Food Boxes pick up: M – Th 9:00 – 11:00am Assist with food and shelter

6:00pm: Soup Kitchen for anyone

**Documents needed for food:** Picture ID (adults), social security card, proof of address, proof of income and letter from department of human services stating “not receiving food stamps”

### **St. Vincent de Paul**

Thrift Store Locations (2 of them): 2104 N. Piedras

(915) 564-4357

M – Sat 10:00am – 6:00pm 6950 3rd St. ( Canutillo, TX ) (915) 877 -7030

T- F 9:30am – 5:00pm

[www.svdelpaso.org](http://www.svdelpaso.org)

**Food Pantry:** (613-3984) W 9:30am – 11:30am; Th-F 1:00pm – 3:00pm

(if food available will be given or will be put on a waiting list)

Services: Referral for furniture and clothes would be from a catholic church in their area.

**Documents needed:** Person needs to bring an I.D Families can only be helped once a year.

### **YWCA Child Care Services Program (CCS)**

1600 N. Brown

(915) 533-7528 ext. 0

M – F 8:00am – 5:00pm

(Hours depend on the location) Can apply online at: [ywcaelpaso.org](http://ywcaelpaso.org)

**Services:** Child Care for children under the age of 13 **Criteria:** Parent needs to be working a minimum of 25 hours a week or attending school and needs to be residing in designated areas in the Workforce Solutions Upper Rio Grande County (Hudspeth, Jeff Davis, Presidio, El Paso, Culberson, Brewster) but usually help is provided at all zip codes in El Paso. Assessments can be done over the phone or in person. The person is put on a waiting list and is then notified of acceptance by mail, if there is funding. Services based on income, household size and childcare needs. Teens and people with disabilities are given immediate assistance if there is funding.

**YWCA Consumer Credit Counseling Services**

1600 Brown

(915) 577-2530

M- F 8:00am – 6:00pm (hours vary at each location) <http://www.ywcaelpaso.org/>

Fill application online at [ywcaccs.org](http://www.ywcaccs.org)

\$35 first session

**Documents needed:** Most current billing statement and consumer credit application. Application can be picked up at any branch or done online and needs to be presented at the first session. Debt Management program: monthly handling fee is \$30 a month. **First time Home buyers educational classes:** Call to pre-register and application needs to be returned the day of class. No charge of the classes, W 5:00pm – 7:30pm (1600 Brown) and Sat. 9:00am – 11:00am (10712 Sam Snead). For full listing of classes offered please visit [www.ywca.org](http://www.ywca.org)