

# Quick Guide | Student Support Services

**Academic Advisement:** To view the list of responsibilities you and your advisor have in the effort to help you create academic success and to view the complete list of student advisement resources please visit: <https://my.trocaire.edu/student-advising-resources/> and <https://my.trocaire.edu/advisement-services/>

**Academic Appeal:** The College provides for an appeal process if students wish to challenge an academic decision. To learn more about the appeals process, please refer to the College Catalog: <https://trocairecollege2022-2023catalog.coursedog.com/academic-policies/alerts-warnings-withdraw-appeal>

**Academic Calendar:** To view the academic calendar, please visit: <https://trocaire.edu/academics/wp-content/uploads/sites/2/2024/03/Academic-Calendar-24-25-Final-25-March-2024-1.pdf>

**Accommodations and Accessibility:** To learn how to receive accommodations and accessibility services please contact The Wellness Center at <https://trocaire.edu/student-life/wellness-center/> or visit: <https://trocaire.edu/student-life/student-support-services/accessibility-services/>

**Admissions Application Reactivation Form:** Students who have previously applied to Trocaire (within the last 3 years), can reactivate their application file by filling out the form available through this link: <https://trocaire.edu/admissions-application-reactivation/>

**Bookstore:** To buy official Trocaire College Merchandise, supplies, and textbooks please visit: <https://trocaire.bncollege.com/shop/trocaire/home>

**Campus Ministry:** To learn more about the programs and services that are offered to help you practice your faith and mission to service then please visit: <https://trocaire.edu/student-life/mission-ministry-service/> or contact

#### **Campus Safety:**

- **Choate Campus:** dial 716-827-2500/Mobile Phone: 716-445-2104
- **Transit Road Campus:** dial 716-827-4300/Mobile Phone: 716-346-7094
- **Director of Facilities:** dial 716-827-2512/**Buffalo Police Department:** dial 911The Choate Campus also has emergency push buttons on phones throughout the building. Using these will alert City of Buffalo Police Central Dispatch. Trocaire employs uniformed guards through a private security service and are stationed at both Choate and Transit locations.

*CONNECT. LEARN. TRANSFORM.*

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**Change in Status Form:** If you are interested in adding a Degree/Major, taking a course outside of your major, rescinding a transfer credit, or repeating a non-failing course please visit:

<https://my.trocaire.edu/academics/registrar-2/change-in-status-form-5/>

## Clinical Requirements:

- **Diagnostic Medical Sonography:** To view clinical requirements or if you would like to get in contact with your Clinical Education Coordinator please visit: <https://trocaire.edu/academic-program/diagnostic-medical-sonography/> or contact Andrea Dickens, Medical Imaging Clinical Placement Coordinator, at [dickensa@trocaire.edu](mailto:dickensa@trocaire.edu)
- **Echocardiography:** To view clinical requirements or if you would like to get in contact with your Clinical Education Coordinator please visit: <https://trocaire.edu/academic-program/echocardiography/> or contact Andrea Dickens, Medical Imaging Clinical Placement Coordinator, at [dickensa@trocaire.edu](mailto:dickensa@trocaire.edu)
- **Massage Therapy:** To view clinical requirements or if you would like to get in contact with your Clinical Instructors/Staff please visit <https://trocaire.edu/academics/wp-content/uploads/sites/2/2022/08/MT-Program-Policy-Manual-2022-2023-Revised-8.2022.pdf> or contact Susan Sullivan at [sullivans@trocaire.edu](mailto:sullivans@trocaire.edu)
- **Medical Assistant:** To view clinical requirements please visit: <https://trocaire.edu/academics/wp-content/uploads/sites/2/2023/08/MA-Policy-Manual-FA23-SP24-08.01.23.pdf>
- **Nursing:** To view clinical requirements or if you would like to get in contact with your Clinical Education Coordinator please visit: <https://trocaire.edu/academics/wp-content/uploads/sites/2/2023/08/Catherine-McAuley-School-of-Nursing-Student-Handbook-Fall-2023-Spring-2024.pdf> or contact Heather Thompson, the Nursing Program Clinical Education Coordinator, at [nuclinical@trocaire.edu](mailto:nuclinical@trocaire.edu)
- **Radiologic Technology:** To view clinical requirements or if you would like to get in contact with your Clinical Education Coordinator please visit: <https://trocaire.edu/academics/wp-content/uploads/sites/2/2023/08/RT-Program-Policy-Manual-2023.pdf> or contact Andrea Dickens, Medical Imaging Clinical Placement Coordinator, at [dickensa@trocaire.edu](mailto:dickensa@trocaire.edu)
- **Surgical Technology:** To view clinical requirements or if you would like to get in contact with your Clinical Education Coordinator please visit: <https://trocaire.edu/academics/wp-content/uploads/sites/2/2023/08/ST-Policy-Manual-FA2023-SP2024.pdf> or contact the Clinical Coordinator, Jacky Bianchi, at [bianchij@trocaire.edu](mailto:bianchij@trocaire.edu)

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**College Calendar:** To keep up-to-date with all of the scheduled Trocaire events, please visit:

<https://trocaire.edu/student-life/college-calendar/>

**Counseling Services:** If you are looking to receive counseling services and access to counseling resources, then please visit: <https://my.trocaire.edu/student-services/counseling-services/> or contact [WellnessCenter@trocaire.edu](mailto:WellnessCenter@trocaire.edu)

**Emergency Notification System:** To sign-up to receive emergency notifications from Trocaire College and to read more information on weather-related closings at Trocaire, please visit:

<https://trocaire.edu/weather-related-closings/>

**Financial Aid:** If you need to know who your Financial Aid Advisor is or you would like more information about scholarships, grants, loans, and work-study opportunities, then please visit:

<https://trocaire.edu/admissions-aid/financial-aid/>

**Food Security Project/Food Pantry (Catherine's Cupboard):** To request microwavable and non-perishable food items, toiletries and personal supplies like toothbrushes, feminine hygiene items, diapers, and shampoo then please visit: <https://my.trocaire.edu/catherines-cupboard/> or contact Sr. Marie Andre' at [MainM@trocaire.edu](mailto:MainM@trocaire.edu)

**Global Achievements Project (GAP):** If you are a student who was born and raised outside of the United States and you are looking to receive more support at Trocaire please contact [Global-Achievement-Project@Trocaire.edu](mailto:Global-Achievement-Project@Trocaire.edu)

**Health Records:** Before you register, you must create an account through CastleBranch, Trocaire's health record management system, and submit the following health records: MMR Immunization, Meningococcal Vaccination Response Form, and Covid-19 immunization. To learn more on how to access your immunization records and how to submit your health records visit:

[https://my.trocaire.edu/student\[1\]services/health-office/](https://my.trocaire.edu/student[1]services/health-office/) or contact the Wellness Center at [WellnessCenter@trocaire.edu](mailto:WellnessCenter@trocaire.edu)

**Help Desk:** If you want your Trocaire email to synch to your smartphone or you have any questions/concerns about your student technology accounts (webmail, Blackboard, e-Student Portal, etc.) please visit: <https://my.trocaire.edu/oit/> or contact the Help Desk at [HelpDesk@trocaire.edu](mailto:HelpDesk@trocaire.edu)

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**Laptop Loan Program:** To receive a loaner laptop and/or receive home internet access, please fill out this application to be considered to receive these services: <https://my.trocaire.edu/laptop-loan-program/>

**Leave of Absence Form:** If you wish to file a Leave of Absence (LOA) form or you would like to learn more, please visit: <https://my.trocaire.edu/leave-of-absence-form/>

**Library:** To access library hours, literary resources, and to contact a Trocaire librarian, please visit: <https://library.trocaire.edu/>

**Mercy Action Project (MAP):** To find what services and opportunities the Mercy Action Project can provide you to complete one of your main service requirements for your program please visit: <https://trocaire.edu/student-life/mission-ministry-service/> or contact [Mercy-Action-Project@Trocaire.edu](mailto:Mercy-Action-Project@Trocaire.edu)

**New Student Orientation:** To complete your New Student On-line Orientation, please visit: <https://trocaire.edu/orientation/>

**Nursing Entrance Exam:** Students seeking admission to Trocaire's Registered Nurse (RN) or Practical Nurse (PN) programs are required to complete the HESI Admissions Assessment Exam (A2) as part of the admissions criteria. For details, please visit <https://trocaire.edu/nursing-entrance-exam-for-rn-and-lpn-programs/>

**Parking and Shuttle Services:** For information on where to park, reserved parking lots, shuttle services and schedule, please visit: <https://trocaire.edu/student-life/getting-around/>

**Program Transfer:** If you are interested in changing your program, click on the following link: <https://trocaire.edu/academics/academic-resources/program-transfers/> and follow the instructions for submission.

**Registration:** To learn when and how to register for courses please visit: <https://my.trocaire.edu/student-advising-resources/>

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**Student Accounts:** If you need to access your student financial account, enroll in a payment plan, pay your tuition and fees, or alleviate financial holds from your student account please visit:

<https://my.trocaire.edu/billing/student-accounts/> or contact the Coordinator of Student Accounts, Julia Barth at [barthj@trocaire.edu](mailto:barthj@trocaire.edu)

**Student Complaints/Concerns:** To learn more about the Complaint/Concern Form or if you would like to fill out the form please visit: <https://trocaire.edu/resolution-of-student-complaints/>

**Student Confirmation of Enrollment Form:** If you've recently received your acceptance packet from Trocaire, then please click the link below to view the next steps to secure your enrollment at Trocaire: <https://trocaire.edu/admissions-aid/accepted-students/>

**Student Emergency Fund:** If you have experienced a situation or circumstance where you are in urgent need of financial assistance please submit an application to be considered for assistance by visiting: <https://my.trocaire.edu/student-emergency-fund/>

**Student Life:** If you are interested in participating in activities that will help you enhance your academic, cultural, social, and leadership knowledge/skills or if you are looking to get involved by joining a student club, organization, or committee on campus please visit: <https://trocaire.edu/student-life/student-clubs-organizations/> or contact or contact Student Life at [StudentLife@trocaire.edu](mailto:StudentLife@trocaire.edu)

**Transcripts and Academic Records:** If you need to access your academic records, transcripts, and registration information please visit: <https://my.trocaire.edu/academics/registrar-2/> or contact [RegistrarTeam@trocaire.edu](mailto:RegistrarTeam@trocaire.edu)

**TRiO Student Support Services (SSS) Program:** To learn more about the program's eligibility requirements and how to apply to the program that will assist you in achieving your academic and career goals, then please visit: <https://trocaire.edu/trio-student-support-services-program/>

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**Trocaire Opportunity Program (TOP/HEOP):** To learn more about the program's eligibility requirements and how to apply to the program that is designed to support students academically and financially then please visit: <https://trocaire.edu/admissions-aid/financial-aid/heop/>

**Tutoring & Academic Coaching:** To schedule an appointment with a tutor or academic coach please visit: <https://my.trocaire.edu/request-a-tutor/>

**Veteran Services:** If you are a student who has served in the armed forces and you are looking to receive additional veteran's benefits and services, visit <https://trocaire.edu/admissions-aid/veterans/> and <https://trocaire.edu/veterans-engagement/>

**Veteran Work Study Program:** To participate in the Veteran Work Study Program, contact [saundersk@trocaire.edu](mailto:saundersk@trocaire.edu) for further information.