

Baylor College of Medicine®

GIVING LIFE TO POSSIBLE



**STUDENT AND TRAINEE SERVICES
HANDBOOK**

DATE: August 10, 2022

Baylor College of Medicine Student and Trainee Services Handbook

Baylor College of Medicine (BCM) provides student support programs, services, and activities that promote learning and holistic development of students pursuing degrees in healthcare and biomedical sciences. These services are in alignment with the College’s mission to create knowledge and apply science and discoveries to further education, healthcare, and community service locally and globally.

The portfolio of student support services is grouped in four domains: 1. **Academic Excellence**, fostering student achievement; 2. **Health and Wellness**, supporting students’ intellectual, emotional, physical, and personal development; 3. **Student Engagement**, facilitating inter-professional collaboration on local and global research as well as clinical and service projects; and 4. **Administrative Support**, providing ready access to resources essential for navigating the learning and campus environment. Mission-aligned services and activities are designed and tailored to support students through their rigorous academic programs to ensure that they graduate as well-rounded professionals ready to contribute to the scientific and healthcare fields. [BCM’s Academic Policies can be found here.](#) [All BCM Policies and Procedures, including those related to Student and Trainee Services, can be found here.](#)

Table of Contents

I.	Academic Excellence.....	1
	a. The Office of Student and Trainee Disability Services	
	b. Academic Success Center	
	c. Career Development Center	
II.	Student and Trainee Health and Wellness	2
	a. Health and Wellness Resources	
III.	Student and Trainee Engagement	3
	a. Student Activities	
	b. Community Outreach	
	c. The Office of Institutional Diversity, Equity, and Inclusion	
	d. Social Media Directory	
IV.	Administrative Support.....	5
	a. Financial Aid	
	b. Student Account Services	
	c. The Office of the Registrar	
	d. Campus Security and Public Safety	
	e. Parking and Transportation	
	f. Learning Environment	
V.	Contact Information	8

Academic Excellence

I. The Office of Student and Trainee Disability Services

BCM is committed to providing equitable educational access for qualified learners with temporary or permanent disabilities in accordance with state and federal laws including the Americans with Disabilities Act of 1990, as amended in 2008, and Section 504 of the Rehabilitation Act of 1973. **The full policy, including criteria for requesting reasonable accommodations and procedures for appeal, is available [here](#).** Learn about Student and Trainee Disability Services and how they can help you on the [Student and Trainee Disability Services Website](#).

II. Academic Success Center

The Academic Success Center (ASC) provides individual and group support for the academic growth and progression of all BCM students through 1:1 academic advising, workshops, and collaborative events. In addition, students have access to computers, technology support, TMC librarians, and more in the ASC study spaces on campus. Find more information on the [Academic Success Center Website](#).

- a. **TMC Library.** Baylor students and faculty have access to the Texas Medical Center Library. In addition to on campus access, students have remote access through computers outside of BCM and hospital affiliates once they have completed a form available on the library's website or in the building itself. Personal help from TMC librarians is available in person in the ASC or remotely by calling the help desk at the TMC Library. Find more information the [TMC Library Website](#). **Find related BCM Policies and Procedures [here](#).**
- b. **Education Technology.** The Office of Informational Technology (OIT) Help Desk and Field Support Services teams (HD/FSS) provide a variety of second-line support services, especially for broader, enterprise-level applications and services. The OIT Help Desk delivers support by phone, email, and online via self-help resources, as well as through Baylor's Service Now customer support portal. Learn more about all of the education technology available to students on the [Student Ed-Tech Resources Website](#). **Find related BCM Policies and Procedures [here](#).**

III. Career Development Center

The Career Development Center provides training, resources, and connections for students and trainees to achieve their professional goals and develop meaningful careers. Support for student growth and progression is provided through 1:1 career advising, workshops, and collaborative events. Find more information [here](#).

Student and Trainee Health and Wellness

BCM is dedicated to nurturing seven dimensions of student wellness (Emotional/Mental Health, Physical, Financial, Social, Intellectual, Environmental, and Spiritual) through a variety of services we offer. Find more information on how our services support these seven dimensions [here](#).

I. Health and Wellness Resources

- a. [***Student and House Staff Mental Health Service***](#). The Student and House Staff Mental Health Service provides confidential, free psychotherapy and medication management for eligible students and trainees. Students and spouses interested in obtaining scheduling an intake may call (713) 798-4881.
- b. [***WellConnect***](#). Students have access to WellConnect, a service that provides a 24/7 hotline for mental health counseling: www.wellconnectbysrs.com. WellConnect provides support in a variety of other areas, such as legal consultation and financial management resources, as well.
- c. [***Employee Assistance Program***](#). Employees have access to the Employee Assistance Program (EAP), a service to help you resolve problems that can affect your personal and professional life. EAP offers 3 free counseling sessions to BCM employees and household family members. For information or to schedule an EAP appointment, call (713) 500-3008. (Residents, clinical fellows, and post-doctoral fellows only.)
- d. [***HR Well-Being Programs***](#). Serves as the overarching health and well-being initiative for the College. This includes offering on-site, off-site, and virtual opportunities for students and employees to participate in events, programs, and resources. Eligible students and employees have access to an incentive-based platform through [***Vitality***](#), where they can be rewarded for making all dimensions of health, self-care, and well-being a priority.
 - [***BCM LIFE***](#) provides opportunities that allow students to learn about the seven dimensions of wellness and how to nurture them. In addition, students not only engage in BCM LIFE sponsored events and activities but also support one another, with the help of BCM LIFE Ambassadors, the Wellness 5K and more.
 - [***BCM Well-Being Center***](#) provides on-site access to a physical fitness facility, which is open seven days a week and contains a weight room, exercise room, basketball court, men's and women's locker rooms, and many other accommodations. In addition, fitness classes with certified instructors and sports leagues are available in the center. The Well-Being Center is located on the eighth floor of TMC Garage 6. (Monthly fee not included in student tuition and fees; students may cancel membership at any time.)
- e. [***Office of Wellness***](#). The Office of Wellness serves as a wellness hub through which existing wellness initiatives and programs are supported and new projects are developed.

- [Wellness Intervention Team](#) BCM’s Wellness Intervention Team (WIT) is an interdisciplinary administrative group that effectuates a coordinated institutional response to a health or wellness crisis where there may be a significant risk of harm to the learner or others. learner WIT services are activated learner by the Dean or Designee. *WIT services cannot be activated by learners or faculty.* For further details about the WIT purpose and process, contact your School Dean or **refer to the [Leave of Absence Policy](#).**
- f. [Student Health Insurance](#). Blue Cross and Blue Shield of Texas is BCM’s insurance vendor for academic year 2022-23; BCM will continue to partner with Academic Health Plans (AHP) to provide enhanced customer service to students each year. Additional information regarding the student health insurance program, including enrollment requirements, eligible dependents, costs of coverage, benefits, and coverage during leave of absence is available on the website.
- g. [Substance and Alcohol Abuse](#). The Federal Drug-Free Workplace Act is the foundation for BCM’s [Substance and Alcohol Abuse Policy \(02.5.34\)](#).

Student and Trainee Engagement

I. Student Activities

Find information about ways to get involved in BCM events and student groups [here](#).

II. Community Outreach

Find information about outreach and volunteer opportunities [here](#).

III. Office of Institutional Diversity, Equity, and Inclusion

The Office of Institutional Diversity, Equity, and Inclusion (OIDEI) cultivates an environment of inclusion and diversity among the Baylor community to equip a “healthcare and scientific workforce prepared to care for diverse populations locally and globally.” The office organizes programs to help carry out BCM’s commitment to diversity, inclusion, and equity. We welcome opportunities to collaborate with other departments, academic centers, schools, student and trainee organizations, other higher education institutions and community organizations to co-sponsor diversity, inclusion, and equity events relevant for students, trainees, staff, and faculty members at BCM. Find more information about our programming [here](#). **Find related BCM Policies and Procedures [here](#).**

IV. Social Media Directory

Connect with BCM on [social media](#)! **Find related BCM Policies and Procedures [here](#).**

Administrative Support

I. Student Financial Aid

The Office of Student Financial Aid assists and counsels all BCM students in obtaining financial assistance for their education, as well as educating on the importance of understanding their financial aid obligations. The Office of Student Financial Aid is responsible for the delivery of student aid programs, which includes authorizing the use of aid for educational expenses and making adjustments to aid where required by law. Offers of financial aid are made based upon information collected through the financial aid application process, a student's program, and the cost to attend BCM which includes the estimated cost of living allowance. Adjustments to financial aid may occur based upon enrollment changes, changes to previously reported financial resources, and changes to any other information collected including admissions information. More information about financial assistance resources, including federal and institutional loans, scholarship opportunities, and one-to-one student loan debt counseling, can be found on the [Student Financial Aid Website](#). **Find related BCM Policies and Procedures [here](#).**

II. Student Account Services

Student Account Services (SAS), a part of the Finance Department, is responsible for announcing Tuition, Fees & Student Insurance rates each year, billing students for these charges, and collecting amounts due to the College. Student Account Services posts all received payments to students' accounts including scholarships and loans that have been awarded/approved by the Office of Financial Aid. Students whose tuition, fees, and/or insurance will be paid under an agreement with a Third-Party Payer (including, but not limited to some 529 Plan administrators, branches of the U.S. military, and Americorps) should notify Student Account Services who will invoice the Third-Party Payer each semester for the student's charges. Student Account Services issues refunds to students whenever there is a credit balance on the student's account of \$1 or more, including refunds of Financial Aid funds. Student Account Services prorates tuition, fees, and insurance in accordance with the BCM [Refund Policy](#) for students who cease or resume enrollment in the middle of a semester. SAS coordinates with BCM's loan servicer, Heartland ECSI (Educational Computer Services, Inc.) to service all BCM institutional loans, Perkins loans, and Primary Care Loans while in repayment. Students who have borrowed any of these loans while attending BCM will be contacted by Student Account Services prior to departing the College to complete exit counseling for these loans. More information about SAS, including FAQs, can be found on the [Tuition and Fees page](#). **Find related BCM Policies and Procedures [here](#).**

III. The Office of the Registrar

The Office of the Registrar, as a unit of the Office of Student and Trainee Services, works closely with all schools and programs to offer records and registration support to students and alumni of BCM. Additionally, the Office of the Registrar works in collaboration with the offices of admissions, student affairs, student financial aid, and alumni relations to assist students with changing of personal information, certifications, verifications and deferments, course registration, grade release, maintenance of permanent academic records, transcript requests, and changing tuition

residency status. Find more information on the [Office of the Registrar Website](#). **Find related BCM Policies and Procedures [here](#).**

- a. **[Veteran Affairs Educational Benefits](#)**. Veterans Affairs Educational Benefits is a service within the Office of the Registrar, a subset of the Office of Student and Trainee Services. BCM has Veterans Education School Certifying Officials (SCO) on site to assist veterans and their eligible dependents in obtaining VA educational benefits through official VA processes. It acts as a liaison to both the State Approving Agency and regional VA office for program approval for benefits and student payment of benefits via enrollment certifications. It is the responsibility of the student to reach out to the SCO to initiate the VA Educational Benefits process when they matriculate to BCM.
- b. **[Texas Education Code Updates](#)**. **House Bill 449** requires public and private institutions to include a “notation” on a student’s transcript when “the student is ineligible to reenroll in the institution for a reason other than an academic or financial reason.” If a student withdraws from the school “pending disciplinary charges that may result in the student becoming ineligible to reenroll for a reason other than an academic or financial reason,” the school must continue the disciplinary process until it “makes a final determination of responsibility.” Please direct questions to registrar@bcm.edu.

IV. **International Student Office**

The International Services Office (ISO) facilitates programs that allow the legal admission of international students, scholars, trainees, visitors, and faculty to the United States to participate in programs of research, education, and clinical services. Find more information on the [International Services Office Website](#).

V. **[Campus Security and Public Safety](#)**

BCM is in the Texas Medical Center (TMC), the largest medical center in the world. TMC provides [safety and security](#) for all parking facilities, its own buildings, and streets and public areas that are not part of specific member institutions, like BCM.

- a. **[Prevention Guidelines and Safety Tips](#)**. Find information regarding bike security, personal protection, protection from predators, community resources, and more.
- b. **[Emergency Contacts](#)**. Find contacts for reporting crime, life threatening emergencies, TMC emergency numbers, and more.
- c. **[Security Department](#)**. Find information about BCM’s security department here.
- d. **[Campus Access and Security](#)**. Find information about ID badges, access cards, safety escorts, and more.

- e. [*Weather Safety*](#). Find information about BCM's emergency notification system, campus emergency plan, and severe weather resources here.
- f. [*Lost and Found*](#). Please inquire regarding lost articles during normal business hours, 8 a.m. to 5 p.m. Contact Security at (713) 798-3000 or email dl-security@bcm.edu.

VI. Parking and Transportation

- a. [*Parking and Commuter Services*](#). Students interested in parking must secure a direct contract with the vendor. Call 713-791-6161 for assistance. Garage 6 is available after hours.
- b. [*METRO Information*](#). Visit the linked page to view information about obtaining a Q card that will allow you to ride the METRORail.
- c. [*Parking Availability*](#). Visit the linked page to view garage and parking lot availability around the BCM campus. (Graduate students only.)
- d. [*Parking Rates*](#). Visit the linked page to view parking costs around the BCM campus. (Graduate students only.)

VII. Learning Environment

BCM is committed to the values of integrity, respect, teamwork, innovation, and excellence, and requires all BCM learners to practice these values consistently during the completion of requirements for education progression and performance of scholarly and professional duties. Creating and sustaining an environment reflective of BCM values is the responsibility of every individual at BCM.

- a. [*Baylor Code of Conduct*](#).
- b. [*Statement of Student Rights*](#).
- c. [*Diversity*](#). BCM promotes principles of diversity, inclusion, and equity across Baylor College of Medicine research, education, and training programs as well as with respect to recruitment (in employment and education) of individuals from diverse backgrounds. See [**02.2.40 - Diversity Policy**](#) for more details.
- d. [*Ombuds Office*](#). The Ombuds Office provides a safe space for you to discuss any concerns regarding your experience at BCM. These discussions are strictly confidential and are meant to help you gain clarity of your options to address concerns and to gain support. See [**32.1.01 - Office of the Ombudsman: Structure, Function, and Resources**](#) for more details.

- e. **[Title IX and Gender Discrimination](#)**. BCM does not discriminate based on sex and will not tolerate discrimination which includes sexual harassment, sexual violence, dating violence, domestic violence and stalking. Reports will be promptly investigated, and appropriate actions will be taken to remedy the effects of the harassment or violence and prevent the reoccurrence. See **[02.2.26 - Sexual Misconduct and Other Prohibited Conduct Policy](#)** for more details.
- f. **[Student Appeals and Grievances](#)**. In the event you have a concern, we have created several pathways for you to receive help. The Student Appeals and Grievances website provides additional information relevant to this policy. See **[31.2.02 - Integrity Hotline Policy: Reporting Improper Activity or Wrongdoing](#)** for detailed information regarding reporting. See the full **[Student Appeals and Grievances Policy](#)** for more information. (Residents and Fellows should refer to the **[27.4.12 - GME Mistreatment and Grievances Policy](#)** for guidance.) Click **[here](#)** to see year-over-year highlights.
- g. **[02.2.25 - Policy Regarding Harassment, Discrimination and Retaliation](#)**
- h. **[23.2.01 - Respectful and Professional Learning Environment Policy: Standards for Student Conduct and College Oversight](#)**
- i. **[23.2.02 Learner Mistreatment Policy](#)**

Contact Information

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Academic Success Center

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Career Development Center

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Student and House Staff Mental Health Services

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Wellness Services

To inquire about wellness services available to students and trainees, please contact studentservices@bcm.edu

BCM LIFE

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Title IX

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Ombuds Office

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