

# 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](#).**

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## Academic Excellence

### I. The Office of Student and Trainee Disability Services

BCM is committed to providing equal educational access for qualified learners with 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 meetings, 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's 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. 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](#)**. Directed by the Department of Psychiatry and Behavioral Sciences, the Student and House Staff Mental Health Service provides confidential, free counseling for students, spouses, significant others, and couples. Students and spouses interested in obtaining counseling 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](http://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. **[BCM LIFE](#)**. BCM LIFE is committed to providing opportunities that allow students to learn about the seven dimensions of wellness and how to nurture them. In addition, BCM LIFE offers an incentive-based platform with Vitality, where students not only engage in BCM LIFE sponsored events and activities but also have access to a wide variety of health and wellness resources.
- e. **[BCM BeWell](#)**. The BCM BeWell program serves as the overarching health and wellness resource for the College and offers onsite, offsite, and virtual opportunities for employees to participate in wellness events, programs, and workshops. (Residents, clinical fellows, and post-doctoral fellows only.)
- f. **[Baylor Wellness Center \(Gym\)](#)**. Baylor students have on-site access to a physical fitness facility, the Baylor Wellness Center, 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 are available in the center. (Monthly fee not included in student tuition and fees; students may cancel membership at any time.)

- g. **Wellness Intervention Team.** BCM’s Wellness Intervention Team (WIT) is an administrative group that effectuates a coordinated institutional response to a health or wellness crisis causing student distress, when the student is referred by the Dean or Designee such as a Dean of Students or Program Director. For further details about the WIT purpose and process, contact your School Dean, [studentservices@bcm.edu](mailto:studentservices@bcm.edu), or refer to the **Leave of Absence Policy.**
- h. **Student Health Insurance.** 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.
- i. **Substance and Alcohol Abuse.** The federal Drug-Free Workplace act is the foundation for the BCM **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. The Office of Institutional Diversity, Equity, and Inclusion

This office organizes a number of 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 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 Baylor. Find more information [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. Financial Aid

The Office of Student Financial Aid assists and counsels all BCM students obtain financial assistance for their education, as well as educate in the importance and understanding of their financial obligations. Find more information on the [Financial Aid Website](#). **Find related BCM Policies and Procedures [here](#).**

### II. Student Account Services

Student Account Services (SAS) located within the Treasury Service is responsible for posting all student charges at BCM for tuition, fees and the Lee, Levy and Blattner loans, as well as collecting amounts due to the College. SAS handles all institutional, Perkins, and Primary Care loan activities in conjunction with our third-party servicer, ECSI/Heartland (Educational Computer Services, Inc.). SAS processes and the Office of Student Financial Aid approves all disbursements. Student Account Services also works in concert with the Office of Student Financial Aid to ensure students complete loan exit counseling prior to graduating. More information 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 the offices of admissions, student affairs, student financial aid, and alumni relations to assist students with changing of personal information, certification, verifications and deferments, course registration, grade release, maintenance of permanent academic records, transcript requests, and changing tuition status. Find more information on the [Office of the Registrar Website](#). **Find related BCM Policies and Procedures [here](#).**

- a. [Veteran Affairs](#). Veterans Affairs is a unit in the Office of Student and Trainee Services. Baylor supports the matriculation and academic and career progression of students who are veterans or who are currently serving in the military. The Office of the Registrar assists active-duty service members, veterans, and their eligible dependents and spouses in obtaining their educational benefits. It also acts as a liaison to the regional VA office to process enrollment certifications. In addition, Baylor has a Veteran School Certifying Official within the Office of Student and Trainee Services and a Military Medical Student Association. School of Health Professions and School of Medicine graduates typically receive their commissions as a part of graduation ceremonies at the College.
- b. [International Student Services](#). 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.

- c. [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](mailto:registrar@bcm.edu).

#### **IV. Campus Security and Public Safety**

BCM is located 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 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. You may inquire in person or by phone Security at (713) 798-3000. You may also email [dl-security@bcm.edu](mailto:dl-security@bcm.edu).

#### **V. 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.
- 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.)

## VI. 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. [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.
- e. [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.
- f. [02.2.25 - Policy Regarding Harassment, Discrimination and Retaliation](#)
- g. [23.2.01 - Respectful and Professional Learning Environment Policy: Standards for Student Conduct and College Oversight](#)
- h. [23.2.02 Learner Mistreatment Policy](#)