



**STUDENT  
SUPPORT  
SERVICES**

**FIRST-  
GENERATION  
TIGER  
DICTIONARY**

# First-Generation Tiger Dictionary

Welcome to East Central University! Being a first-generation college student is a big accomplishment; we are so glad you are here. In an effort to assist you on your college journey, Student Support Services has composed a First-Generation Tiger Dictionary. In this dictionary you will find useful information, including places that students most frequently visit on campus and terminology that you might hear while visiting campus offices.

If you feel lost or need more support as a first-generation student, come check out Student Support Services in the Administration Building, room 250. Our program is designed to help meet the needs of ECU's first-generation students.



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The Academic Success Center (ASC) is the office that handles academic advising for all incoming freshman, transfer students, returning students, and students with skill deficiencies. They offer free tutoring and writing help through the Tutoring Zone and Writing Center.

## Academic Success Center

Administration Building 262  
580-559-5696  
asc@ecok.edu

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The Bursar's Office handles student account and billing information, payment processing, delivery of student refunds, and collection of delinquent student accounts.

## Bursar's Office

Administration Building 108  
580-559-5227  
bursarsoffice2@ecok.edu

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The Financial Aid Office assists with grants, scholarships, loans, and part-time employment. They are responsible for processing the FAFSA. The types and amounts of aid awarded are determined by financial need, available funds, student classification, and academic performance.

## Financial Aid Office

Administration Building 101  
580-559-5243  
financialaid@ecok.edu

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The Records Office provides support to students, alumni, faculty, and staff while following all policies set forth by the agencies governing the University. They create the academic catalog, manage transcripts and other academic records, and oversee Veterans Affairs educational benefits.

## Records Office

Administration Building 111  
580-559-5236  
registrar@ecok.edu

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Student Support Services (SSS) is a federally funded TRIO program designed to help students by providing an environment where students can come for assistance with academic and personal needs. We offer tutoring, a computer lab, and many more free services. We serve first-generation students, low-income students, and students with disabilities.

## Student Support Services

Administration Building 250  
580-559-5833  
sss@ecok.edu

# life on campus

## **Bill S. Cole University Center (UC)**

The UC is the hub on the ECU campus! You can find the Information Desk on the first floor. There you can check out billiards equipment, get your student ID, and parking pass.

The Tiger Express snack bar, Moe's Southwest Grill, Einstein Bros. Bagels, Chill Grill, and the Estep multimedia room are also located on the first floor. You can visit the Wellness Center and the student eSports arcade on the second floor.

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## **The Clinic**

The Clinic @ ECU offers a wide range of medical services ensuring students have access to quality care free of cost, no insurance necessary. Schedule an appointment over the phone or online.

Memorial Student Union 137A  
580-436-5111

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## **ECU Book Store**

Get your ECU gear, textbooks, class supplies, and even energy drinks from the ECU Bookstore!

Memorial Student Union  
580-332-6347  
CampusStore.ecok@bibliu.com

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## **ECU Police Department**

Have an emergency on campus? Call the campus police for help.

830 E Main St  
580-559-5555

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## **Housing & Residence Life**

Housing & Residence Life handles on-campus housing options and meal plans. Living on campus is one of the best ways to get connected, make lifelong friendships, and fully experience student life at ECU.

Administration Building 155  
580-559-5602  
housingresidencelife@ecok.edu

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## **IT Help Desk**

Have a technology question? Submit an ECU Help Desk Ticket to get help with anything tech-related on campus.

Administration Building 109  
580-559-5884  
helpdesk@ecok.edu

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## **Linscheid Library**

The library has more than just books; they have private study rooms, media equipment, specialty printing, and more!

580-559-5371  
refdesk@ecok.edu



The Student Counseling Center is dedicated to helping students resolve personal difficulties which may interfere with their personal and academic functioning. All services are free to students.

**Student  
Counseling  
Center**

Memorial Student Union 137B  
580-559-5714  
ccenter@ecok.edu

Serves breakfast, lunch, and dinner Monday-Friday and brunch and dinner on Saturdays and Sundays. Taff Cafeteria provides numerous dining options including a pasta bar, home-style bar, salad bar, sandwich bar, pizza oven, dessert bar, and soft serve ice cream. Meals are buffet style.

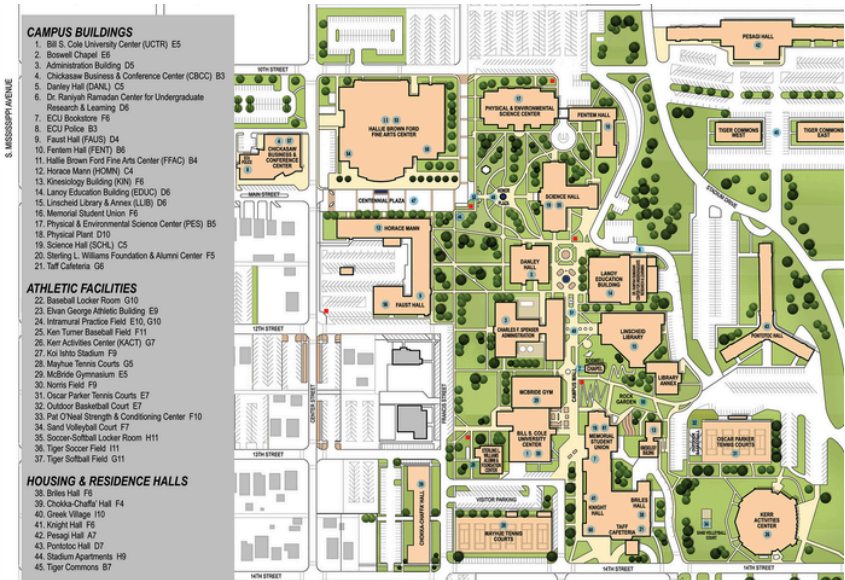
**Taff  
Cafeteria**

Memorial Student Union

The Wellness Center provides quality fitness programs and facilities for students, faculty, staff, and the community. Located on the top floor of the UC, it's a great place to stay active and healthy.

**Tommy  
Hewett, MD  
Wellness  
Center**

Bill S. Cole University Center  
580-559-5744



# services & programs

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## **Brandon Whitten Institute for Addiction & Recovery**

BWI oversees grants related to suicide prevention, substance abuse prevention, and mental health awareness training.

831 E Main St  
580-559-5922  
bwainstitute@ecok.edu

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## **Office of Campus Involvement**

The Office of Campus Involvement helps bring student voices to life through dynamic programming in leadership development, service opportunities, and student engagement. They work closely with student organizations, Greek life, and the entire student body to foster unity, involvement, and Tiger pride.

Administration Building 150

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## **Career Center**

The Career Center is dedicated to helping students and alumni identify, develop, and implement their career goals over a life span for success in a rapidly changing and culturally diverse society. They host career fairs, help write resumes and cover letters, and help build interview skills.

Administration Building 163  
career@ecok.edu

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## **Chickasaw Nation Retention & Recruitment**

The program helps connect Chickasaw students with resources from the Chickasaw Nation, hosts cultural events, and provides a comfortable environment to study.

Administration Building 255

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## **Educational Opportunity Center (EOC)**

EOC is a federally funded TRIO program that provides support to qualified adults who want to enter, re-enter, or continue their education.

Administration Building 159  
580-559-5684



Through donations, the ECU Food Bank assists students in need. Students need to be currently enrolled and submit an application to the Food Bank monthly. [Apply through the QR code!](#)

## **ECU Food Bank**



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The Guard Officer Leadership Development Program serves ECU students and Oklahoma National Guard soldiers attending ECU.

## **ECU GOLD Program**

Linscheid Library Annex

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The McNair Scholars Program is a federally funded TRIO program that is named in honor of Dr. Ronald E. McNair, physicist and astronaut aboard the Space Shuttle Challenger. The program is designed to prepare first-generation, low-income, and underrepresented students for doctoral study.

## **McNair Scholars Program**

Fentem Hall 339

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The Office of Testing and Accessibility Services provides the tools, reasonable accommodations, and support so that students with disabilities who are otherwise qualified may meet the demands of university life.

## **Testing & Accessibility Services**

Fentem Hall 302  
580-559-5297  
[tas@ecok.edu](mailto:tas@ecok.edu)

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The Tutoring Zone is a free tutoring program run by the Academic Success Center. Courses offered vary each semester. Schedules are available on the ECU website.

## **Tutoring Zone**

Administration Building 259

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The Writing Center is a free resource offered by the Academic Success Center. You can submit papers through email or in person to receive feedback and guidance. Schedules are available on the ECU website.

## **Writing Center**

Administration Building 260  
[writcen@ecok.edu](mailto:writcen@ecok.edu)

**Blackboard** Blackboard is the learning management system used by ECU. There you should be able to find your class syllabus and assignments, but each instructor uses Blackboard differently.

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**Colleague Self-Service** Colleague is where you can login to see your financial aid awards, unofficial transcript, bills, course schedule, and degree requirements.

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**ECU Login Page** The ECU login page is where you can find links to Blackboard, Colleague, your student email, Etrieve, the IT Help Desk, the meal plan portal, and the housing portal.

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**Email/ Outlook** Outlook is the email client used by ECU. All student email addresses end in @email.ecok.edu and all faculty and staff emails end in @ecok.edu.

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**Etrieve** Etrieve is the software that replaces many paper forms that various offices across campus use, like Records or Employment Services.

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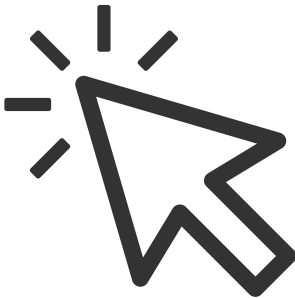
**Microsoft 365** ECU students have free access to Microsoft 365. Through Microsoft 365 you can access your email, Word, Excel, PowerPoint, OneDrive, and other programs.

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**Microsoft Authenticator** The Microsoft Authenticator app is required to login to your ECU accounts. If you are having trouble with the Authenticator or have gotten a new cell phone, visit the IT Help Desk for assistance.

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## Need to use a computer?



Student Support Services has a computer lab! We have desktop PCs, a Mac, laptops, and iPads available. The SSS computer lab also offers free color printing to students participating in the program.

**Student Support Services Computer Lab**  
**Regular Hours: Monday-Friday 8am-5pm**  
**Summer Hours: Monday-Thursday 7:30am-5pm**  
**Admin 252**



Scholarships awarded by each academic department and the ECU Foundation. You complete one application per semester that matches you with scholarships based on your major.

## **ECU Foundation Scholarship**

The application for summer and fall scholarships opens January 1 and the priority deadline is March 1. The application for spring scholarships opens September 1 and the priority deadline is November 1. [Apply through the QR code!](#)



The Free Application for Federal Student Aid. All students are required to complete the FAFSA each academic year. FAFSA can help with grants, scholarships, work-study programs, and loans for college.

## **FAFSA**

Money given to students to help pay for school through grants, scholarships, loans, and work-study. Full-time students are eligible for more financial aid than part-time students.

## **Financial Aid**

A form of financial aid that does not need to be repaid. Grants are typically awarded based on need of financial assistance.

## **Grant**

A need-based grant program for Oklahoma residents who attend eligible colleges in Oklahoma. Awards are approved for full-time or part-time undergraduate students, but funds are limited. Grants are awarded by the Financial Aid Office. Applications are made through the FAFSA.

## **Oklahoma Tuition Aid Grant (OTAG)**

A scholarship for college tuition for qualified Oklahoma students. Applications are submitted before students graduate high school.

## **Oklahoma's Promise (OHLAP)**

A need-based grant awarded to students who have not earned a bachelor's degree or a professional degree. Applications are made through the FAFSA.

## **Pell Grant**

# financial terms

## Satisfactory Academic Progress

Academic standard to maintain financial aid eligibility.

- Students with 1-30 credit hours attempted must have a minimum GPA of 1.70. Students with 31 or more credit hours attempted must have a minimum GPA of 2.00.
- Students must successfully complete at least 67% of all courses they have attempted (W, F, and I count as attempted).
- Students must complete their degree within 150% of the published program length (180 credit hours for bachelor's degrees).

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## Scholarship

A form of financial aid that does not need to be repaid. Scholarships are typically awarded based on merit, financial need, student involvement, or other criteria.

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## Student Loans

A form of financial aid that has to be repaid.

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## Subsidized Student Loans

Subsidized loans are available for students with demonstrated financial need. No interest accrues while a student is in school at least half-time and during deferment periods.

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## Unsubsidized Student Loans

Unsubsidized loans are not based on financial need; interest is accruing during all periods, even during the time a student is in school and during grace and deferment periods.

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## Veterans Affairs Educational Benefits

The US Department of Veterans Affairs offers financial aid to eligible veterans and their dependents. The Records Office manages the VA educational benefits on campus.

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## Work-Study

Work-Study is a federally funded program that enables students with financial need to earn money for college costs through part-time employment. The federal government pays a portion of the students' wages and the employer pays the balance. You may work up to 20 hours per week while classes are in session. Wages are paid directly to the student. Applications are made through the FAFSA.



Staff member who assists students with course selection and developing an academic plan. All incoming freshman, transfer students, returning students, and students with skill deficiencies are advised by the Academic Success Center. Continuing students are assigned a faculty advisor based off of their major.

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## **Academic Advisor**

Calendar with key dates and deadlines for each term of an academic year including add/drop dates, withdrawal dates, enrollment dates, final exam periods, school holidays, and more.

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## **Academic Calendar**

Catalog with all of ECU's academic policies, programs, and graduation requirements for an academic year. Each school year has its own catalog. A student's catalog year is assigned when they first enroll at ECU, excluding concurrent work.

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## **Academic Catalog**

Provides beginning freshmen with a grace period to acclimate themselves with the rigor of college coursework. Students with 0-29 credit hours earned and a 1.7-1.99 graduate retention GPA will be placed on academic notice. Students with 30 or more earned hours are not eligible for academic notice.

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## **Academic Notice**

Applies to any student who has earned 30 hours or more with a graduate retention GPA less than 2.00. Students with fewer than 30 hours earned and a graduate retention GPA below 1.7 will also be placed on probation.

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## **Academic Probation**

Allows a student who has experienced extraordinary circumstances in the past, and who has been out of higher education for a number of years, to recover without penalty and have a fresh start. If granted, all courses and grades prior to the renewal date will remain on the ECU transcript, but will be excluded from GPA calculations. Neither the course content nor credit hours may be used to fulfill graduation requirements.

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## **Academic Renewal**

Allows a student who has experienced extraordinary circumstances to have no more than two semesters of coursework removed from GPA calculations. If the reprieve is awarded, all courses will remain on the ECU transcript, but will not be calculated in the relevant GPAs. Coursework with a passing grade during the reprieve semester may still be used to demonstrate subject matter competency. However, the coursework may not be used to fulfill credit hour requirements toward graduation.

## **Academic Reprieve**

# academic terms

## Academic Suspension

Students will be suspended for the first time when their graduation retention GPA drops below 2.00 for two terms/semesters. Students suspended for the first time have the option to either appeal for the opportunity to continue their education immediately, or not attend ECU during the following 16-week semester. Upon readmission, the student will be placed on probation status. The second time a student is placed on academic suspension an appeal is not permitted. The student cannot be readmitted for one calendar year after a second or subsequent.

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## Blended Course

A course that meets online and in-person. The in-person meeting times are specified on Colleague.

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## Corequisite Course

A course that must be taken at the same time as another course. ex: BIOL 1114 General Biology I and BIOL 1114L General Biology I Lab.

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## Credit Hour

The amount of class time required each week of a term. In a typical 16-week semester, a 3-hour course requires classes to meet in three 50-minute sessions or two 75-minute sessions.

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## Drop

Unenrolling from a current course. There is a period at the beginning of the semester when you can drop a course and get a 100% refund. After that period is over, you have to withdraw from the course.

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## Enrollment Dates

Dates when students may begin registering for courses online in Colleague. Prior to enrolling, all students must accept their registration agreement and obtain clearance from an academic advisor. Enrollment typically opens during the 12<sup>th</sup> week of the 16-week semester.

- Day 1: Honors students & Student Support Services
- Day 2: Graduate students & Seniors
- Day 3: Juniors
- Day 4: First-time transfer students
- Day 5: Sophomores,
- Day 6: Continuing Freshman
- Day 7: New Freshman
- Day 8: High school concurrent enrollment



Family Educational Rights and Privacy Act. Federal law that protects the privacy of students' educational records. Students have to sign a form to allow their parents or anyone else to know anything about their records.

**FERPA**

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Student with fewer than 30 credit hours completed.

**Freshman**

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Courses that last the entire 16-week semester.

**Full-Term  
Course**

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Student enrolled in at least 12 credit hours in a 16-week semester or at least 6 credit hours in an 8-week semester (summer).

**Full-Time  
Student**

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A course that meets one of the General Education Requirements.

**General  
Education  
Course**

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40 credit hours of liberal arts education which is designed to assist students in attaining the knowledge, skills, and attitudes recognized by ECU as fundamental to every educated person's understanding of and response to the world. Students should consult with an academic advisor when deciding which general education courses to enroll in. Many majors require that a student select a particular course to fulfill a specific general education sub-requirement.

**General  
Education  
Requirement**

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Having a graduate retention GPA of 2.00 or higher.

**Good  
Academic  
Standing**

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Grade point average of all courses taken, excluding the first attempt of a course that is later retaken earning a higher grade.

**Graduate  
Retention  
GPA**

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Students who have earned a bachelor's degree and are enrolled in a master's program.

**Graduate  
Student**

# academic terms

**Hold** A reason that prevents students from enrolling for further courses. Common holds are that a student needs to be cleared for enrollment by their advisor, they need to sign the registration agreement, or they have an outstanding balance with the bursar.

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**Incomplete** A grade may be used at the instructor's discretion to indicate that additional work is necessary to complete a course. To be eligible for an I-grade the student must have already completed 70% of the required coursework at a satisfactory level (C-grade or higher). The maximum time frame to complete remaining assignments for an I-grade is one calendar year.

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**Intersession** Short academic terms between standard academic terms. Winter intersession is between fall and spring semesters and is part of the spring semester. Summer intersession is between spring and summer semesters and is part of the summer semester.

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**Junior** Student with 60-89 credit hours completed.

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**Lab Course** Hands-on course taken along side a typical lecture-style course. Lab classes typically do not have a separate grade nor count towards credit hours earned.  
ex: BIOL 1114 General Biology I and BIOL 1114 L General Biology I Lab

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**Office Hours** Days and times that instructors set aside specifically to met with students. Typically held in the instructor's office.

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**Online Course** A course that is 100% online.

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**Part-Time Student** Student enrolled in fewer than 12 credit hours in a 16-week semester or fewer than 6 credit hours in an 8-week semester (summer).

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**Prerequisite Course** Course that needs to be completed before taking another course.  
ex: PSYCH 1113 General Psychology is a prerequisite for PSYCH 3463 Child & Adolescent Psychology

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**Retake** Students may retake up to four courses in which they previously earned a D or F to have the first grade removed from their graduate retention GPA. Any course repeated more than one time will be averaged into their GPA.



Student with more than 90 credit hours completed.

**Senior**

Academic skills in which a student has not shown competency and requires remediation. Based on ACT section scores or Accuplacer scores. Subjects that students can have skill deficiencies in are English, reading, math, and science. Skill deficiencies are remediated through supplemental courses or retaking the Accuplacer (one retake is allowed). Skill deficiencies should be remediated within the first 24 credit hours attempted.

**Skill  
Deficiency**

Student with 30-59 credit hours completed.

**Sophomore**

Remedial course. Taken along with a general education course to address an academic skill deficiency.  
ex: MATH 0512 College Algebra Supplement is the supplemental course for MATH 1513 College Algebra.

**Supplemental  
Course**

A document provided at the beginning of the term that outlines the course's learning objectives, required materials, assigned readings, assignments, grading policies, attendance policies, late-work policies, office hours, and more.

**Syllabus**

8-week term within a regular 16-week semester. Term A is in the first half of the semester. Term B is in the second half of the semester.

**Term A/  
Term B  
Course**

Record of a student's academic work showing dates attended, courses taken, grades earned, and degrees received. Students can get their unofficial transcript from Colleague. Official transcripts can be requested from the Records Office.

**Transcript**

Student enrolled in a bachelor's program.

**Undergraduate  
Student**

Withdrawing from a course. W-grade is neutral to GPA, but it still counts towards credit hours attempted. Students still pay for courses they withdraw from. Students must complete a form on Etrieve to withdraw from a course.

**Withdrawal**



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# Apply to join Student Support Services



Student Support Services is a federal TRIO program funded by a grant from the US Department of Education. The goal of the program is to provide free college retention and completion services to students who are first-generation, low-income, or have a documented disability. All services, resources, and opportunities we provide are **FREE!**

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## **Our Services**

- Tutoring (online & in-person)
- Computer Lab
- Free Printing
- Priority Enrollment
- Help Planning Classes
- Info & Help Completing FAFSA
- Graduate School Prep
- Academic Workshops
- Life Skills Workshops
- Educational Trips
- On-Campus Advocacy
- Mentoring