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Online Student Orientation

Work Ready, Life Ready, World Ready

Please choose one

The mission of the University of Massachusetts at Lowell is to provide an affordable and accessible education of high quality and to conduct programs of research and public service that advance knowledge and improve the lives of the people of the Commonwealth, the nation and the world.

- ▶ Complete
Online
Orientation

- ▶ Additional
Student
Resources

Steps to Complete your Online Orientation

Click on a resource below to assist you

- ▶ Send in your enrollment response card and your \$300 enrollment deposit to the Office of Undergraduate Admissions
- ▶ Fill out your FAFSA form
- ▶ iSiS & Email Tutorial
- ▶ Contact & meet with your advisor
- ▶ Enroll in classes
- ▶ Visit UCAPS to get a Student ID and parking pass
- ▶ Send in your health records into Student Health Services
- ▶ Request housing from the Office of Residence Life if you wish to live on campus
- ▶ Buy your books from the UMass Lowell bookstores

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Contact & Meet with your Advisor

Students can refer to their iSiS page to find out who their advisor is. Your advisor can review your transcripts to see what courses have transferred over and what you still need to take.

You **MUST** meet with your advisor prior to enrolling in your classes.

If an advisor is not listed in iSiS, please contact your department.

UCAPS

University Crossing, Suite 190, 220 Pawtucket Street, Lowell, MA

Contact Information:

Telephone: (978) 934-2800

Email: UCAPS@uml.edu

The UCard, Access & Parking Services Office is dedicated to communicating policy and implementing generational solutions through the use of the UCard and parking administration

▶ Obtain a UCard

▶ Buy a Parking Decal

For more information, please visit the [UCAPS](#) website.

UCAPS

University Crossing, Suite 190, 220 Pawtucket Street, Lowell, MA

Contact Information:

Telephone: (978) 934-2800

Email: UCAPS@uml.edu

Obtain a UCard

The UCard is one card for all students are required to have. You should plan on getting your UCard prior to starting classes. The UCard acts as an identification card and an access card to parking lots, residence halls, the Campus Recreation Center, your meal plan, UCa\$h & UPrint

To obtain a UCard, please go to the UCAPS office to take your picture. Residents will receive their UCard when they move in. Commuters can pick up their UCard on the first day of classes.

To learn more about managing your UCard, UCa\$h & UPrint, please visit the [UCAPS](#) website.

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 [Online Orientation Checklist](#)



UCAPS

University Crossing, Suite 190, 220 Pawtucket Street, Lowell, MA

Contact Information:

Telephone: (978) 934-2800

Email: UCAPS@uml.edu

Parking at UMass Lowell

Every car that drives to campus is required to have a parking decal. Cars found without a parking decal will be fined. Having a parking decal allows UCard access for certain parking lots. However, it does not guarantee an available spot.

▶ Order a
Parking Pass

▶ Options and
Costs

To learn more about parking, please visit the
[UCAPS](#) website

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Additional Student Resources

Please click on each resource for more information

- ▶ Campus Recreation Center
- ▶ Career Services & Cooperative Education Center
- ▶ Centers for Learning & Academic Support Services
- ▶ Dining Services
- ▶ IT/Help Desk
- ▶ Office of the Registrar
- ▶ Online & Continuing Education
- ▶ Student Clubs & Organizations
- ▶ Student Disability Services
- ▶ Student Financial Services
- ▶ UMass Lowell Libraries
- ▶ UMass Lowell University Police
- ▶ Undergraduate Admissions
- ▶ Veterans Services

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Undergraduate Admissions

Dugan Hall, Suite 110, South Campus, 883 Broadway Street, Lowell, MA

Contact Information:

Telephone: (978) 934-3931

Email: admissions@uml.edu

The Office of Undergraduate Admissions is in charge of admitting all students into their undergraduate programs. All accepted students should make sure the following steps are completed prior to attending their first day of classes:

- ▶ Send in an enrollment deposit of \$300 to the Office of Undergraduate Admissions.
- ▶ Return a housing contract along with a \$200 housing deposit to the Office of Residence Life.
- ▶ Send completed health forms and immunization records to Student Health Services at least 30 days prior to classes starting.
- ▶ File the FAFSA form to qualify for financial aid.
- ▶ Schedule an appointment for Assessment Testing if you are a Freshman.
- ▶ Send in your final official transcripts.
- ▶ Review the meal plan options.
- ▶ Register with Student Disability Services if needed.
- ▶ Pay your tuition balance before the start of classes.

For more information, please visit the [Admissions](#) webpage



Additional
Student
Resources



Online & Continuing Education

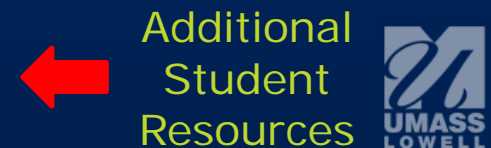
Southwick Hall, 3rd Floor, North Campus, Lowell, MA

Telephone: (978) 934-2467

Email: Continuing_Education@uml.edu

UMass Lowell offers one of the largest non-profit online and continuing education programs in New England, featuring a large selection of affordable part-time graduate and undergraduate courses, degrees, and certificates on campus or online. Through the Division of Online & Continuing Education, you can take online courses and courses throughout the summer to supplement your undergraduate degree.

For more information, please visit the [Online & Continuing Education](#) website



IT/Help Desk

Olsen Hall, Room 11, North Campus, Lowell, MA
O'Leary Library, First Floor, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-4357

Email: help@uml.edu

As the Information Technology Office of UMass Lowell, they are in charge of supporting faculty, staff, and students with quality technology solutions and services. Their services include internet connectivity, email, hardware and software, IT security, network infrastructure, administrative applications such as iSiS and HR Direct, and academic technologies including smart classrooms.

For more information, please visit the [Help Desk](#) webpage

Additional
Student
Resources



Office of the Registrar

University Crossing, 220 Pawtucket Street, Lowell, MA

Contact Information:

Telephone: (978) 934-2550

Email: Registrar@uml.edu

The Office of the Registrar is in charge of the maintenance of student's academic records, the coordination of registration and scheduling of classes, and the support of students' academic progress. Therefore, where it comes to registering for classes through the Intercampus Student Information System (iSiS), figuring out what your grades are, when to take your finals, or what is on the calendar for the academic year, the Office of the Registrar is the best place to answer all your questions.

Quick Links

- ▶ Transfer Dictionary
- ▶ Undergraduate Admissions Catalog
- ▶ iSiS
- ▶ iSiS Tutorial

For more information, please visit the [Office of the Registrar](#) webpage

Student Financial Services

University Crossing, Suite M30, 220 Pawtucket Street, Lowell MA

Contact Information:

Telephone: (978) 934-3570

Email: StudentFinancialServ@uml.edu

Contact Student Financial Services for any and all questions regarding financing your education. They can help you find scholarships, fellowships, and campus employment as a student.

Quick Links

- ▶ Billing & Payments
- ▶ Health Insurance
- ▶ Residence Hall Information
- ▶ Tax Information

For more information, please visit the [Student Financial Services](#) webpage

Financial Aid 

 Additional Student Resources

Student Financial Services

Financial Aid Office

University Crossing, Suite 280, 220 Pawtucket Street, Lowell, MA

Contact Information:

Telephone: (978) 934-4220

The Financial Aid Office offers extensive assistance in funding for UMass Lowell. With resources on grants, waivers, private loans, and scholarships, the Financial Aid Office awarded over \$120 million to qualified students last year.

Quick Links

- ▶ Forms
- ▶ Deadlines
- ▶ Scholarships
- ▶ Loans

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 [Additional Student Resources](#)

Student Health Services

McGauvran Student Center, Room 335, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-4991

Email: health_services@uml.edu

Consisting of nurse practitioners, registered nurses, health educators, a consultant M.D., an immunization coordinator, and an insurance coordinator, Student Health Services provides diagnosis and treatment of episodic illnesses, minor injuries, and administration of immunizations and laboratory work as well as provide health and wellness counseling.


Walk in Service is provided for emergency first aid. However, students have an appointment to see a nurse practitioner for an illness or routine health care.

There is no fee for any care given at the Student Health Services Office. However, students are financially responsible for all diagnostic test fees, prescription fees and all medical services received off-campus.

For more information, please visit the [Student Health Services](#) webpage

Insurance Information 

Health Forms 

 Online Orientation Checklist



Student Health Services

McGauvran Student Center, Room 335, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-4991


Email: health_services@uml.edu

Health Forms

All students are required to have the following forms on file:

- A complete, up-to-date Health Examination Report
- A completed Tuberculosis Risk Assessment Questionnaire
- Proof of up-to-date immunizations
- Effective September 1, 2011, the MA Department of Public Health has added new immunization requirements for all newly enrolled students to include Tdap and Varicella
- Students living on campus are also required to receive a meningococcal vaccine

For more information, please visit the [Student Health Services](#) webpage

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Student Health Services

McGauvran Student Center, Room 335, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-4991

Email: health_services@uml.edu

Insurance Information



All matriculated undergraduate students, regardless of credit hours, are provided health insurance through the University as it is mandatory. Online courses are not considered eligible credits.

If you belong to a managed care plan and living within your insurance coverage area while attending UMass Lowell, you can opt out of the University provided plan through the iSiS program.

All international students are required by law to enroll in the University's Student Health Insurance Plan

For more information on insurance, please visit the [Student Health Services](#) webpage

Click [here](#) to learn how to waive the University Health Insurance Policy

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Student Disability Services

Cumnock Hall, Room C4, North Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-4574

Email: disability@uml.edu

The Student Disability Services Office is committed to assisting students with documented disabilities by providing a reasonable accommodations, coordinating services and creating accessibility through technology and other means.

Newly accepted students who request an accommodation based on a disability must interview Student Disability Services personnel at the University in order to ensure delivery or needed accommodation(s). These interviews are scheduled by emailing the Student Disability Services Office. Prior to scheduling an Intake Interview, proper documentation must be provided to the Student Disability Services Office.

For more information, please visit the [Student Disability Services](#) webpage



Office of Residence Life

Fox Hall, 1st Floor, East Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-5160

Email: ResLife@uml.edu

The mission of the Office of Residence Life is to provide a safe, interactive and well maintained living and learning environment that promotes the personal and academic success of each individual student while preparing them to be engaged citizens.

With 12 different residence halls on campus, the Office of Residence Life is committed to the personal and academic success of each residential student. Each residence hall is staffed by a Resident Director and a team of student Resident Advisors. Additionally, every Freshmen residence hall has First Year Resident Educators (F.Y.R.E.) to help with the academic success of its residents.

Quick Links

▶ Residence Hall Rates

▶ Forms

Living Learning
Communities



Online Housing
Gateway



Online Orientation
Checklist



For more information, please visit the [Office of Residence Life](#) webpage



Office of Residence Life

Fox Hall, 1st Floor, East Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-5160

Email: ResLife@uml.edu

Online Housing Gateway

In an effort to provide a higher level of customer service, the Office of Residence Life offers a paperless alternative to the housing selection

For more information, please visit the [Online Housing Gateway](#) webpage

Office of Residence Life

Fox Hall, 1st Floor, East Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-5160

Email: ResLife@uml.edu

Living Learning Communities

UMass Lowell also provides opportunities to be a part of a Living-Learning Community (LLC) which provides students the chance to explore common interests with other students in their living environment. Six wings in Fox Hall were created specifically for LLCs on floors 4,5, & 6. All incoming freshman students are eligible to apply for LLC floors, although they are tied to academic departments.

At the request of our upperclassmen, there are two upperclass Living-Learning Communities: the Health and Environment Academic Living and Learning Community (H.E.A.L.L) and the Business Innovation LLC. Former H.E.A.L.L. and Business Innovation members are eligible to apply.

Incoming transfer students are welcome to apply to live in LLCs if interested.

For more information, please visit the [Online Housing Gateway](#) webpage

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Campus Recreation Center

47 Pawtucket Street, East Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-5080

The UMass Lowell Campus Recreation Center (CRC) is committed to excellence in supporting the development of healthier and happier lifestyles. Through experiential education, the CRC strives to teach students the importance of exercise and recreational activities in preparation for a productive, balanced and rewarding life. They offer diverse and dynamic recreational programming and facilities in order to meet the needs of students.

All full time UMass Lowell students are considered members of the CRC. A valid student ID is needed to gain admittance into the facility.

Facilities include:

- Fitness Center
- Multipurpose Courts
- Multipurpose Studios
- Indoor Track
- Locker Rooms/Saunas
- Rec-Cycle

For more information, please visit the [Campus Recreation Center](#) webpage



Additional Student
Resources



UMass Lowell Bookstores

North Campus Bookstore – Falmouth Hall Basement

South Campus Bookstore – 1 Solomont Way

Contact Information:

Telephone: (978) 934-2623 (North Campus)
(978) 934-6980 (South Campus)

Email: Bookstore@uml.edu

UMass Lowell has a bookstore on each campus. Students can find the books for their classes based on each class' location . Students with classes that are on South Campus can find their books in the South Campus Bookstore and vice versa for North Campus. With the construction of the new student center, University Crossing, there will be one unified bookstore in which all books will be sold. In addition to books, both bookstores offer a variety of UMass Lowell apparel, accessories and school supplies.

For more information, please visit the [UMass Lowell Bookstore](#) webpage



UMass Lowell University Police

University Crossing, Suite 170, 220 Pawtucket Street, Lowell, MA

Contact Information:

Telephone: (978) 934-2398 (Non-Emergency)
(978) 934-4911 (Emergency)

Email: Police@uml.edu

The UMass Lowell PD is a full service police department with 30 sworn officers who provide patrol, investigation, specialized and emergency response, as well as crime prevention and educational services.

UMass Lowell police officers attend the Municipal Police Training Committee (MPTC) training academy and possess powers, authority, and responsibilities that mirror that of the municipal police officers in the Commonwealth of Massachusetts.

For more information, please visit the [Police Department](#) webpage



Dining Services

Fox Hall, 2nd Floor, East Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-5369

UMass Lowell Dining Services offers delicious, convenient, and varied dining options across campus in 12 different locations including 3 dining halls, 2 food courts, Subway, Taco Bell, Starbucks, P.O.D. Market, and many more!

Students living in residence halls are required to sign up for one of the three meal plan options. However, residents who live in apartment areas with full kitchens (Riverview Suites, East Meadow Lane, 725 Merrimack Street, Princeton Properties) are not required to sign up for a meal plan.

Meal Plan Options

- **Platinum:** Unlimited meal swipes into the dining halls, 350 Riverhawk dollars, and 8 guest meals (per semester)
- **Gold:** Unlimited meal swipes into the dining halls, 200 Riverhawk dollars, and 8 guest meals (per semester)
 - 100 meal swipes, 350 Riverhawk dollars, and 8 guest meals (per semester)

For more information, please visit the [Dining Services](#) webpage

For more information on meal plan rates including Riverhawk dollars and commuter meal plans, please [click here](#)

Additional Student
Resources



Centers for Learning & Academic Support Services

Southwick Hall, Room 308, North Campus, Lowell, MA
O'Leary Library, First Floor, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2936

The Centers for Learning and Academic Success (C.L.A.S.S.) gives the support students need in order to successfully transition into UMass Lowell. Whether it is from high school or another higher education institution, C.L.A.S.S. make it their mission to help students adjust to the demands of heavier course loads and more difficult classes.


For more information, please visit the [C.L.A.S.S.](#) webpage

UMLSAMP 

Strategies for Success 

Tutoring Services 

Advising Center 

 Additional Student Resources



Centers for Learning & Academic Support Services

Southwick Hall, Room 308, North Campus, Lowell, MA
O'Leary Library, First Floor, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2936

Advising Center

The Centers for Learning Advising Center provides students with the information and advice they need to make informed decisions about their academic career. Staff members provide iSiS support to students and faculty and advise students on majors, careers, study skills, and fulfilling University academic requirements, including general education requirements. Workshops and drop-in advising services are offered to all undergraduate students about class requirements, University policies and procedures, and career opportunities with special emphasis on advising undeclared students and those in transition from one major to another.

For more information, please visit the [Advising Center](#) webpage

Centers for Learning & Academic Support Services

Southwick Hall, Room 308, North Campus, Lowell, MA
O'Leary Library, First Floor, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2936

Tutoring Services

C.L.A.S.S. offers Tutoring Services that are designed to enhance classroom learning for UMass Lowell students. The Peer Tutoring Program offers academic support for students through small group sessions or on-on-one tutoring led by trained peer tutors. This assistance allows students to develop a deeper understanding of course concepts with the support of tutors who clarify difficult course material and review homework assignments. Tutoring Services include drop-in tutoring, online tutoring, and the Write Place – a service specializing in all phases of the writing process.

For more information, please visit the [Tutoring Services](#) webpage

Centers for Learning & Academic Support Services

Southwick Hall, Room 308, North Campus, Lowell, MA
O'Leary Library, First Floor, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2936

Strategies for Success

Strategies for Success is a one-day program presented each August by C.L.A.S.S. designed to provide first-year and transfer students a tool kit of skills that will assist them in making a successful transition to UMass Lowell.

For more information, please visit the [Strategies for Success](#) webpage

Centers for Learning & Academic Support Services

Southwick Hall, Room 308, North Campus, Lowell, MA
O'Leary Library, First Floor, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2936

UMLSAMP

In support of UMass Lowell's mission to assist sustainable regional economic and social development, there is a long-term commitment to increase participation and graduation rates of minority students and women in the science, technology, engineering, and mathematics (STEM) fields. One such initiative C.L.A.S.S. has created to support these efforts is participating in the NSF-funded Urban Massachusetts Louis Stokes Alliance for Minority Participation (UMLSAMP) grant program.

For more information, please visit the [UMLSAMP](#) webpage

Career Services & Cooperative Education Center

Southwick Hall, Room 328, North Campus, Lowell, MA

Contact Information:

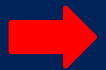
Telephone: (978) 934-2355

Email: career_services@uml.edu

The UMass Lowell Career & Cooperative Education Center provides a variety of services to current students to help assist in their career development. Their mission is to help students successfully transition from their academic pursuits to their career goals. The services provided by the Center include resume and cover letter building, job interview prep, networking resources, on campus recruiting, internship resources and advice on careers based on majors.

For more information, please visit the [Career Services](#) webpage

Cooperative
Education



Additional Student
Resources



Career Services & Cooperative Education Center

Southwick Hall, Room 328, North Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2355

Email: career_services@uml.edu

Cooperative Education

Additionally, the Center provides access to the undergraduate Cooperative Education program in which students have the opportunity to systematically integrate their classroom studies with professional work experiences. This program is a partnership among students, the University, and employers. Students in good academic standing who are approved by their academic department are encouraged to join during their sophomore year.

The professional co-op experience is comprised of three distinct phases:

- Professional preparation
- Actual industry experience
- Integration of on-the-job learning into your program of study

For more information, please visit the [Co-Op Education](#) webpage

Umass Lowell Libraries

O'Leary Library, South Campus – 61 Wilder Street, Lowell, MA
Lydon Library, North Campus – 84 University Avenue, Lowell, MA

Contact Information:

Telephone: (978) 934-4550 (O'Leary Library)
(978) 934-3205 (Lydon Library)

Email: Librarian@uml.edu

UMass Lowell has two libraries on campus. Lydon Library on North Campus houses books and journals in the sciences, engineering, business management, social sciences, humanities, and health.

O'Leary Library on South Campus just experienced a multi-million dollar renovation centering around a first-floor Learning Commons, which features wireless access, a Starbucks Café, and several new collaborative gathering areas including 75 full-productivity workstations and group study rooms.

Both libraries also have Media Centers which provide DVDs, videos, media production equipment, and house production labs with specialized software.

In addition to hard copies of books and journals within both libraries, UMass Lowell also offers extensive online resources for research.

For more information, please visit the [Library](#) webpage



Student Clubs & Organizations

Office of Student Activities and Leadership

McGauvran Student Union, Room 220, South Campus, Lowell, MA

Contact Information

Telephone: (978) 934-5001

Email: Student_Activities@uml.edu

Office of Multicultural Affairs

McGauvran Student Union, Room 224, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-4336

Email: Multicultural_Affairs@uml.edu

The Office of Student Activities & Leadership and the Office of Multicultural Affairs create cultural, social, educational, and leadership opportunities, enhancing the overall learning and development of students. Together, the offices support over 200 different clubs and organizations in a variety of categories including academic, culturally oriented, Greek life, performing arts, spiritual, service oriented, and many more!

For more information, please visit the [UMass Lowell CollegiateLink](#) webpage



Veterans Services

McGauvran Student Union, Room 353, South Campus, Lowell, MA

Contact Information:

Telephone: (978) 934-2461

Email: veterans@uml.edu

UMass Lowell welcomes veterans, guardsmen, reservists, and all active duty military students who are enrolled in undergraduate, graduate and continuing studies degrees and/or certificate programs. Through the resources provided by the Veterans Services Center, over 1,200 student veterans have enrolled at UMass Lowell

Quick Links

- ▶ Military Benefits
- ▶ Forms
- ▶ Important Resources

For more information, please visit the [Veterans Services](#) webpage



iSiS & Email Set Up

For assistance, please contact the Help Desk

Contact Information:

Telephone: (978) 934-4357


Email: help@uml.edu

iSiS stands for the “intercampus Student information System”. It is the web-based system in which students, faculty and staff use to manage courses, schedules, and other student information such as financial services and personal information.

Thanks to a partnership with Microsoft, UMass Lowell students receive lifetime email accounts and access to a comprehensive suite of online services.

Student Email Account 

iSiS Credential Set Up 

 Online Orientation Checklist



iSiS Credential Set Up

For assistance, please contact the Help Desk

Contact Information:

Telephone: (978) 934-4357

Email: help@uml.edu

New students are required to login to iSiS and their University email through the UMass Secure Access.

UMass Secure Access requires a username ID to log in. This ID will gain access to iSiS, student email accounts, the wireless network, HR Direct, myAlert, the Online Housing Gateway, library resources, and the [360 Lecture Capture System](#)

To look up your Secure Access ID and password, please [click here](#).

Enrollment

For assistance, please contact the Help Desk

Contact Information:

Telephone: (978) 934-4357

Email: help@uml.edu

When logging into iSiS, you have access to the Student Self Service page where you can enroll in classes, access your campus finances page, view your academic records, search the course catalog and much more!

Tutorials

How to Add a Class

- ▶ Video
- ▶ PDF

How to Swap a Class

- ▶ Video
- ▶ PDF

How to Drop a Class

- ▶ Video
- ▶ PDF

View Grades

- ▶ Video
- ▶ PDF

View Transfer Credits

- ▶ Video

Create Academic Advising Report

- ▶ Video
- ▶ PDF

For more information, please visit the [iSiS for Students](#) webpage



Student Email Account

For assistance, please contact the Help Desk

Contact Information:

Telephone: (978) 934-4357

Email: help@uml.edu

Students are given a student email address when enrolling at UMass Lowell. The login information is the same as your Secure Access information. Students can log into their student email through this [website](#).

Email features include:

- A cloud based email service that uses Microsoft Exchange as the backend for its email, contact, calendar, and task management. All of which can be shared on the UMass Lowell network.
- Mobile features
- Outlook calendar and contacts
- Email with up to 25 GB of storage
- Access to SkyDrive

Please note, faculty have access to your email address and it is their primary way of contacting you.

Congratulations!

You have successfully finished your Online Orientation

If you have any questions, please feel free to contact the Orientation department.

Telephone: (978) 934-3980

Email: Orientation@uml.edu

Please take a moment to complete this brief [survey](#).

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