



## AY 2021-2022 Denver Campus Resource Guide

Do you have questions about the resources available to help you navigate AY 2021-2022? Please use this resource guide—alphabetized by topic—to find answers and learn about designated points of contact for additional information.

If you have suggestions about resources that may be helpful to include here, please shared your ideas with us [via this link](#).

### BOOKSTORE & TEXTBOOKS

For inquires about textbooks and/or the DU Bookstore, please consult the [DU Bookstore website](#) for up-to-date information.

Additional questions about the DU Bookstore may be directed to [du@bkstr.com](mailto:du@bkstr.com) or 303-871-3251.

### CAMPUS ACCESS PROTOCOL

Information regarding the University of Denver’s current campus access protocol is accessible on the [DU Coronavirus page](#), which includes message from leadership, resources, and FAQs.

### CAMPUS SAFETY

[DU Campus Safety](#) is staffed 24 hours a day, year-round, by trained professionals employed to serve the University community. Campus Safety also offers a range of [trainings and education opportunities](#) regarding safety related issues.

Phone contacts:

- Emergency: first call 911, then call 303-871-3000
- Non-emergency: 303-871-2334
- Toll Free: 1-844-268-6594
- Anonymous Tip Line: 303-871-3130

### CANVAS

Students in the Denver Campus, Four Corners, and Western Colorado programs use Canvas as their primary Learning Management System (LMS), regardless of course modality. During AY 2021-2022, Canvas will also be used to support all Denver Campus students during the GSSW Journeys New Student Orientation. Access to your Canvas account is linked to your designated DU credentials (e.g. ID number and password).

For additional guidance on [Canvas](#), please explore [these student resources](#) provided by the DU Office of Teaching and Learning. Also, within Canvas, you have 24/7 chat and support features available to you.

Note: MSW@Denver students use the 2DU/.learn learning management platform. If you are in another MSW program and received prior approval to take courses at MSW@Denver as a “visiting student,” you will be provided an individualized training invitation to learn about 2DU/.learn.

## CENTER FOR ADVOCACY, PREVENTION, AND EMPOWERMENT (CAPE)

[CAPE](#) supports survivor healing by providing advocacy and support for survivors of sexual assault, relationship violence, stalking, and sexual harassment. All services are confidential and free of charge. Contact CAPE at:

- Daytime advocacy: 303-871-3853
- 24/7 Counselor on Call: 303-871-2205
- [cape@du.edu](mailto:cape@du.edu)

## CAREER SERVICES

GSSW Career Services is committed to supporting your professional development throughout your time at GSSW and beyond. Remember to [register for PCO](#) to access upcoming events and opportunities to connect with employers, and to explore a range of resources posted on the [GSSW Student Resource Portal](#) (including virtual office hours and career snapshots).

Be on the lookout for upcoming virtual programming (e.g. lunch and learns), and the bi-weekly Navigator newsletter as well, and don't forget to visit and use the space in the new [Burwell Center for Career Achievement](#), which is open to all DU students.

## CLUB SPORTS

[DU Club Sports](#) teams bring together groups of students with similar interests to organize and participate in a specific sport and/or recreational sporting activity. We are a dynamic organization on the DU campus, committed to developing students as active members of the University community.

There are 28 active sport clubs that compete in local, regional and intercollegiate competitions. Whether you have been playing a sport for years or want to try something new, we encourage you to join a team and stay active throughout your time at DU!

For more information about Club Sports, please contact us at [clubIMSports@du.edu](mailto:clubIMSports@du.edu).

## COMMUNITY COMMONS

Opened in January 2021, DU's new Community Commons reimagines the way our community interacts by reimagining the way space is used on campus. This transformative new 132,000 square-foot addition to campus collects 15 of DU's student-focused services and offices under one roof, and includes flexible spaces for classes, programming, studying, and collaboration. The building also includes an all-new, central campus dining hall—The Rebecca Chopp Grand Central Market—uniting our community through meals and conversation.

Community members and visitors enjoy countless options to relax, recharge and engage with their peers. Community Commons provides access to 4 floors of state-of-the-art, flexible spaces intended to invigorate

the student experience—not to mention 360-degree views of Downtown Denver and Colorado’s Front Range, via rooftop patios and gathering spaces. Learn more and [explore here](#).

## CONFERENCE & PROFESSIONAL DEVELOPMENT FUNDING

Denver Campus MSW and PhD students may apply for up to \$100 in reimbursement once each academic year to offset the cost of participating in extracurricular professional development opportunities (e.g. attending a conference). Allowable expenses include registration fees, travel, and lodging expenses.

To learn more and access the application link, please visit the [Denver Campus, GSSW GSA Portfolio page](#).

## COST OF ATTENDANCE

Estimated AY 2020-2021 costs for GSSW Denver Campus are outlined on the DU Graduate Financial Aid, [Cost of Attendance](#) page. Tuition and fees are established centrally, by University of Denver leadership.

Please remember to refer to your specific [GSSW degree requirements and curriculum plan](#) and use the [Denver Campus academic planning tools](#) posted on the GSSW Student Resource Portal, for the most precise information.

## COLLEGIATE RECOVERY COMMUNITY

If you are a Denver Campus student in recovery and looking for campus supports and community, the DU [Collegiate Recovery Community](#) (CRC) can help.

For more information about meetings, programming, and resources, please contact [recovery@du.edu](mailto:recovery@du.edu) or 303-871-3423.

## COMMUNICATION (VIA @DU.EDU EMAIL)

Per DU’s [Email as Official University Communication policy](#), please remember that all students are required to maintain an @du.edu account, and are expected to check their email on a frequent and consistent basis in order to stay current with University-related communications.

If you need assistance setting-up your account for the first time or resetting your password, please visit the [DU IT Student Resources](#) page, contact the DU IT helpdesk at 303-871-4700.

## COVID-19 UPDATES

**DU:** Please visit [DU’s COVID-19 website](#) for updates from the University of Denver, including FAQs for students, health and prevention resources, and messages from DU leadership.

**GSSW:** GSSW has established a special [COVID-19 Updates tab](#), on the [GSSW Student Resource Portal](#), to help keep you informed of relevant and timely updates. Please visit this tab regularly for useful information including student support resources, program updates and archived messages from GSSW leadership, as well as virtual health, wellness, and engagement opportunities.

## CULTURAL CENTER

The [DU Cultural Center](#), in collaboration with University partners, strives to foster an inclusive environment that welcomes, supports, and celebrates graduate and undergraduate DU students from all backgrounds.

To learn more about the Cultural Center, access resources, and participate in programming, please [visit their site](#), or contact the Cultural Center at 303-871-3111. Students of color, students of marginalized faiths, and LGBTQ+ students are also welcome to visit the Cultural Center Lounge located in the Community Commons.

## DISABILITY SERVICE PROGRAM

Students are encouraged to contact the DU Disability Services Program for any needs or inquiries regarding ADA accommodations and related DSP resources. For more information, contact [dsp@du.edu](mailto:dsp@du.edu) or 303-871-3241.

## EMERGENCY CONTACT INFORMATION

If you haven't already done so, please be sure to enter (or update) your emergency contact information in [PioneerWeb](#): select "myWeb" tab from top menu > select "Go to Self-Service Menu" > Personal Information > Update Emergency Contacts.

## EMERGENCY NOTIFICATION SIGN-UP

If you have not already done so, please [sign-up for Emergency Notifications](#) from DU.

## (DU) EMERGENCY PHONE NUMBER

In addition to 911, the DU Emergency Number (303-871-3000) is available if you are experiencing an emergency or need help. Trained professionals will direct you to the assistance you need.

Please add 303-871-3000 to your phone today, and [learn more about DU Emergency Resources here](#).

## ENGAGEMENT OPPORTUNITIES

Please visit the [GSSW Student Resource Portal](#) to learn more about upcoming health, wellness, and engagement opportunities, and remember to tune in to the weekly "GSSW Advocate" newsletter for regular Denver Campus updates and events, including student group programming.

GSSW is also a hub for social justice and civic engagement, so be sure to check out the many incredible [GSSW events and continuing education opportunities](#) available to you as students.

There are also many ways to engage across campus. Please visit [DU's Virtual Engagement](#) page to learn more.

## FACULTY ADVISOR

Do you know how to find the name of your faculty advisor?

Log-in to [DU PioneerWeb](#) using your DU credentials (ID number and password) > Click on the "Student" tab in the top row of options > click on "Student Profile" in the "Advising Resources" box > find your assigned advisor listed under the "Advisors" section.

Note: faculty advisor assignments will be available to reference in PioneerWeb by the start of Fall Quarter 2020.

## FIELD EDUCATION

For up-to-date information about field placements, including COVID-19 related updates, please contact your GSSW Field Liaison and/or visit the [Field Education tab](#) on the GSSW Student Resource Portal.

## FINANCIAL AID

For questions regarding GSSW merit aid and scholarships, please contact [Victoria Veres](#), Associate Director of GSSW Enrollment and Financial Aid.

For questions regarding federal and private student loans, please contact the [DU Office of Financial Aid](#) at [finaid@du.edu](mailto:finaid@du.edu) or 303-871-4020.

## FINANCIAL EMERGENCY RESOURCES

Once matriculated, all current and enrolled GSSW students may be eligible to apply for funding for unexpected, emergency expenses through the GSSW Student Emergency Fund. For more information, including eligible expenses, please visit the [COVID-19 Updates tab](#) of the GSSW Student Resource Portal, and navigate to the “Student Supports and Resources” section.

For issues not addressed by the GSSW Student Emergency Fund, students *may* be eligible for support through the [DU Student Assistance Fund](#), administered by the DU Office of Student Outreach.

Eligible DU students may apply for an emergency loan through the [DU Office of the Bursar](#).

Students in need are encouraged to submit a referral to the DU [Student Outreach & Support](#) office. SOS is a University resource where trained staff members ensure that students get connected to appropriate campus resources, have a plan of action to meet their goals, and learn how to navigate challenging situations. Activate these services by completing an [SOS referral](#).

For rent and utility requests during the COVID-19 crisis, students are encouraged to contact their local governments for guidance and support with rent and utility resource requests.

- Denver Resources: City of Denver’s [Temporary Rental and Utility Assistance Program](#)
- Resources for those outside of the City of Denver: Please work with your local governments regarding resource options within your city. If requested, a case manager can work with you to help identify resources within your home city.

## FITNESS CENTER

For information regarding the DU Fitness Center, please visit <https://ritchicenter.du.edu/sports/fitness>.

## GSSW STUDENT RESOURCE PORTAL

The [GSSW Student Resource Portal](#) is a self-service tool, designed to provide students with 24/7 access to the information and resources needed to successfully, and healthfully, navigate their graduate student experience while at GSSW.

Whether figuring out who to consult with questions, finding step-by-step registration information each quarter, accessing the MSW Handbook, discovering support resources, connecting to other GSSW students, or getting career assistance and more, the site allows students to easily and quickly access a wealth of important answers around the clock.

As active partners in this educational experience, students are expected to familiarize themselves with this resource and utilize it regularly.

## FOOD INSECURITY

The [DU Food Pantry](#) exists as a free and open, local resource for anyone with a DU ID number to supplement their weekly food supply in times of need.

Please visit the [DU Center for Sustainability](#) for up-to-date information and operating hours/protocols. If you are unable to make it to their designated pick-up hours, you may contact [foodpantry@du.edu](mailto:foodpantry@du.edu) to schedule an appointment.

Students experiencing food insecurity are encouraged to submit a referral to the DU [Student Outreach & Support](#) office. SOS is a University resource where trained staff members ensure that students get connected to appropriate campus resources, have a plan of action to meet their goals, and learn how to navigate challenging situations. Activate these services by completing an [SOS referral](#).

## HEALTH AND COUNSELING CENTER

The mission of the [DU Health and Counseling Center](#) is to enhance overall student well-being and success through inclusive physical and mental healthcare, prevention, education, advocacy, and recovery support services. Support includes:

- [medical services](#)
- [counseling services](#)
- [health promotion](#)
- [Center for Advocacy, Prevention and Empowerment \(CAPE\) services](#)
- [Collegiate Recovery](#)

To learn more, [including insurance coverage information and cost of services](#), please visit the [HCC website](#), or contact that HCC at [info@hcc.du.edu](mailto:info@hcc.du.edu) or 303-871-2205.

## HONOR CODE

The [DU Honor Code](#) is the code of conduct that outlines the expectation, rights, and responsibilities of every student at the University of Denver. The DU Honor Code has been updated to include compliance with all COVID-19 related protocols and requirements.

## HOUSING

Please visit [DU Housing and Residential Education](#) for more information about off-campus. graduate housing opportunities.

## ID CARD

To obtain a new DU ID Card before the start of term, please [follow these instructions](#).

The DU ID Card is your official identification while attending the University of Denver. All students are required to carry the ID card while on campus. The DU ID Card allows you to access Anderson Academic Commons, parking lots, and several academic buildings throughout campus (as authorized). The DU ID Card also functions as a transaction card for Meal Plans and the Flex Account. The card also allows students to purchase discounted tickets to DU entertainment and sporting events (when they resume).

Please contact the [DU ID Card Office](#) for more information at [pcard@du.edu](mailto:pcard@du.edu) or 303-871-4545. **If you have been cleared to be on campus and are experiencing issues with card access, please contact [cardaccess@du.edu](mailto:cardaccess@du.edu) for assistance.**

## INCLUSIVE EXCELLENCE & ANTI-RACIST LEARNING RESOURCES

Check out these community resources, designed to provide general information and tools to support inclusive excellence and anti-racist learning.

- GSSW [Diversity, Inclusion and Racial Justice](#)
- [Diversity, Equity, and Inclusion at DU](#)
- DU [Inclusion & Equity Education](#)
- DU Libraries: [Anti-racist library guide](#)
- DU [Office of Diversity, Equity, and Inclusion](#)

## LAPTOP LOANER PROGRAM

To learn more information about laptop FAQs, please visit the [DU IT site](#).

Graduate students seeking a short-term or long-term laptop for loan, may review [laptop loaner requirements](#) here, and may submit a request via the [laptop loaner portal](#). Please review [these instructions](#) for additional guidance prior to submitting a request.

## LIBRARY

Please visit the [COVID-19 and DU Libraries](#) webpage for the most current information and status updates regarding hours, services, and [curbside pick-up of print materials](#) provided by the [DU Libraries](#), including the Anderson Academic Commons.

During this time, please note that the DU Libraries provide access to millions of articles, videos, and e-books online. Search [Compass](#) from the main library page or view the [complete list of databases](#). For information on how to access library resources remotely, please see [Research Guides](#) and [Off-Campus Resources Guide](#). Librarians are available to [chat](#) with students to provide help finding and using resources.

## LICENSURE

Please visit the [GSSW Student Resource Portal](#) for resources to help you navigate questions about licensure and identify contacts for more information, such as the Colorado Department of Regulatory Agencies (DORA).

## LOSS OF A FAMILY MEMBER/BEREAVEMENT POLICY

Dealing with the loss of a loved one is always incredibly difficult; it makes no difference if the loss was expected or sudden. We encourage any student experiencing the loss of a loved one to review [DU Bereavement Policy](#) and [complete a notification request form](#) via the DU Office of Student Outreach and Support.

## MENTAL HEALTH RESOURCES

All degree seeking students at DU have free, 24/7 access to confidential tele-mental health support through DU's My SSP: Student Support Program. To learn more and get started, please [use these instructions](#) to download the mobile app and/or [use this link to access a complete video tutorial](#).

My SSP connects students to credentialed counselors to help them successfully address cultural, physical, and mental health challenges as they pursue higher education. Students can receive support in various languages (i.e. Arabic, Cantonese, English, French, Korean, Mandarin, Spanish), and various cultural contexts—whether they're at home, on campus, or abroad. Support is available by phone, chat, and/or a growing selection of support articles.

Students are also welcome to contact the [DU Health and Counseling Center](#) and/or [the DU Mental Health and Wellness Collaborative](#) to learn about additional, campus supports that may be available. Note: some of these services may be fee-based.

## MICROSOFT TEAMS

Microsoft Teams is available, for free, to all DU students, staff, and faculty as part of the Office365 Suite. To learn more and to start using Microsoft Teams, please visit this page from the DU IT team: <https://www.du.edu/it/services/software/collaboration/teams>.

## OFFICE 365

Any actively enrolled student or currently employed staff or faculty member is eligible to use the Microsoft Office 365 tools offered by the University of Denver. For more information and a complete list of accessible features, please visit <https://www.du.edu/it/services/software/office365>.

## OFFICE OF EQUAL OPPORTUNITY & TITLE IX

[The Office of Equal Opportunity & Title IX](#), in collaboration with University partners, fosters an environment of equal opportunity and equity for students, faculty, and staff in all aspects of educational programming and employment. The Office also investigates claims of discrimination based on a protected status, sexual harassment, and sexual misconduct. Please visit their site to [report a bias incident](#).

## OFFICE OF GRADUATE EDUCATION

From hosting DU's Grad Discoveries orientation for all graduate students, to establishing graduate policies and procedures, to providing information regarding academic resources and funding opportunities, the [DU Office of Graduate Education](#) is a knowledge center designed to help graduate students thrive.

Please familiarize yourself with the wealth of information and resources outlined on the [OGE website](#) and in the [Graduate Bulletin](#) to support your graduate student journey.



## OFFICE HOURS

Many GSSW teams—including Academic Affairs, Career Services, Registrar, Professional Advising, and Student Engagement—have regular, virtual drop-in hours and other contact modalities to support you. For more details, please visit the “Contact Us” tab of the [GSSW Student Resource Portal](#).

## ONLINE/REMOTE LEARNING

The DU [Office of Teaching and Learning](#) has a wealth of [online learning resources](#) to help support students, including tips, technology supports, and a link to an [Online Student’s Manual For Success](#).

## PARKING SERVICES

On campus parking and parking permits are managed by the [DU Office of Parking and Mobility Services](#). To purchase a permit, please visit <https://www.du.edu/parking/permits/index.html>.

In addition to range of parking options and locations across campus, DU Parking Services offers two types of split permits for [Lot E](#)—which are unique to the Graduate School of Social Work—as follows:

- **GSSW E Monday/Tuesday permits** are valid in parking lot E 24 hours a day on Saturday, Sunday, Monday, and Tuesday. On Wednesday, Thursday and Friday the permit is valid from 4:00 pm – 6:00 am in lot E. The permit is also valid in General lots after 4:00 pm Monday, Tuesday, Wednesday, Thursday, Friday, and all day Saturday and Sunday.
- **GSSW E Thursday/Friday permits** are valid in parking lot E 24 hours a day on Thursday, Friday, Saturday, and Sunday. On Monday, Tuesday, and Wednesday the permit is valid from 4:00 pm – 6:00 am in lot E. The permit is also valid in all general Lots after 4:00 pm on Monday, Tuesday, Wednesday, Thursday, Friday, and all day Saturday and Sunday.

Note:

- A GSSW E permit is NOT valid in hourly paid lots at any time. Hourly lots are \$2.00 per hour.
- GSSW permits are valid in all 100-series General lots and Restricted lots H1, Q, and W during the specified times.

Please visit the [permit pricing](#) tab to learn more about associated costs, and please note the Parking Services refund policy at <https://www.du.edu/parking/permits/refunds.html>.

## PREFERRED NAME

The University of Denver is aware that many of its constituents routinely use a first name or full name other than their legal name. As part of being a welcoming and inclusive campus, DU is implementing changes to increase the use of preferred names in the course of DU business and education.

To request that your preferred name be entered in DU information systems, please submit a request online through [PioneerWeb](#) > select “Student” tab > find the “Student Information” channel> visit the “My Person Profile” link.

Complete details are accessible online at <https://www.du.edu/registrar/records/preferredname.html>.

## PRINTING

We encourage students to be mindful of sustainability and ecological justice considerations before printing. If needed, please [click here to learn more about public printing](#) options on campus.

## RTD STUDENT TRANSPORTATION PASS

RTD College Passes provide eligible students full use of regular RTD bus and light rail services, enabling the holder to ride on RTD services without paying any cash fare. The card is not valid for special services (SkyRide Bus, BroncosRide, RockiesRide, etc).

Eligible students can obtain their RTD CollegePass from the [DU ID Card Office](#). Passes are free of charge to eligible students. [View the eligibility requirements here](#).

## STUDENT EMPLOYMENT

For questions about student employment, please contact the [DU Office of Student Employment](#) at [stuemp@du.edu](mailto:stuemp@du.edu) or 303-871-4090. Questions regarding work study may be sent to [workstudy@du.edu](mailto:workstudy@du.edu).

## STUDENT ORGANIZATIONS

For GSSW student organization contact information, and links to their respective Portfolio sites, please visit the "[Student Organizations](#)" tab of the GSSW Student Resource Portal.

The GSSW Office of Student Engagement works actively with student organizations, and upcoming opportunities and programming will be posted on the [GSSW Student Resource Portal](#) and in the weekly Advocate newsletter. If you have an interest in joining a GSSW student organization or serving in a leadership role, please get in touch with us at [GSSW.StudentServices@du.edu](mailto:GSSW.StudentServices@du.edu).

## STUDENT OUTREACH AND SUPPORT

The DU [Student Outreach & Support](#) office is a University resource where trained staff members ensure that students get connected to appropriate campus resources, have a plan of action to meet their goals, and learn how to navigate challenging situations.

All members of the DU community may activate these services by completing an [SOS referral](#). The SOS office may also be reached at [sos@du.edu](mailto:sos@du.edu) or by calling 303-871-2400.

## SUSTAINABILITY CENTER

Formed as an outgrowth of the Sustainability Council, the [DU Center for Sustainability](#) serves as the campus hub for projects and programs related to the University's efforts toward a more just and sustainable future.

Their mission is to combine innovative sustainability practices with research, scholarship and community engagement, centering social justice and equity in their efforts to reduce DU's campus carbon footprint, lift the groups that face the greatest danger from climate change, and inspire our students to become sustainability leaders.

The Center offers many [opportunities to get involved](#), in addition to many resources for students including energy, waste, food, and transportation and mobility programs, as well as the [DU Bike Shop](#) and the [DU Gear Garage](#).

## TECHNOLOGY SUPPORT

For more information about DU technology support and services, please visit [DU's Information Technology website](#), including the [student resources page](#). Please also refer to the Canvas, Microsoft Teams, Office 365, WiFi, and Zoom sections of this Resource Guide.

IT Support is also available by calling 303-871-4700. You can also [request help online](#) or search the IT [online knowledge base](#).

For those that will engage in remote learning, IT@DU has prepared a list of [technology resources](#) to help students seamlessly continue their learning from off-campus. This toolkit will help you to attend classes remotely, prepare in advance for any additional disruptions to campus operations, and communicate with instructors and classmates during both normal operations and large-scale disruptions.

## VETERANS SERVICES

Additional supports and programming for active duty, reserve, and veteran students is accessible through the [DU Veterans Services Office](#). For more information, contact [veterans@du.edu](mailto:veterans@du.edu) or 303-871-4831.

## WI-FI

On Campus:

- [Connect to DU Wireless](#)

Free Wi-Fi options (Off Campus):

- [Charter to Offer Free Access to Spectrum Wi-Fi \(to Students\) for 60 Days](#)
- [Comcast Offering "Internet Essentials" Package Free for 60 days](#)
- [Google Fiber Providing Free WiFi Hotspots in Eligible Service Areas](#)
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## WRITING CENTER

The [DU Writing Center](#) works with all University of Denver students, staff, and faculty as part of the Writing Program's mission to create and sustain a robust culture of writing on the DU Campus. Please visit their site to see hour, find helpful resources, and make an appointment.

## ZOOM

All DU students have access to their own [Zoom](#) account and to the [zoom instructions](#) by logging in with your same DU email and password.

To learn more and to start using Zoom, please visit this page from the DU IT team: <https://www.du.edu/it/services/zoom>.