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Title: University Services

University Services

Liberty University Police Department

Col. Richard D. Hinkley, B.S.

Chief of Police

Liberty University Police Department (LUPD), located in the southwest corner of Green Hall, provides 24/7/365 full service protection by Police and Emergency Services personnel to all properties owned and/or controlled by the University. Liberty University Police Officers are duly sworn with full law enforcement powers and responsibilities, similar employees of a local police department or sheriff's office. The officers are trained at Central Virginia Criminal Justice Academy and receive additional in-service and specialized training in first aid, firearms, defensive tactics, legal updates, human relations, sensitivity issues and criminal investigations.

University Police share concurrent jurisdiction with the Lynchburg Police Department for properties owned or controlled by the University and other properties agreed upon. University Police offer assistance to the city Police when requested. University Police Officers are responsible for the full range of public safety services, including, but not limited to, all crime reports, investigations, medical emergencies, traffic accidents, enforcement of laws about underage drinking, controlled substances, firearms and other weapons and all other incidents requiring police assistance. In an effort to assist in combating crime, University Police share information on arrests and serious crimes with all surrounding police agencies.

LUPD can be contacted by phone at (434) 592-7641 (non-emergencies) or (434) 592-3911 (emergencies). Additional information is available online at <http://www.liberty.edu/lupd>.

PUBLIC SAFETY SERVICES

LUPD provides several service-oriented functions to the University community consisting of more than 20,000 students, faculty, staff and visitors on campus during any given day. Officers are equipped with two-way radios as they patrol campus in marked and unmarked vehicles. University Police responsibilities range from responding to medical and fire emergencies, conducting criminal investigations to facilitating an on-campus safe ride program during hours when the campus transit system is not in service.

LUPD works in conjunction with LU Student Affairs to facilitate Operation Identification. This is a nationally recognized identification system in which students engrave an identification number on personal property items kept on campus, such as bicycles, computers, radios, stereo systems, etc. Operation Identification has been proven effective in the recovery of stolen items and is offered at no cost to the student.

LUPD provides, upon appointment and a nominal fee, Fingerprinting Services for Liberty University students, employees and their families for a small fee.

LUPD is proud to offer classes in firearms, range safety and NRA's "Refuse to be a Victim" to students, employees and their families free of charge.

Extensive efforts are made to create a campus environment that fosters personal safety, property security, and learning for all members of the University community. Always remember "if you see something, say something", reporting anything that looks out of the ordinary or suspicious to LUPD immediately.

EMERGENCY NOTIFICATION SYSTEM

In conjunction with AtHoc, Liberty University has implemented the Campus Alerting System. This system allows all University constituents to receive notification when an emergency situation occurs on campus. Messages can be transmitted to a cell phone, home phone, work phone or email address. Specific notification for emergency road closures, fires, school closings and severe weather are also features of this system.

Register your contact information online at <http://www.liberty.edu/lupd>.

CAMPUS CRIME REPORT

Liberty University fully abides by the Campus Security Act of 1990, the Higher Education Act Reauthorization of 2008 and the Violence Against Women Reauthorization Act of 2013. All of these enacted laws are designed to protect the communities of higher education institutions by ensuring that information concerning crime statistics, fire statistics, fire suppression systems and emergency information is readily available. This information is available to the Liberty University community online at <http://www.liberty.edu/lupd> or upon request at the LUPD office.

AUTOMOBILE REGISTRATION

Students, faculty and staff members must register their vehicles through the online parking registration system at <https://www.liberty.edu/myParkingDecal/>. Once registration is completed, you will receive an email receipt. Print this receipt off and place it in the front windshield of your vehicle to act as a temporary parking authorization until you receive your parking decal. If it is the beginning of the school year, then your parking decal will be mailed to you, however after the school year begins, decals must be picked up at the LUPD front office or at a designated location to be announced. Watch the parking decal information page online at <https://www.liberty.edu/index.cfm?PID=19238> for information on parking decal mailing.

Visitors must obtain a temporary parking hangtag in order to park on campus. These hangtags are available at LUPD or any number of secondary distribution sites across campus. For more information on the location of secondary distribution sites or traffic and parking regulations visit <http://www.liberty.edu/lupd>.

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Liberty University Transit Services operates a comprehensive transportation system that is designed to make the campus and the surrounding community accessible to students, faculty, and staff, while reducing the dependency on single occupancy vehicles. This is accomplished through an efficient intra-campus transit system, a complete carpool program with park and ride and satellite parking programs, airport/train and bus station shuttle services, as well as partnerships with apartment communities to bring improved transportation service options to commuters.

Intra Campus Service

During the semester, service is available on weekdays from 4:30 AM–2:00 AM and weekends from 8:00 AM–2:00 AM. Intra Campus service is provided by five primary routes. Service frequency is every 20 minutes but can be as frequent as every five minutes depending on the time of day.

Off Campus Services

Service to various local apartments is available through two routes operating from 7:00 AM–9:00 PM Monday-Friday during school days. Students are also eligible to receive free bus passes good for use on the local public transit service provided through the Greater Lynchburg Transit Company (GLTC). Shuttle service to and from the Lynchburg Regional Airport, Kemper Street AMTRAK/Greyhound Station, and Roanoke Regional Airport is available through web reservation.

Intra campus and off campus services operating by Liberty University buses can be tracked in real-time with estimated departures provided for every bus stop. The system can be accessed at <http://liberty.prod.ridesystems.net/>.

Charter Services

A charter bus fleet of six mini buses, three mid-size 32-seat coaches, four full-size 52-seat motor coaches, and one 22- seat motorhome coach provides the University community with short to long range charter services. Buses and coaches are proudly branded with Liberty University marks and mid/full-size coaches feature onboard satellite TV and wireless Internet services. Power outlets are available on full-size coaches.

For more details regarding Liberty University Transit Services see <http://www.liberty.edu/transit>.

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ID & Campus Services

ID & Campus Services is dedicated to connecting students to Liberty University via their Flames Pass ID card as well as assisting students in receiving financial refunds, per diems, and/or stipends via BankMobile Technologies.

Flames Pass: The Flames Pass is your official Liberty University ID card and the key to many resources and privileges both on and off campus. It remains valid as long as you are actively enrolled. It also provides access to Flames Cash, which allows you to carry money in a safe and secure format. You can receive a Flames Pass by visiting ID & Campus Services with a valid government issued photo ID or request one online via the Photo Upload Application.

BankMobile: Liberty University uses the disbursement service offered by BankMobile Technologies for the disbursement of student refunds, per diems, and stipends. Once you are financially checked-in, an activation code is sent to your mailing address on file with Liberty University, allowing you to select a refund preference.

Additional Services Offered: Meal plan assistance, lost and found, notary services, information desk, postage stamps & letter drop. ID & Campus Services is happy to assist you at (434) 582-7771 or for more information visit <http://www.liberty.edu/CampusServices>.

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Student Service Center

The Student Service Center houses the offices of **Financial Aid, Student Accounts**, and the **Registrar**. Our mission is to help our guests with any questions they may have and to guide as needed to the correct office for further assistance.

We will ensure that we understand your situation, research your situation, and provide accurate information in a timely manner.

The Student Service Center **Lobby** is open from 8:00 a.m. - 5:00 p.m. Monday, Wednesday through Friday. The Lobby is closed for Convocation on Monday, Wednesday, and Friday from 10:30 a.m. - 11:30 a.m.

The Student Service **Call Center** is open 8:00 a.m. - 4:45 p.m. on Monday - Friday and closed for Convocation on Wednesday from 10:30 a.m. - 11:30 a.m.

If you have any questions regarding your academic account or student account, please visit the Student Service Center located at Green Hall in room 1569 or call our office at (434) 592-5100 or toll-free (888) 632-5551 for assistance.

Additional resources and information are available online at <http://www.liberty.edu/student-service-center>.

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Student Advocate Office

The Student Advocate Office (SAO) is a "one-stop" office for answers to all your questions.

It is normal for college students to have questions about financial aid, housing, account holds, balances, personal issues and roommate conflicts. We serve as a

liaison for you to other departments to help you get your questions answered.

Our primary focus is to help each resident student from their first day at Liberty to graduation – whether through problem solving, peer counseling, one-on-one appointments, financial aid guidance, scholarship assistance or just a helping hand and listening ear, we are here for you. The resident Student Advocate Office is committed to making the student's experience at Liberty University both positive and life changing by assisting students in taking advantage of every opportunity to succeed and overcome obstacles on the journey from enrollment through graduation.

The Student Advocate Office is located in DeMoss Hall. For more information call (434) 582-7200 or visit the website at <http://www.liberty.edu/sao>.

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International Student Center

William Wegert, B.S., M.S., M.Div., D.Min.
Dean, International Student Programs

The C. Daniel Kim International Student Center (ISC) opened its doors in the spring of 2004 to meet the needs of the growing body of international students, including international graduate students, at Liberty University. The ISC now sponsors more than 50 events per year celebrating international students and their cultures and giving international students an opportunity to enjoy their experience in the U.S.

The International Student Center is the primary location for information and activities for current international students. International Student Advisors, the International Student Retention Specialist, the International Student Operations Coordinator and Office Manager and the International Student Operations Assistant and Health Insurance Representative are all housed in the International Student Center. More information regarding the ISC and additional information for international students is provided at www.liberty.edu/international.

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Liberty University Bookstore

Located at the entrance to Main Campus, the Liberty University Campus Bookstore is a two-story, 20,000 square foot, free standing brick facility that features a Barnes and Noble Café serving Starbucks® coffee and outdoor patio area. In addition to textbooks, the bookstore also sells leisure books, University apparel and more. For more information on the products and services available including hours of operation, access the webpage at <http://liberty.bncollege.com/>.

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Career Center

The Career Center provides professional resources in career planning and employment services to Liberty University men and women, equipping them with the ability to obtain a position that will utilize their God-given talents to impact the world for Christ.

Our purpose is to facilitate Christ-centered, positive partnerships and engagement opportunities among students, alumni, faculty, staff and employers locally, nationally and worldwide.

We assist all students, and alumni with:

- Planning and implementing career objectives focusing on their development and identity formation through assessments, cover letter and resume review, and interview critiques.
- Identifying internship and post-graduate employment opportunities meeting their post graduate career goals.

We assist employers in:

- Establishing and maintaining a relationship with Liberty University and its various departments, students and Alumni
- Meeting their staffing needs for internships and employment (both entry level and seasoned professionals) locally, nationally and worldwide.
- Organizing on-site, off-site and on-line introductions and informational sessions with the Liberty community.

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Information Services

John Gauger

*Chief Information Officer
Vice President of Analytics*

IT HELPDESK

The IT HelpDesk assists students with computer problems by phone, remote assistance, or walk –in service. HelpDesk hours and other resources such as the Liberty University Knowledge Base (HelpDesk DIY) are published online at <http://www.liberty.edu/helpdesk>. The HelpDesk is located at Green Hall Room 1539 and DeMoss Hall 2414; to contact by phone call (866) 447-2869 or (434) 592-7800.

ON-CAMPUS WIRELESS INTERNET

Information Technology has implemented a 95% campus-wide wireless network. This network allows students to access the internet and other network resources while in range of one of our many wireless access points.

COMPUTER LABS

Computer labs are available for students, faculty, and staff to use in various locations including the DeMoss Learning Center and the Jerry Falwell Library.

Over 1500 computers, including Macs and Windows-based computers are open daily.

ONLINE LEARNING PLATFORM

Liberty provides students with an online learning platform called Blackboard®. Blackboard serves a variety of purposes, allowing professors to make announcements, post assignments, and interact with students. Students will use Blackboard to submit coursework, complete online tests, and interact with their classmates.

ADMINISTRATIVE SOFTWARE APPLICATION

Liberty uses an application called Banner to house all Liberty user account information. Banner is accessible to Liberty staff, faculty, alumni, and students and is used to manage accounts information such as financial aid, student accounts, etc. Students access Banner (ASIST) from the main Liberty website and use ASIST to register for courses, complete financial check-in, view academic records, and update personal information.

TECHNOLOGY EDUCATION CENTER

The Technology Education Center (TEC) provides IT-related training to faculty and staff. Testing services are also offered to the University, students, and the general public for certification fields of expertise including Cisco®, Microsoft®, Oracle® and more. For more information on Training or Certification Testing, visit <http://www.liberty.edu/TEC> or contact by phone call (434) 592-7820.

IT MARKETPLACE

The IT Marketplace, Liberty's Campus Technology Store, provides students, faculty, and staff with a variety of hardware and software options at discounted prices. Please check out our campus store location in DeMoss Hall 2414 or online at www.liberty.edu/ITMarketplace.

MOBILE APPLICATIONS

Liberty Today is a free application that houses access to numerous Liberty focused media releases including Liberty News, Liberty TV Channel, Liberty Journal, Journey FM Radio, and others. The application also keeps users connected with modules for Blackboard, Flames Cash, Degree Completion Plan, Campus Maps, lab computer/laundry availability, and more. Currently available for Android and Apple devices.

Additional information, including how to download Liberty mobile applications, can be found at <http://www.liberty.edu/LibertyToday>.

IPTV

IPTV allows students to watch over 20 television channels anywhere on campus on their personal computer through Liberty's wireless internet connection. IPTV can be accessed at <http://www.liberty.edu/IPTV>.

MYLU PORTAL

The myLU portal is a customizable website that allows students to access a wide variety of Liberty information. It features widgets (small software programs) that display a specific piece of information such as Blackboard, Flames Cash, Liberty news, class schedule, Liberty announcements, financial aid information, and more. The portal can be located at <http://mylu.liberty.edu>.

NETWORK PRINTING

Multiple network print stations are provided for students at Main Campus and Green Hall. A printer account is provided to every student and print costs are charged to their student account.

ONLINE WEB PRESENCE

Liberty provides an official webpage that can be used to access all Liberty information and major services such as Webmail, Banner (ASIST), Blackboard, Official Announcements, University Calendar, and Financial Aid. Liberty's official webpage can be viewed at <https://www.liberty.edu>.

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Office of Disability Academic Support (ODAS)

Mr. Denny McHaney, B.S., M.Ed.

*Director, Office of Disability Academic Support
Associate Professor of Education*

Under the umbrella of the College of Applied Studies and Academic Success (CASAS), the Office of Disability Academic Support was created to coordinate academic support services for Liberty University students who have documented disabilities.

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability against students in institutions of higher education. Section 504 mandates "reasonable" accommodations to provide equal program access to all students with disabilities. Faculty must provide accommodations that meet the special needs of each student with a disability.

The University has an obligation to make reasonable accommodations in policies, practices or procedures when accommodations are needed to prevent discrimination on the basis of disability *unless* making the accommodations would fundamentally alter the nature of the service, program or activity, or would result in undue financial and administrative burdens.

A student who requests accommodations is required to sign a request form each semester giving Disability Support Advisors permission to send the request for accommodations. Then each student is instructed to individually seek a private meeting with professors to discuss any accommodations that may be necessary. Professors only need to arrange for those accommodations which have been identified.

Students with documented disabilities may be eligible for some of the following services:

- Extended time for testing
- Testing in a quiet environment
- Note-taking help
- Priority pre-registration
- Interpreters

- Assistive technology lab
 - *JAWS for Windows* – screen reading software for the visually impaired
 - *Kurzweil 3000* – scanning and reading software for students with reading disabilities
 - *Dragon Naturally Speaking* – speech recognition software which can turn speech into print
 - *CCTV* – magnification hardware for the visually impaired

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Deaf and Hard of Hearing Services

Jackie Owen, A.A.

Coordinator/Interpreter

Deaf and Hard of Hearing Services

Housed within the office of Disability Academic Support (ODAS), Deaf and Hard of Hearing Services provides accommodations for students who are d/Deaf or hard of hearing. These services may include the provision of qualified Sign Language interpreters for academic classes and related events, cultural mediation, note takers, academic advising, priority classroom seating, and priority pre-registration.

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Liberty University Student Health Center

Liberty University Student Health Center located in Green Hall near the LaHaye Student Union is a service of Central Virginia Family Physicians (CVFP), providing quality medical care and assisting students and faculty in maintaining and optimizing their health. Effective Fall 2016, Liberty University and its counseling program will be partnering with nationally recognized CVFP-Medical Group to provide students with quality medical and mental health services, health promotion, and preventive care. A \$160 student health fee built into tuition and fees each semester will cover a wide variety of services in our Student Health Center.

Office hours are Monday – Friday, 8:00 AM to 5:00 PM. Office is closed from 12:00 PM to 1 PM. To schedule an appointment, please call (434) 338-7774. Additional information is provided on the Health Services webpage at <http://www.lustudenthealth.com/>.

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Liberty University Dining Services

Liberty University Dining Services are offered at several locations throughout the campus. Reber-Thomas Dining Hall, the main campus dining facility, offers three dining sessions during the fall and spring semesters: breakfast, lunch, and

dinner. Other on campus dining locations include Doc's Diner, Simply to Go, Tilley Student Center, Baskin Robbins, Bistro LXXI Express, Flames Zone, Dunkin Donuts, Sub Connection, Jamba Juice, Hill City Bistro & Crave, Cravings Food Truck, and Tinney Café.

Students residing on campus may select from a variety of meal plans and meal plan points which are added to the Flames Pass. Commuter students purchase meal plans and points on a semester basis. Many student meal plans can also be utilized at more than thirty off campus dining locations.

To assist with special dietary needs, a registered dietician works alongside the culinary team to ensure compliance with health food standards, make dietary restriction accommodations, and to help facilitate general nutritional education with the students.

Additional information on meal plans, nutritional information, locations, hours of operation, and other services provided can be accessed at <http://www.libertydining.com>.

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Liberty University Postal Services

The Liberty University Postal Service exists to serve all postal needs of the University's students, staff and faculty. Offering domestic and international shipping options at a reduced rate than the general post office, Liberty University Postal Services is the best choice for all shipping and receiving needs.

The Liberty University Post Office is located in Green Hall Room 1940 and maintains hours of operation from 8:30 a.m. to 5:00 p.m., Monday-Friday. Closed for convocation from 10:30 a.m. to 11:45 a.m. on Monday, Wednesday, and Friday.

For more information related to Liberty University Postal Services, please see <http://www.liberty.edu/postalservices>.

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