



**CAMPUS RESOURCE  
GUIDE**

## ***From the President's Desk...***

Welcome to Mount Mercy University and congratulations on becoming one of our newest students! Mount Mercy is a community dedicated to academic excellence and compassionate service. We're happy you've joined us on the Hill! For nearly 100 years, we have been focused on preparing leaders who are committed to making the world a better place.

After talking to many alumni I can say one thing is universally true – and it is essential to remember as you start out. **You get from college what you put into it.** So get involved, study hard, make friends, lead a group, go to events, talk to your professors. You'll be happy you did. Reading the information in this book is the first step toward being an active, successful member of the Mount Mercy community. You'll learn that there are many resources and opportunities available for you. You'll learn that faculty, staff, and upper-class students are as interested in your success as they are their own. You'll be welcomed, challenged, and engaged. You'll find a place where you belong—a place that today becomes your University! Your time at Mount Mercy will be filled with great academic achievements, great stories, and great friends.

We're glad you've come to the school we love. If you have any questions about the information in this guide or about your transition to Mount Mercy University, please contact the wonderful staff in Students Services at (319) 368-6469.

Congratulations on making a great decision to come to Mount Mercy University and welcome to the Mustang Family!

Laurie Hamen, J.D.  
President  
@prezhamen



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# HELPFUL LINKS AND NUMBERS

Should you need to contact any department on campus, please call the Information Desk at (319) 363-8213 or Student Services at (319) 368-6469.

Office	Phone	Email
Public Safety	319-363-1213, ext. 1234	mmupublicsafety@mtmercy.edu
Residence Life	319-363-1213, ext. 6469	
Health Services	319-363-1213, ext. 1283	healthservices@mtmercy.edu
Student Financial Services	319-363-1213, ext. 6470	studentfinancialservices@mtmercy.edu
Registrar's Office	319-363-1213, ext. 1584	registrar@mtmercy.edu

See department pages in this guide for additional phone number and contact info.

A summary of resources are also available at:

Parents: [www.mtmercy.edu/resources-parents-families](http://www.mtmercy.edu/resources-parents-families)

Students: [www.mtmercy.edu/resources-current-students](http://www.mtmercy.edu/resources-current-students)

## Wondering what's happening on campus?

Download the "Mount Mercy University" app to keep up with all the events on campus! Available for both iPhone and Androids free!



# ACADEMIC CATALOG

The academic catalog is a comprehensive guide to your studies at Mount Mercy. It is the source of all information regarding graduation, major and minor requirements and contains other essential academic information. The catalog can be found online at [catalog.mtmercy.edu](http://catalog.mtmercy.edu).

# THE GOOD BOOK

The Good Book contains Mount Mercy's academic policies, the Student Code of Conduct, and other critical University policies that impact students' lives on The Hill. Students should be familiar with the policies of the Good Book to ensure they make the most of their experiences as a student at MMU. It can be found online at [catalog.mtmercy.edu/thegoodbook/](http://catalog.mtmercy.edu/thegoodbook/).

# COMPUTER INFORMATION

Mount Mercy offers free Microsoft Office 365 for all registered MMU students!  
Visit [www.mtmercy.edu/admitted-students](http://www.mtmercy.edu/admitted-students) to download instructions.

A help desk is available for students needing computer assistance. They are located in the lower level of Busse Library.

# MUSTANG WELCOME

New students – both new freshmen and transfer students - to Mount Mercy are required to attend Mustang Welcome activities that begin on Move-In Day.

These fun and informative activities are designed for new students to meet other incoming students to Mount Mercy, understand the resources available to you, and help with the overall transition to college.

Specific Information about Mustang Welcome will be sent to students in July. Information can also be found on the website at [www.mtmercy.edu/mustang-welcome](http://www.mtmercy.edu/mustang-welcome).

# ACADEMIC CENTER FOR EXCELLENCE (ACE)

130 University Center  
(319) 363-1323, ext. 1208

The Academic Center for Excellence (ACE) provides academic support so that students can enhance their learning. We work closely with other offices on campus so that we can provide referrals and give students information they need to be successful.

- ACE serves all students – undergraduate, graduate, adult accelerated, online.
- Open during day and evening hours with flexible appointment scheduling.
- There is no cost to use ACE.

Services include:

**Academic Counseling** – Professional staff are available to work with students one-on-one to make sure they have the information and support needed to be successful

**Writing Assistance** – Staff and peer tutors are available in the Writing Center for drop-in assistance with writing skills and class assignments

**Peer Tutoring** – Successful students are hired and trained to provide tutoring in course content, math problem solving, and learning strategies

**Disability Services** – Professional staff are available to provide guidance and advice on documentation and accommodation needs in a confidential manner

**Computer/Study Space** – ACE has several computers available for student use and space to study, work on assignments, and gather with study groups

For more information, contact the Director of the Academic Center for Excellence  
Barb Miller • (319) 363-1323 ext. 2888 • [bjmiller@mtmercy.edu](mailto:bjmiller@mtmercy.edu)

# CAMPUS STORE

The store remains open year-round for students' needs and can be reached at (319) 368-6461. Campus Store hours are 8:30 a.m. to 6:00 p.m. Monday through Thursday and from 8:30 a.m. to 4:00 p.m. on Friday.

## Textbooks

- Mount Mercy works with Tree of Life Bookstores for all textbooks.
- Textbooks can be ordered online at <http://www.treeoflifebooks.com/>
- Beginning June 1, all Mount Mercy students have a profile on Tree of Life's website. Students will use the website to manage all book orders. Books are automatically added each student's profile as they register for classes.
- All incoming freshmen and transfer students will be enrolled in "textbook butler" which automatically delivers books to your residence hall room or home address (if commuting). Textbooks will be charged to the students account. Students can opt in/out of this service at any time.
- Textbook preferences such as new, used, rental, or digital can be designated on the student profile. Delivery and payment preference can also be added.
- Books can be charged to student accounts.
- Students can return books within seven days for a full refund.
- Cost of books are competitive with Amazon and other book vendors.
- We encourage students to stop in for personal assistance in determining what textbooks are needed.

## Apparel and Merchandise

- All your Mount Mercy University apparel and merchandise is available in the Campus Store. In addition to hooded sweatshirts, crewnecks, sweatpants, t-shirts, hats, caps, and mittens – we carry school supplies, cards, cups, mugs, glasses, water bottles, key chains, sport balls, Christmas ornaments, flags, and graduation items.
- We offer apparel from newborn to adult sizes, from XS through 5X (when available). We strive to represent each sport or department with clothing or merchandise.
- Items can be purchased online as well!



We are proud to be a part of the Mount Mercy Community and strive to give the best possible service to our students and campus!

# CAMPUS MINISTRIES

Campus Ministry supports students, faculty, and staff of all faiths, as well as those of no particular faith, in their quest for spiritual growth. We cherish the Catholic intellectual tradition of innovative thinking, probing inquiry, and a passion for truth. We witness to authentic Catholic culture: its inclusiveness, its concern for justice and peace, and its keen awareness of the vestige of a loving Creator in the world around us.

## What Will You Find at Campus Ministry?

- We offer pastoral counseling, spiritual direction, small groups/Bible study, ecumenical worship and fellowship, as well as service-learning and volunteer opportunities.
- We offer students the opportunities to be involved through Peer Ministry, either as a Campus Peer Minister, or as a Residential Peer Minister.
- We bring justice, peace, and diversity issues to the fore.
- We offer extended service experiences, including alternative fall and spring break service trips, international service trips, and local service opportunities throughout the year.

## Campus Mass Schedule

Celebration of the Eucharist is open to all at the following times:

- Sunday Evenings: 7:30 p.m. in the Chapel of Mercy (during the academic year)
- Daily mass at 11:45 a.m. (Monday, Tuesday, Thursday, Friday), 7:30 p.m. (Wednesday) in the Chapel of Mercy (during academic year).
- Daily Mass (except Mondays, Saturdays & Holy Days): 9:00 a.m. in the Sacred Heart Chapel



# CAREER SERVICES

102 University Center  
(319) 363-1323, ext. 1620

Mount Mercy Career Services strives to offer targeted, relevant activities and resources that fit the unique needs of traditional and adult learners with diverse career objectives. The Career Services office meets with over 300 students and alumni each year to provide individualized career advising for:

- Interest and skills assessment
- Occupational exploration and goal-setting
- Guidance on resume development and job search correspondence
- Preparation for interviews
- Internship orientation
- Career and motivational coaching

We also work closely with faculty and staff to develop customized services and events, including:

- Alumni career panels for a variety of industries
- Interview events for accounting and finance majors
- Annual Nursing Career Fair for junior and senior nursing students
- Senior seminar presentations for students in art, psychology, education, nursing, communications, and other programs

We maintain strong community partnerships with professional organizations, and economic and workforce development, to offer:

- Networking receptions for graduating seniors
- Career fairs
- On-campus resume critiques
- Job shadow and internship opportunities

For more information, contact the Career Services Director  
Kalindi Garvin • (319) 368-6463 or ext. 1620 • [careers@mtmercy.edu](mailto:careers@mtmercy.edu)

# COUNSELING SERVICES

240 University Center  
(319) 363-1323, ext. 1218

Mount Mercy University Counseling Services is here to enhance our students' academic life and university experience. We are here to help address issues affecting the whole person, including steps to help students grow intellectually, spiritually, emotionally, and physically.

Occasionally academic, personal, and social pressures can feel so overwhelming that individuals cannot function to the best of their ability. In a relaxed and comfortable setting, the Counseling Services staff assists students in talking through whatever is on their mind to help them find solutions to their problems.

**Does a student require a diagnosis to come to counseling?** No. We do provide additional support to individuals with existing mental health diagnoses, but our support services are very broad. Sometimes students just need a neutral person to talk things through with, especially when they are away from home for the first time.

**What kind of issues do you help with?** We provide support for all students who may be experiencing a wide variety of issues, including:

- Stress management
- Interpersonal conflict (i.e. family or roommate-related issues)
- Depression / Anxiety
- Healthy relationships
- Assertiveness and self-worth
- Homesickness
- Dating or marital relationship issues
- Sexuality
- Indecision about future career
- Addiction
- General mental well-being

At different times throughout the year we also provide opportunities for personal development, skill improvement, and/or awareness of a variety of issues related to mental health. Watch for these opportunities in the MMU Times newspaper, the MMU website, or posted around campus.

**Does a student need an appointment?** Counseling Services welcomes students to stop by any time Monday through Friday during regular business hours. If a counselor is available, we take walk-ins. If counselors are serving other students at the time our administrative assistant can help students make an appointment.

**What about confidentiality? Can parents share concerns with counselors?** Student conversations with counselors are confidential and use of Counseling Services does not appear on student transcripts. While confidentiality prohibits the sharing of information with parents without the proper release signed, parents are welcome to contact Counseling Services and express concerns or ask questions. Counselors can provide general information about subjects (such as depression or how to manage homesickness).

**Is there a cost to counseling? Do I need to use insurance coverage?** No. Counseling Services are free of charge to enrolled Mount Mercy University students and no insurance information is utilized by the counselors.

***Is there a limit to how long a student can utilize Counseling Services?*** While there is no set limit to the number of sessions each student can use, the general format of services is a short-term, solution-focused model. Students whose support needs exceed the capacity of Counseling Services, or who require services beyond the scope of this practice, are provided referrals to community-based services to assist in connecting them to the needed resources.

***Who staffs Counseling Services?*** Counseling Services is staffed by the Director of Counseling Services and Graduate- or Doctoral-Level Interns. As an institution of higher learning, it is a privilege for us to be able to assist those who have sought further education in the counseling field by providing the opportunity to complete their advanced education with direct internships through our Counseling Services. These graduate- and doctoral-level Interns, who have completed in-class training in helping skills and applied clinical theories, provide one-on-one counseling to our students while being supervised by our Director of Counseling Services. Cases are reviewed by the Director and the Intern on a weekly basis, and support for the Intern is always available through the Director or their direct practicum supervisor.

Karol White is our Director of Counseling Services and has been providing counseling for students at Mount Mercy since October 2013. Prior to joining the MMU family, Karol worked as a therapist at Keys to Living Christian Counseling and at St. Luke's Counseling and Employee Assistance Program prior to that.

For more information, contact the Director of Counseling Services

Karol White, MSW, LISW • (319) 363-1323, ext. 1238 • [kwhite@mtmercy.edu](mailto:kwhite@mtmercy.edu)

# HEALTH SERVICES

240 University Center  
(319) 363-1323, ext. 1218

The Health Services office is located in the Student Services Office Suite, on the second floor of the University Center. The Director of Health Services – Michelle Snitselaar, MSN, RN – offers general acute health care services to the campus community. Michelle Snitselaar has been the Director of Health Services since 2006. She has a variety of experiences from acute hospital care, pediatric home health, NICU, and family practice.

Services include, but are not limited to: first aid, illness assessment, flu vaccinations, over the counter medications, mono testing, strep testing, consultation and referral services. Please call for more information about other testing that may be available. Mount Mercy University does not prescribe or manage medications. Health education and promotion materials are also available in the Student Services Office Suite. Health Services are offered by walk-in or appointment.

To schedule an appointment call, (319) 363-1323 ext. 1218.

For afterhours medical and first aid assistance please call Public Safety at (319) 363-1323 ext. 1234.

For more information, contact the Director of Health Services  
Michelle Snitselaar RN, MSN • (319) 363-1323, ext. 1283

# PUBLIC SAFETY AND PARKING

Info Desk, University Center  
(319) 363-1323, ext. 1234

The Department of Public Safety at Mount Mercy oversees the safekeeping of the campus and its properties. We strive for a high level of safety services to the college community.

The Department of Public Safety is located in the University Center. In case of emergency, persons should call **ext. 1234** from any campus phone, or **319-363-1323 ext. 1234** from any off campus or cellular telephone.

The Mount Mercy University Department of Public Safety is operational 24 hours a day, seven days a week. In addition to full-time staff members, Public Safety utilizes work study students to assist in parking enforcement and during special events on campus. Mount Mercy operates an administrator-on-duty call system to ensure that administrative support and decision-making capacity is always available. All Public Safety staff members are trained in CPR/1st Aid/AED, emergency response, evacuation procedures and interpersonal skills.

The protection of students, employees, guests, and Mount Mercy property is our priority. We provide the following services:

- On-campus escort program
- Lost and found
- Securing and unlocking buildings after hours
- Assistance with parking issues
- Student education on fire safety, personal safety, alcohol and other drug programs

## Parking Permits

Students bringing cars to campus should request a parking permit online at:

**[www.mtmercy.edu/parking-permit-request](http://www.mtmercy.edu/parking-permit-request)**

The online request form will be available in August. Parking permits can be picked up on move-in day.

# DINING SERVICES AND MEAL PLANS

## Where to Eat

**McAuley Dining Room (Dining Hall)** – Meet your friends for breakfast, lunch, and dinner at our comfortable all you care to eat location. The dining room is open daily from 7:00 a.m. – 7:00 p.m. All meals are provided in an all-you-care-to-eat format and enable students to make food choices that best-suit their preferences and lifestyles.

**Hilltop Grill** – Come enjoy the sounds and sizzle of an All-American grill. Conveniently located next to the McAuley Dining Room, this location offers made-to-order grill items, deli sandwiches, wraps, subs, pizza, convenience store items, and more.

**Basile Beans and Graduate Grounds** – Both locations feature a full Java City house. Relax and recharge while enjoying a full line of beverages including your favorite latte or espresso. Plus, each location offers specialty desserts, snacks, and smoothies to keep you going throughout the day.

## Meal Plans\*

### VIP All Access Plan

The most common of our residential meal plans, the VIP All Access plan includes unlimited meals at the Dining Hall, \$100 Declining Balance dollars to use at any dining location, and 5 guest passes in the fall/spring semester.



The Mustang meal plan gives you 7 meals per week at the Dining Hall, \$125 Declining Balance dollars to use at any dining location, and 3 guest passes in the fall/spring semester. This is the perfect option if you are off-campus for part of the day, student teaching, or at nursing clinicals. *\*Available to Junior and Senior status students only.*



For commuter students, the 20+ meal plan gives you 20 meals to use for the entire semester at the Dining Hall for \$120. You are able to refill these meals at any time.

\*Please visit [mtmercy.campusdish.com](http://mtmercy.campusdish.com) for hours, menus, services, nutrition calculators and updates to meal plans.

# INTERNATIONAL PROGRAMS

## Study Abroad Opportunities at Mount Mercy

240 University Center  
(319) 363-1323, ext. 1713

### Faculty-led Programs

These short-term group programs led by Mount Mercy faculty often take place during January term, spring break or summer, and allow in-depth exploration of a country and topic of study. Travel programs are normally only 1-2 weeks, so even students with intense academic work or family commitments can take part. Recent programs have included intensive Spanish in Costa Rica, teacher education in England, and culture and politics of the European Union.



### Exchange Partnerships

Mount Mercy's exchange partnerships allow undergraduates to spend a semester abroad in a beautiful and historic European city for virtually the same cost as staying on campus.

#### Canterbury Christ Church University

In Canterbury, England, Canterbury Christ Church University offers semester and summer programs. Summer students study British society, literature and history, while semester students can study a variety of subjects, including English, criminal justice, history, and business. The program includes several field trips to appealing sites like Shakespeare's Globe Theatre, Stonehenge, and Dover Castle.

#### University of Stirling

In Stirling, Scotland, University of Stirling has summer and semester programs offering a wide variety of coursework that will meet major or core requirements. Stirling is a historic city with easy access to Glasgow, Edinburgh, and the Scottish Highlands.

#### Carlow College

Carlow College is a small, Catholic college in Carlow, Ireland offering semester programs with a good choice of courses that would meet major or core requirements. The program includes field trips throughout Ireland as well as opportunities for independent travel.

#### Palacky University

In Olomouc, Czech Republic, Palacky University offers a summer course in Czech language and culture, and a semester program focusing on Central European studies. Courses are taught in English, and no prior knowledge of Czech is required. Olomouc is a picturesque university town, only a few hours from European capitals like Prague and Vienna.



## Affiliations

Affiliated programs offer additional opportunities for study abroad. Program costs vary from site to site but such programs were chosen, in part, for their value and affordability.

**AIFS** offers programs in multiple countries and offers January Term, summer, and semester programs. Exciting examples of programs include environmental studies in New Zealand, art in Italy, and much more.

**CIMBA** in Paderno, Italy offers semester and summer programs in business, communications, and journalism with classes taught in English by professors from U.S. business schools.

## Other Programs

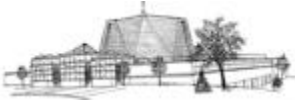
If none of these programs will work for you, Study Abroad Programs can help you look for other opportunities. Our resource library has hundreds of study abroad opportunities as well as information on working, teaching, or volunteering abroad.

For more information, contact the Office of International Student Recruitment and Integration

Amir Hadzic • (319) 363-1323, ext. 1543 • [ahadzic@mtmercy.edu](mailto:ahadzic@mtmercy.edu)



# MOUNT MERCY LIBRARY SERVICES



*You may access many of our resources when off-campus through the LIBRARY GUIDE on the front page of every MyCampus course.*

## Mount Mercy Library Services

You may access many of our resources when off-campus through the LIBRARY link found in the navigation area of every BRIGHTSPACE course.

## Busse Library Facts

The Busse Library is physically open Monday-Thursday 8am-11pm, Friday 8am-4:30pm, Saturday 1-5pm, and Sunday 1-11pm. The library is virtually accessible 24/7 with access to its electronic resources through the LIBRARY link in the navigation area of every Brightspace course at <https://brightspace.mtmercy.edu>. The print collection has approximately 140,000 volumes.

## Reference/Research

See the Busse Librarians for assistance in finding information. Stop at the desk, call 368-6465 or ext.1246, or email [library@mtmercy.edu](mailto:library@mtmercy.edu). Appointments may be made for in-depth term paper or project consultations. Start your library research early to have time to gather the most useful information.

There are numerous “How Do I” handouts and video tutorials in the Library Guides to assist students with various aspects of the research process. The Library Guides (LibGuides) and the library’s website also include a number of handouts on citation styles. The staff is here to help you learn how best to use the library for assignments and papers. The work may involve the library research process, various electronic and print information sources, and citation styles. Come to the Reference Desk or call 368-6465 (or on-campus at ext. 1246).

## WorldCat: The Library Catalog

WorldCat, the Library catalog, can be found on the library’s homepage or directly online at <https://mountmercy.worldcat.org>. You can search by keyword, author, title, or subject to find books, DVDs, and other materials available in the library.

## **Periodicals: Magazines and Journals**

We have current subscriptions to over 10,000 journals, magazines, and newspapers that are accessible using the electronic periodical databases available through the Busse Library website and Brightspace. Visit the library's A to Z service ("Journals" link on the library homepage) to search for a title of interest.

## **Circulation/Reserves**

Students may checkout books for three weeks. DVDs and print periodicals (magazines/journals) circulate for three days. Books, videos, and other materials are sometimes put on reserve by faculty for student use. Most may be checked out for 2 hours for in-library use only. Faculty members may also have links to full-text articles, for assigned readings, in Brightspace.

## **Interlibrary Loan (ILL)**

Books and photocopies of journal articles may be ordered for personal use through interlibrary loan (ILL). Journal articles usually arrive within a week. Books may take a bit longer. Complete an online ILL form for each article or book you need. ILL requests may be made from the Busse Library website, as well as directly from each periodical database and the WorldCat catalog using online forms.

## **Media**

Our media collection includes videos, DVDs, and music CDs, along with digital cameras and other equipment. Media collection items are located on the first floor across from the public access computers. Films may be checked out for three days; equipment may be checked out for 24 hours. Time for videotaping may be scheduled with the library staff. Call 368-6465.

For additional information, contact Busse Library Services  
library@mtmercy.edu • (319) 368-6465

# FINANCIAL AID

112 Warde Hall  
(319) 368-6467

## General Questions

### **Where do I access my financial aid award?**

As an incoming student, your financial aid award will be mailed to you. Financial aid awards can also be access online at <https://netpartner.mtmercy.edu/Student/>. You can check the netpartner website for all forms needed to complete your financial aid file.

### **How do I receive my financial aid?**

Once your financial aid file is complete, which means all requested documents have been returned, each semester your financial aid is applied directly to your student account in the Student Financial Service Center. This does not include work study.

### **How do I report outside scholarships that I might receive?**

Outside scholarships are considered part of your financial aid award. They must be reported to the Student Financial Service Center once you know the amount you will receive. This usually happens during the spring or summer months. Checks for these scholarships should be sent to the Student Financial Service Center. If the scholarship requires enrollment verification, please contact the Registrar's Office.

### **What happens next year?**

You must file a FAFSA each year. If you do not plan on filing a FAFSA, but would like to receive your Institutional Scholarships and Grants, you must notify the Student Financial Service Center by May 1<sup>st</sup> that you will not be filing a FAFSA.

## Work-Study Questions

### **When will I receive my work-study assignment?**

Work Study Assignments will be mailed in late July or early August. Included with it will be Federal and Iowa W-4 forms, a Federal I-9 form, and a direct deposit form. All of these forms are required to be completed prior to starting work-study. Watch for the mailing.

### **How will I be paid for Federal Work-Study or Campus Employment?**

Federal Work-Study and Campus Employment payroll is paid every fourth Friday (typically once per month) by direct deposit. Remember, you will not receive your entire award amount on the first check; you must work the hours to earn the dollars.

### **Can I keep my work-study paycheck?**

Yes, however, if Federal Work Study is listed on your financial aid award letter, we are assuming you will be applying your earnings to your student account. If you earn less than the \$2000 awarded, you will have to make up this difference in another form of payment.

### **What if I do not like my job assignment?**

At the time the assignments are made, there will be no additional openings available. If you decide to resign from your position you will not be automatically placed in another position. You are expected to provide a two week notice to your supervisor if you decide to resign.

## **Loan Questions**

### **How do I receive my Federal Direct Stafford Loan?**

Students will go online to sign the Federal Direct Stafford Master Promissory notes and complete Entrance Counseling. Instructions for this process are included in the initial financial aid packet that the student has received. Loans will not be disbursed until both the promissory note(s) and entrance counseling are complete.

### **Do I receive the full Federal Direct Stafford Loan that I have been awarded?**

No, an origination fee is deducted prior to disbursing the loan. You will receive a disclosure statement from the Direct Loan Servicing Center detailing origination fees and the net amount of your loan.

### **When will I receive my Federal Direct Stafford Loan?**

Direct Stafford Loan proceeds are applied to the student's account no more than 10 days prior to the start of each semester providing that the student has completed their promissory note and entrance counseling.

### **What if I need an additional loan to pay my balance?**

Direct Parent PLUS loans and various private loans are available for the student and parent. The PLUS information would have been included in your initial financial aid packet. Please contact the Student Financial Services Center if you have questions about these loans.

### **How do I know how much I will need in a private loan?**

In order to determine how much you will receive, please refer back to the award letter the Student Financial Services Center mailed to you. A summary of aid you are eligible for is on this letter as well as estimated direct costs. This covers only direct costs at Mount Mercy University. You will have to increase this for any living expense money you may need.

For more information, contact the Student Financial Service Center  
studentfinancialservices@mtmercy.edu • (319) 368-6467 • 800-248-4504

# BILLING INFORMATION

112 Warde Hall  
(319) 368-6467

## All bills are sent out electronically!

If you have a balance due, notifications will be sent to your Mount Mercy email account when a new eBill has been published.

- You can forward your Mount Mercy email to another email account
- You can give authorization for eBill notifications to be sent to anyone else (e.g., parents)
- You can view your student account balance at any time. You do not have to wait for an eBill to be published to your myMountMercy account.

## Online access to student billing account information

Students can view billing information by logging in to their myMountMercy account. In your myMountMercy account you can:

- Access to CashNet to make online payments
- View your balance due on your account
- Check recent payments
- Check your bill
- Create Parent PINs to authorize others to view/pay your account
- Enroll in payment plans
- Sign up for e-Refund
- Sign up for text alerts

## Payment Plan

If unable to pay in full at the beginning of the semester, you can enroll in the Mercy payment plan:

- A payment plan agreement must be completed on your myMountMercy account
  - Detailed instructions can be found at: [www.mtmercy.edu/student-accounts](http://www.mtmercy.edu/student-accounts)
- An enrollment fee of \$50/semester will be charged in order to enroll
- The balance due is split into four payments during the semester (see “Important Dates”)

## Late Fee

Assessed to the student account for late or missed payments (received after the 15<sup>th</sup> of the month). The amount of the late fee is based on the total outstanding balance:

<b><u>Outstanding Balance</u></b>	<b><u>Late Fee</u></b>
Under \$1,000	\$10.00
\$1,000 - \$2,500	\$25.00
\$2,500 - \$5,000	\$50.00
\$5,000 - \$7,500	\$75.00
\$7,500-\$10,000	\$100.00
>\$10,000	\$150.00

## Important Dates

### Fall 2019

August 28 <sup>th</sup>	Last day to drop fall courses without financial obligation
August 15 <sup>th</sup>	Full semester payment or first installment of payment plan due
September 15 <sup>th</sup>	Second installment of payment plan due
October 15 <sup>th</sup>	Third installment of payment plan due
November 15 <sup>th</sup>	Fourth and final installment of payment plan due

## Outstanding Balances

If you have an outstanding balance with Mount Mercy University, the following may occur:

- You will be held from registration for future coursework
- Your registration for the next term will be cancelled
- May be sent to a collection agency
- You will not be able to obtain a copy of an official transcript

## Financial Responsibility Agreement

- The Financial Responsibility Agreement is a disclosure agreement between you and Mount Mercy University that states you agree to pay all charges that result from your registration and services you receive from the University.
- The student will receive an email inviting them to read and electronically sign the agreement.
- The agreement is signed once, as long you maintain continuous enrollment with the University.

## Webpage Information

[www.mtmercy.edu/student-accounts](http://www.mtmercy.edu/student-accounts).

Please visit the Student Accounts website for updated information regarding tuition statements, links for making payments, payment plan instructions, links to useful websites etc.

## Communication is Key

- If you have questions about your bill, payments, charges, or general questions about your bill – TALK TO US!!
  - It's easier to fix a problem at the beginning rather than at the end!
- We are located in **Warde Hall 112**
- Our phone number is **319.368.6467**

You can also email us at [studentfinancialservices@mtmercy.edu](mailto:studentfinancialservices@mtmercy.edu)

## **Authorizing Logins and Making Account Payments**

### **Authorizing Parent Logins**

Students may create a Parent PIN to allow parents, guardians and other authorized users to access their account information.

A Parent PIN must be created by the student before it can be used. The student can follow these steps to create a Parent PIN:

1. Log into your myMountMercy account.
2. Click on the Finance tab
3. Click on the CASHNet link
4. Locate the box labeled Parent PIN in the lower left corner
5. Click the Add New link in that box.
6. Enter the Login Name you wish to assign to the parent or authorized user.
7. Enter that person's email address.
8. Answer any remaining questions on that page.
9. Click OK.
10. An email will be sent to the email address entered in step 7 with a login ID and temporary password.

Once the student has followed the steps above to setup a Parent PIN, the parent or authorized user will be able to login. To login, enter the Parent PIN Login and Password provided by the student. If you do not know the Parent PIN Login or Password, your student can provide them or reset them for you. The Student Financial Services Office cannot reset Parent PIN logins and passwords. Students can go into their own account and in the Parent PIN section they will have an option to edit an existing Parent PIN. Once you select "edit" you can reset the password.

### **Parents or Other Authorized User's Online Payments**

To make a payment online, please follow these steps.

1. Login to <https://commerce.cashnet.com/mtmercy> using your parent login.
2. Under the section labeled "Your Account" click on the "Make a Payment" link.
3. If you have a balance due, click on the "Account Balance" link.
4. Enter the dollar amount you would like to pay.
5. Select the current year in the drop down box.
6. Click "Add to Shopping Cart"
7. When prompted, enter credit card or electronic check information and proceed with checkout.

For more information, contact Student Financial Services  
studentfinancialservices@mtmercy.edu • (319) 368-6467

# MOUNT MERCY EMAIL

**Mount Mercy uses** Office 365 (Outlook) for email. Office 365 provides access to familiar tools like Word, Excel, and PowerPoint, and can be accessed from anywhere!

**Browse to** <http://products.office.com/en-us/student/office-in-education>. **Then click on green “Find out if you are eligible” button and enter your XXXX@mtmercy.edu email account the follow directions from there.**

**Instructions are available at [www.mtmercy.edu/admitted-student](http://www.mtmercy.edu/admitted-student)**

## **! IMPORTANT**

All Mount Mercy University correspondence will be sent to your Mount Mercy email address. You can choose to forward your email from the Mount Mercy address to another account. However, Faculty and Staff will only use your official Mount Mercy University email address to contact you.



# TRADITIONAL ACADEMIC CALENDAR

## Fall Semester 2019

Founders Convocation	August 19
Classes Start	Aug. 21 (Wed)
Last Day to Add/Drop	Aug. 28
Last Day Pass/Fail	Aug. 28
Labor Day	September 2
Midterm	October 11
Fall Break	Oct. 16-20
Thanksgiving Break	November 27-Dec 1
Last day to drop (W grade)	Nov. 22
Pass/fail opportunity	December 2-6
Last day of classes	Dec. 6
Final Exams	Dec. 9-12
Graduation Date	Dec. 15

## Winter Term 2020

Classes begin	Jan. 6 (Mon)
Last day to add classes	Jan. 7
Last day Pass/Fail	Jan. 7
Last day to drop (W grade)	Jan. 17
Pass/Fail opportunity	Jan. 20-21
Last day of classes	Jan. 23 (Thu)
Snow make-up day	Jan. 24 (Fri)
Graduation Date	Feb. 9

## Spring Semester 2020

Classes Start	January 27 (Mon)
Last Day to Add/Drop	Feb. 3
Last Day Pass/Fail	Feb. 3
Midterm	March 13
Spring Break	March 16-20
Good Friday (no classes)	April 10
Easter Monday (classes held)	April 13
Last day to drop (W grade)	May 1
Pass/fail opportunity	May 5-8
Last day of classes	May 8
Final Exams	May 11-14
Commencement Ceremony	May 17
Graduation Date	May 17

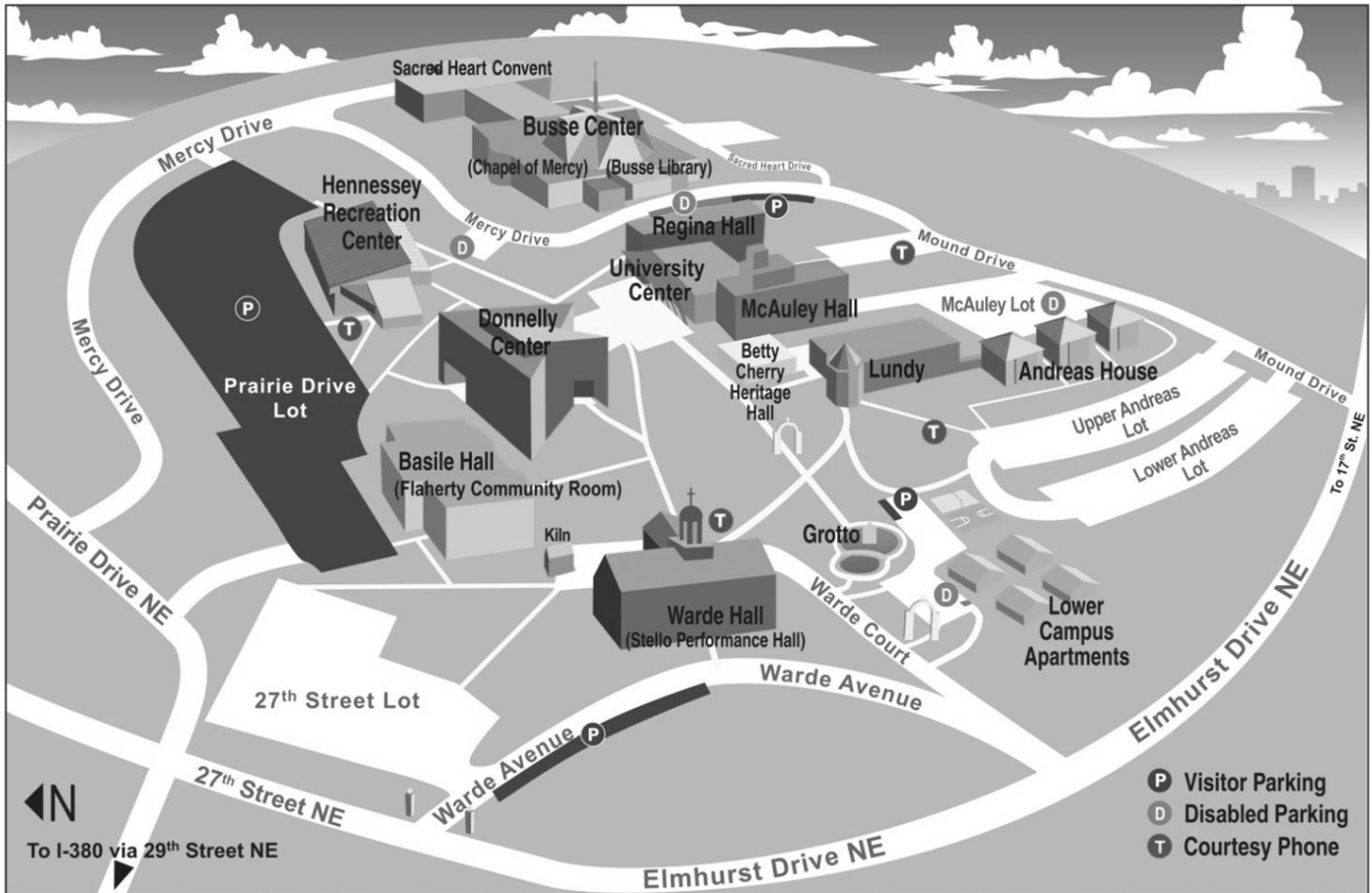
## Summer Semester 2020 Term I

Classes begin	June 8 (Mon)
Last day to add classes	June 9
Last day Pass/Fail	June 9
Last day to drop (W grade)	July 2
Pass/Fail opportunity	July 6-7
Last day of classes	July 10 (Fri)

## Term II

Classes begin	July 13 (Mon)
Last day to add classes	July 14
Last day Pass/Fail	July 14
Last day to drop (W grade)	Aug. 7
Pass/fail opportunity	Aug. 10-11
Last day of classes	Aug. 13
Graduation date	Aug. 16

# CAMPUS MAP



[www.mtmercy.edu](http://www.mtmercy.edu)



1330 Emhurst Drive NE  
Cedar Rapids, Iowa 52402-4797  
319-363-8213

## MMU FIGHT SONG

Raise up your proud Mount Mercy voice.  
Sing aloud and make some noise.  
Hail to the Mustang, all rejoice  
And lead us on to victory!

Let them all see Mount Mercy Pride.  
We all know who's on our side.  
Never will Mustangs be denied,  
So lead us on to victory now!  
MMU! MMU!