

The College of Health Sciences
Welcomes the Future MSMS Class of 2023



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INTERVIEW/ORIENTATION DAY AGENDA

FIRST SESSION		SECOND SESSION		
8:00 - 8:20 a.m.	Check-in	9:50 – 10:10 a.m.	Check-in	
8:20 – 8:50 a.m.	Welcome/Intro Admissions	10:10-10:40 a.m.	Welcome/Intro Admissions	
9:00 – 10:30 a.m.	Interviews/Writing Sample/ Q&A with Students & Alumni	10:45 – 12:15 a.m.	Interviews/Writing Sample/ Q&A with Students & Alumni	
12:15 – 1:00 p.m.	Meet and Greet	12:15 – 1:00 p.m.	Meet and Greet	

Western University of Health Sciences Overview

Western University of Health Sciences (Western University) is a non-profit, independent, academic health center, founded as the College of Osteopathic Medicine of the Pacific (COMP) in 1977. Located on 22 acres in Pomona, California, 35 miles east of downtown Los Angeles in the Pomona Valley, the founding mission of the institution was to educate primary care osteopathic physicians for the western United States. Over the past three decades, Western University has preserved and enhanced its mission, expanding it to include educational programs in the health sciences, pharmacy, graduate nursing, veterinary medicine, biomedical sciences, optometry, dentistry, and podiatric medicine.

The College of Health Sciences supports Western University of Health Sciences (WesternU) in its mission to increase the availability of health care providers to serve the needs of the people living in the western region of the United States. In addition, the College of Health Sciences provides educational opportunities for students in a variety of health careers. There are three academic programs offered in the College of Health Sciences: Master of Science in Health Sciences, Master of Science in Physician Assistant Studies, and Doctor of Physical Therapy.

The Department of Medical Sciences joined the College of Health Sciences at Western University in Summer 2021. Prior to that, the program was housed in the Graduate College of Biomedical Sciences. They completed the program 28 months later, graduating in 1994. In 2003, the program changed the start date from January to August and accepted the first entry-level class into a three-year Doctor of Physical Therapy (DPT) degree program. In 2003, the university also welcomed the first class of 86 students to its College of Veterinary Medicine, the first and only college of veterinary medicine in Southern California. In 2008, Western University opened the Graduate College of Biomedical Sciences. In 2009, Western University added three new colleges: a College of Dental Medicine, College of Optometry, and College of Podiatric Medicine.

Currently, the mission of Western University of Health Sciences is to produce, in a humanistic tradition, health care professionals and biomedical knowledge that will enhance and extend the quality of life in our communities. Within a learner-centered environment, the University encourages lifelong learning, supports faculty and student scholarly activities, provides patient care in support of clinical training, and enhances the quality of life in the region through community service. More than 1,400 students are studying each year to become health care professionals at one of the nine of the colleges of Western University.

Program Mission and Vision

The mission of the Master of Sciences in Medical Science (MSMS) Program at WesternU is to prepare students for health-related professional school by educating them in the knowledge, critical evaluation skills and research awareness that will allow them to become well-informed, evidence-based professionals.

The MSMS program is designed to assist individuals from diverse backgrounds in gaining acceptance to professional schools with the ultimate goal of increasing the number of health-professionals in underserved areas.

Program Goals

In fulfillment of the mission of the University, the program's goals are to educate students and graduates who inspire to work with rural and urban communities in the advancement of health promotion and wellness.

THE INTERVIEW PROCESS

Interviews at WesternU are meant to be an exchange of information in a warm and welcoming environment. It is an experience that is both positive and enjoyable for the student applicants. Applicants have been selected by the individual college admissions committee because they exemplify those qualities that we feel are important in the health care professionals whom we educate. Selected applicants also fit the mission and vision of the Master of Science in Medical Science (MSMS) program.

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Notification letters of all categories (accept, alternate, and non-accept) will be sent approximately two weeks after your interview; please do not call the admissions office for your status.

WesternU considers the interview process completed when the applicant attends ALL of the scheduled activities listed below.

THE INTERVIEW PROCESS

Orientation

• The interview day has been organized to allow candidates to obtain information on our programs and support services; therefore, we encourage you to **ASK QUESTIONS!**

Interview

- Candidates are asked to review the **Interview Day Agenda** and logged on to the Zoom meeting 5-7 minutes prior to the check in time.
- The average interview is 30 minutes and consists of two 15-minute interviews with two interview teams.. The interview team is typically comprised of WesternU faculty and/or college administration.
- Candidates will also provide a timed writing sample and participate in a Q&A session with a panel of alumni and current students during the interview session.
- An informal meet and greet session will occur at the end of the second session and will include interviewers, the program chair, and CHS administration. Candidates may ask questions of these individuals to gain additional insight into the program they are seeking to join.

Admissions Committee Decisions

- Candidates are notified by email of the committee's decision.
- Following the interview, applicants are placed in one of three categories: Accept, Alternate, or Non Accept
- Applicants selected as Alternates may be offered a seat in the class as late as the first week of school (typically the first week in June).

Questions

• If you have questions regarding your application, please contact your Admissions Counselor by phone or email (Please refer to page 16 for contact information).

Interview Day Evaluation Form

You will receive an e-mail shortly after your interview today with a link to our evaluation form. Please take a moment complete and submit it as soon as possible. Your feedback and comments are important to us, as we will consider them when planning next year's interview day activities. The information that you report will remain confidential and the program will not use them in determining admission.

INTERNATIONAL STUDENTS

For more information please visit our web site at: http://www.westernu.edu/international-welcome or contact the Director of International Student Services (see Administrative Contacts on page 16).

Linkage Information

Candidates should ensure that they remain eligible for the program they intend to link to (i.e. COMP/DO, CDM/DM, CHS/MSPA, CHS/DPT, COP/PharmD, and COP/DPM). Each program has their own specific requirements for MSMS students/graduates to link to the program. Plan ahead, especially for standardized tests (MCAT, DAT), and apply early to allow time to remedy any application issues before the deadline.

ADMISSIONS STATUS

ACCEPT STATUS

MSMS applicants accepted to WesternU will be required to submit the following:

- Official transcripts with degree posted <u>ALL</u> prerequisite course work in progress must be completed by the end of the spring semester or quarter immediately prior to matriculation into the MSMS program in June.
- History and Physical Exam A current history and physical examination is required prior to registration at WesternU. It cannot be more than six months old from your first day of matriculation. It is strongly recommended that you schedule an appointment for your physical examination as soon as possible following your acceptance.
- Proof of Immunizations Proof of current immunity through serum blood titers is required for the following communicable diseases: COVID 19 (vaccine series and booster), measles, mumps, rubella, varicella and Hepatitis B. Your physician must indicate if you are current with your vaccination for tetanus/diphtheria/pertussis and that you have received tuberculosis clearance (must be valid throughout the entire academic year).
- Health Insurance Every student is required to have health insurance for the duration of their time at WesternU. Students with acceptable coverage will have an opportunity to request a waiver of the university-provided, student-paid health insurance during registration.
- Acceptance Deposit \$250 payable within two weeks after notification of acceptance.
- Personal Competencies for Admission and Matriculation for the Health Profession College of their choice.
- Accepted students are given a WesternU email address. All communication will be sent to your WesternU email address. It is important that you access and view your email regularly for important and time-sensitive information.

Failure to complete all admissions and pre-matriculation requirements will result in the delay of your financial aid and/or rescindment of your acceptance. If you have any questions, please check with the Admissions office.

Provisional Offer of Admission

Your admission to Western University of Health Sciences (WesternU) is based upon the information reported on your application, during the interview process and/or otherwise shared through written/verbal communication with the University. Consequently, we expect that you will comply with each of the following terms and conditions as outlined below:

<u>Please carefully review this document and submit within the required timeframes.</u> <u>Contingent Offer of Admission</u>: Your acceptance is contingent upon the submission of the following admissions requirements by **June 1st:**

- 1. Official transcript(s) showing the satisfactory completion of all prerequisite coursework and degree(s).
- 2. Completed Immunization, Health History and Physical Examination forms.
- 3. Completed background check from PreCheck (if required by your program).
- 4. Completed Technical Standards form (if required by your program).
- 5. Proof of legal U.S. residency (International Students only).
- 6. Failure to submit any of the above listed items by the deadline may result in the delay of your registration and/or financial aid or the rescindment of WesternU's offer of admission.

Acceptance Deposit: If you intend on enrolling at WesternU, you must accept our offer of admission online as outlined in your admissions packet under What's Next? Accept your Admissions Offer; and submit a nonrefundable acceptance deposit for \$250.00, by the date indicated in your offer of admission letter. In the event you have to withdraw your acceptance of WesternU's offer of admission prior to or after the start of classes, or if the offer of admission is rescinded for any reason, your acceptance deposit will be automatically forfeited. Non-payment of the required acceptance deposit by the date shown above will lead to the automatic rescindment of WesternU's offer of admission. **Background Check(s):** Due to the nature of our graduate and professional programs, you may be required to submit to a background check prior to and/or during your enrollment at WesternU in accordance with the policy/procedures of the specific College. You are responsible for any associated costs of the first background check. Certain findings/information on a background check may impact your ability to begin and/or continue your education at WesternU, in addition to interfering with WesternU's ability to procure internships/clerkships/rotations sites and impacting your ability to obtain appropriate licensure to practice in your desired profession. Consequently, any findings and/or results of the background check(s) is your sole responsibility to address and/or ameliorate the possible impact of such information. Students are encouraged to ensure they are effectively aware of and/or avoid any infractions/convictions or other aspects that could negatively impact their career progression while at WesternU.

Standards of Academic Integrity, Professionalism and Student Conduct: If WesternU receives information from any source, prior to your enrollment, regarding a history of conduct by you that is inconsistent with, or would violate our student conduct policies and/or procedures; your offer of acceptance may be withdrawn immediately. Please review the relevant student conduct policies, located in the General Section of the University Catalog for further information.

ALTERNATE STATUS

- The alternate status is for this year only.
- Alternate candidates may be offered a seat from the time the alternate letter is received until the first day of classes. (Subject to change)
- You will log into your status page and indicate if you would like to remain in consideration. If you should accept a seat elsewhere, please notify us in writing so that we can remove you from the alternate list. Be advised that second interviews are not granted.
- Alternates are not ranked; alternate files will be reviewed for consideration of an offer of acceptance as needed.
- Applicants selected as alternates may or may not be offered a seat for the upcoming entering class. The alternate status **remains unchanged until an offer of acceptance is made by WesternU.**
- Candidates who are unsuccessful in gaining admission will be notified, in writing, by the first week of July and submission of a new application is required to be considered for the next entering class

NON-ACCEPT STATUS

- Applicants will be notified by email.
- Committee decisions are final.
- Applicants may contact an admissions counselor to make an appointment for phone counseling.
 Suggestions on how to improve your application does not guarantee an interview and/or acceptance to the MSMS Program.
- Remember to check our website for new application deadline dates and/or any changes in program requirements.

THE CURRICULUM*

To graduate, students must complete a minimum of 46.50 credit hours.

Fall Semester			
Subject/Course #	Course Title		
CHS 5020	Critical Learning & Communication Skills in the Health Prof. I	2.00	
CHS 5030	MSMS Intensive Summer Anatomy Course	8.50	
CHS 5043	Molecular and Cellular Basis of Life	5.00	
CHS 5042	Physical and Biochemical Systems	5.00	
CHS 5061	Intro to Clinical Research & Evidence-Based Decision Making	2.00	
CHS 5070	Research I	4.00	
CHS 5082	Clinician and Society	3.00	
Total Required Credit Ho	ours:	29.50	
Spring Semester			
Subject/Course #	Course Title		
CHS 5021	Critical Learning & Communication Skills in the Health Prof. II	2.00	
CHS 5071	Research - Capstone	4.00	
CHS 5075	Physiology of Human Visceral Systems	4.00	
CHS 5079	Microbiology: Biological Systems in Human Disease	4.00	
CHS 5083	Clinical Environments in Health Care	3.00	
Total Required Credit Hours:		17.00	

^{*} Curriculum is subject to change without notice.

FINANCIAL AID

Master of Science in Medical Sciences (MSMS)

Overview of WesternU Financial Aid Process

Welcome! The information below is to provide you with a quick overview on how financial aid is processed at <u>our office</u>. Please visit our website at https://www.westernu.edu/financial/, which has a lot of useful information. Please be sure to attend one of the many webinars we have scheduled to learn more about the financial aid available to students attending WesternU!

If you have any questions or feedback, please contact our office at (909) 469-5353 or via email at finaid@westernu.edu. We look forward to assisting you!

Applying for Aid -

THE PROCESS

Step 1: Complete the Free Application for Federal Student Aid (FAFSA)

- The Free Application for Federal Student Aid (FAFSA) is open for submission annually each October 1st.
- Create a Federal Student Aid (FSA) ID
- This FSA ID is used to sign your Free Application for Federal Student Aid (FAFSA) online. If you have an existing FSA ID, you are not required to create another one.
- Complete the Free Application for Federal Student Aid (FAFSA) https://fafsa.ed.gov/
- Western University of Health Sciences (WesternU) school code is 024827
- When completing the FAFSA application, transfer your federal tax information from two years ago (Prior-Prior Year).

Step 2: Review Student Budget/Cost of Attendance

- Student Budgets/Cost of Attendance are subject to change and costs vary each year.
- See page 11 for details

Step 3: Requirements

• Once admitted to the University, an email from our office will be sent to your WesternU email account. This email will instruct you to login to your Student Portal to complete the listed requirements prior to disbursement of loan funds. Once requirements are completed, your financial aid offer will be emailed to your WesternU email account.

Step 4: Financial Aid Offer

Packaging and Award Policy

- Students at WesternU are packaged and awarded as independent graduate students. There are no Grants available to graduate students. Resources such as gift aid, scholarships, Military and the National Health Service Corps will be taken into consideration first when packaging and awarding students.
- All eligible students are then awarded in the unsubsidized loan and the balance in the Grad PLUS loan to meet the maximum of their budget. Students are awarded the maximum allowable in the Federal Direct Loan program's as per their program and the Department of Education.
- Outside scholarships are available! Please visit https://www.westernu.edu/financial/financial-scholarships/ for more details.

Loans

- Graduate professional students are eligible to borrow federal loans up to the cost of attendance minus other financial aid from the Department of Education (ED) and/or non-Department of Education lenders referred to as an Alternative loan.
- ED Loans and Interest Rates for 2019/20 Academic Year
- Federal Direct Unsubsidized Loan
 - o 6.079% (T-bill + 3.60%)
- Federal Graduate PLUS Loan
 - o 7.079% (T-bill + 4.60%)
 - The Federal Graduate PLUS loan requires a credit check. If loan is declined, student will need an Endorser.
 - Please remember that the interest rates for each academic year may vary based on what the 10-Year T-Bill will be by the end of May of each year. In addition, there is an origination fee, which is assessed at the time of disbursement. For additional information visit our website athttps://www.westernu.edu/financial/direct-loan-program-counseling/.
 - Repayment begins 6 months after the student graduates or drops below half time enrollment. Limited deferments and forbearances are available to students upon graduation based on economic hardship.

Alternative Loan

- Eligible students are International, DACA, and those eligible to borrow ED loans.
- International students must secure a U.S. Citizen co-signer to obtain funding.
- Requires a credit check and is based on credit worthiness. Unlike ED's Loan program, approval is not guaranteed. The lending institutions determine interest rates of which there is no cap. Some lenders may charge an origination fee. Alternative loans may not have deferment/forbearance as an option.

Step 5: Disbursements Schedule

- Disbursement schedules are based on the student's program enrollment terms (fall and spring or fall, spring, and summer terms).
- The financial aid amount you've accepted will be disbursed to your Student Account. Loan funds will first be used to pay for tuition and fees and then the remainder of it will be deposited to your checking account.
- To view your disbursement schedule, please Login to your Student Portal.

Step 6: Meet with a Financial Aid Counselor

Students who are borrowing ED loans for the first time at Western University of Health Sciences will receive an email with instructions to schedule their 30-45-minute mandatory New Student Information (NSI) Financial Aid group meeting.

Financial Aid Student Budgets are Subject to Change

Information is updated annually at the end of March. Please visit https://www.westernu.edu/financial/financial-budgets/ for details. The following budget was assigned to Master of Science in Medical Sciences students for the 2020-2021 academic year:

Budgets for the 2022-2023 aid year will be posted on our webpage by the end of March 2022. To view our updated budgets please visit www.westernu.edu/financial-budgets

UNIVERSITY STUDENT AFFAIRS – SUPPORT SERVICES ACADEMIC YEAR 2022-2023

Learning Enhancement and Academic Development (LEAD) www.westernu.edu/lead/lead-about/

The LEAD office is student-oriented. It serves as an important resource, partnership and support system for students. LEAD counselors are dedicated to assist students in developing their academic, professional and personal skills.

Tutorial Assistance Program (TAP)

This program offers supplemental group academic instruction for **students**. Instruction is facilitated by trained competent peer tutors.

Academic Counseling

In one-on-one academic counseling sessions, students can improve their competencies in a range of areas, including: study strategies, test taking, focus and retention, time management, stress management, academic writing skills and more. Each session is designed to address the student's particular learning style, with the help of basic assessments. Students can schedule as many sessions as needed.

Wellbeing Initiative

The initiative consists of Wellbeing workshops with topics that focus on student wellness, Wellbeing activities around exams, weekly meditation sessions, as well as other activities focused on enriching the humanistic side of the student experience.

Harris Family Center for Disability and Health Policy (CDHP) www.westernu.edu/cdhp/cdhp-about/

The CDHP embraces the spirit of providing services to all students with permanent or temporary disabilities or medical conditions, ensuring that all University programs and activities are accessible. The CDHP understands your educational needs and is flexible in its accommodations. Please keep in mind, there are no charges to you for services that are needed to support your educational program. We are here to help you succeed!

If you have a disability and/or medical condition, there are several support services available to you. To learn additional information about the services we offer or to start the interactive process, please view our webpage at www.westernu.edu/cdhp. Here you will find information on how to register for accommodations, required documentation, and other helpful information about our center.

If you have additional questions, please feel free to contact our office at (909) 469-5441 or disabilityaccommodations@westernu.edu.

<u>Fitness - Pomona, CA Campus</u> | www.westernu.edu/students/students-services-fitness/

We want you to stay mentally and physically fit while you are a student, so we offer a number of great opportunities to stay healthy:

- 1. LA Fitness or SamFit You pay a discounted and subsidized rate (WesternU pays \$100 to the facility on your behalf) depending on your option for enrollment. The advertised rates are for the 2020-2021 academic year and may be subject to change in the future.
- 2. Reimbursement to any Non-LA Fitness/SamFit gym You may be eligible for a reimbursement up to \$100 for an annual/pre-paid membership or a month-to-month membership (excluding LA Fitness/SamFit).

Counseling | http://www.westernu.edu/students/students-services/students-services-counseling/

We are pleased to provide all full-time students access to an Employee Assistance Program (EAP) for

Students through OptumHealth. Under the EAP for Students, you and any member of your immediate household are eligible for up to five free counseling sessions for each "incident" or situation. Counseling includes but is not limited to: emotional well-being, financial planning, work and school issues. Counseling services may be accessed by telephone, via the web, or face-to-face. An on-campus counselor is also available 13 hours a week. Counseling is also provided through the faculty advisor program and the Deans.

Identification Badges

Student identification badges must be worn at all times while on campus, and entry into buildings may be denied without proper ID.

Health Insurance

www.westernu.edu/registrar/registrar-about/registration-information/student-health-insurance/

As a full-time WesternU student, <u>you must show, during registration EACH academic year that you have a current health insurance policy</u>. We encourage you to "shop around" for a health insurance plan that meets your specific needs. Many students are enrolled in plans offered by Blue Cross, Kaiser Permanente, HealthNet, PacifiCare, Aetna, US Healthcare, and United Healthcare. There are many companies that can give you the coverage you need for your specific health concerns. Coverage requirements for all students seeking to waive out of the school sponsored insurance plan are as follows:

- Active coverage for the entire school year
- Deductible of \$1,000 or less per policy year (\$2,000 or less for family)
- Plan provides coverage in the United States

Should you choose not to go with another health insurance plan or if you do not show proof of insurance by the deadline, you must actively enroll in a health plan through Aetna. Please note that this plan DOES NOT COVER dental or vision. Under this plan, students have access to a network of healthcare providers. Listed below are some of the additional main highlights of this insurance plan. For complete details visit our health insurance page at health-insurance/ or call WesternU's insurance broker, HSA Consulting by phone at (888) 978-8355 or by email at westernu@hsac.com.

NOTE: There is a University-owned medical center (Patient Care Center) located on the WesternU Campus in Pomona, California and students are welcome to use this medical facility. There are no free services to students. Students may want to call in advance to verify that the wait time will be minimal. The Patient Care Center accepts many types of insurance including the insurance plan described above.

Student Parking | www.westernu.edu/campusmap/

Annual parking permits are \$470, and semester parking permits are \$255 allowing you to park in designated WesternU parking places. These permits may be purchased during online registration. You may instead choose to park in City Public Metered Parking in Lot 12. When you purchase between the hours of 7:00 a.m. to 7:00 p.m. the fee for over 2 hours is \$2.00 per day. When you purchase after 7:00 p.m. the fee is \$1.00. The machine accepts coins, bills, Visa and MasterCard.

Housing | www.westernu.edu/students/students-housing-moving/

The Daumier, owned and operated by Provident, is located directly across from the Health Education Center. Designed with the WesternU student in mind, these modern, luxury apartments offer you convenience and a long list of amenities. Additionally, the **Office of University Student Affairs (USA)** maintains a list of local

apartment complexes at the link above, many of which are near campus, to aid in your search. USA also provides an online database of available rentals and a roommate referral service, and upon acceptance, you will be able to access both through the YOU portal.

Metrolink | http://www.metrolinktrains.com

If you are interested in using the Metrolink, which has a station just a few blocks from campus, be sure to secure housing east of campus. To access schedules and other information, please go online to www.metrolinktrains.com. Rates are determined by distance traveled (originating station to destination station). The rail line which runs parallel to WesternU is the Riverside Line which goes from Downtown Riverside to the Downtown Pomona station. There is also the San Bernardino Line which goes from San Bernardino to the Pomona North station. These are the closest stations to WesternU.

Student Government Association, Community Service & Clubs

http://www.westernu.edu/students/students-government/

http://www.westernu.edu/students/students-clubs-1/westernu-clubs-1/

WesternU has a very active Student Government Association (SGA) on campus that serves as the voice of students. In addition, we have over 130 different clubs between the Lebanon and Pomona campuses comprising of such diverse groups that include but are not limited to nationally-affiliated professional organizations, cultural/religious groups, and interest-based groups.

Our clubs and classes take part in a variety of community service events each year including offering free health screenings at numerous health fairs, facilitating *Santa's Workshop* for over 200 foster care children and assisting at/participating in events such as the Special Olympics and 5K runs to support cancer research. We also host two *Club Days* per year where you have an opportunity to visit various club booths to discuss their mission and join as a member.

In addition, if you are interested in journalism, we encourage you to get involved in the publication of the **WesternU Humanism magazine**. The magazine is written and edited by students under the direction of faculty advisors.

Diversity

We are proud of our diverse student body, and the many extracurricular activities offered on campus reflect that diversity. We offer a wide range of opportunities with campus organizations that include **cultural**, **religious**, **medical**, and **fine arts** clubs. The cultural diversity present on our campus provides students with an appreciation and respect for people of all backgrounds.

ADMINISTRATIVE CONTACTS

Daniell Mendoza, Associate Director of Admissions

dmendoza@westernu.edu

College of Graduate Nursing International Students

For all questions regarding applications

Julie Smith, Admissions Counselor jasmith@westernu.edu

(909) 469-5442

FINANCIAL AID

Ralph Araujo, Financial Aid Counselor <u>raraujo@westernu.edu</u>

(909) 469-5355

Berennisse Behr, Financial Aid Counselor <u>bbehr@westernu.edu</u>

(909) 469-8435

UNIVERSITY STUDENT SERVICES

Beverly Guidry, EdD, Senior Vice President University Student Affairs/Instructor of Health Professions Education

For questions regarding Orientation, Health Insurance and Pre-Enrollment Activities:

Alana Garcia, Executive Assistant <u>adgarcia@westernu.edu</u>

(909) 469-5343

For questions regarding Fitness Clubs:

Jessica Kersey, Assistant Director of Student Affairs <u>jkersey@westernu.edu</u>

(909) 706-3517

For questions regarding Housing: rentals, roommates and more please visit our website

Jared Greene, University Student Affairs Assistant greenej@westernu.edu

(909) 469-5340

For specific questions relating to MSMS Program:

Karen Hutton-Lopez, Assistant Dean of Student Affairs klopez@westernu.edu

(909) 469-5650

Carrie Rogers, Director of Operations <u>crogers@westernu.edu</u>

(909) 469-0461

LAPTOP TECHNICAL SUPPORT <u>techsupport@westernu.edu</u>