

The Woodlands Center Student Information Guide

Fall 2024 – Summer 2025



3380 College Park Drive
The Woodlands, TX 77384
Phone: 936-202-5000

Website: www.shsu.edu/woodlands

University Police: 936-202-5030



Hours of Operation

Hours are subject to change during breaks and holidays

Building Hours

Monday – Thursday	6:00am - 10:30pm
Friday	6:00am - 6:30pm
Saturday & Sunday	7:00am - 6:30pm

Administration Office Hours

Monday – Thursday	8:00am - 6:30pm
Friday	8:00am - 5:00pm

Computer Lab Hours

Monday – Thursday	7:30am - 10:00pm
Friday & Saturday	7:30am - 5:00pm

Information Resource Center Staff Hours

Monday – Thursday	10:00am - 7:00pm
Friday	8:00am - 5:00pm

Enrollment Services Hours

Monday – Friday	8:00am - 5:00pm
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Academic Success Center

Varies by semester. Telephone: **936-294-3680** or e-mail: asc@shsu.edu for information.

Aramark P.O.D. Mini-Mart Open concurrent with TWC Building Hours.

Testing Center (Services for Students with Disabilities - SSD)

Monday - Friday by appointment with the SSD Office, Huntsville campus
Telephone: **936-294-3512**, TDD: 936-294-3786.

Jack Staggs Counseling Clinic - The Woodlands

Varies by semester. Telephone: **936-202-5012** for information.

The Woodlands Center will be CLOSED:

Labor Day	September 2, 2024
Thanksgiving	November 28 - 29, 2024
Winter Break	December 23, 2024 – January 1, 2025
Martin Luther King Jr. Day	January 29, 2025
Memorial Day	May 26, 2025
Emancipation Day	June 19, 2025
Independence Day	July 4, 2025

Dates are subject to change. For the most current TWC building closure information, please check our [website](#).

Check the [SHSU Academic Calendar](#) for important dates listed each semester which impact students and faculty but do not have an impact on TWC building hours.

During periods of inclement weather or other local conditions, the decision to close TWC campus or discontinue normal campus operations is made by the University President. Please follow KatSafe or look for notifications posted on the [SHSU website](#).

SHSU Wireless Network Connectivity

Step 1: Choose the “Eduroam” connection in the list of available wireless connections.”

Step 2: Enter your SHSU email address and password.

Step 3: If you receive a notification regarding a certificate, select Trust.

Student Computer Lab - Room 315

General Lab Support

- Computer Technician available in the lab

Lab Supplies

- Paper, Stapler, Hole Punch, Paper Cutter, and Tape

TWC Student Services

Enrollment Services - Room 131. [Enrollment Services - TWC](#) offers information and guidance for Undergraduate Admissions, Financial Aid and Scholarships, Registrar's Office, and the Cashier's Office.

Student Success Hub – Room 131. The Student Success Hub brings to TWC the SAM Center, the Academic Success Center, and the Career Success Center to help students achieve their goals, access resources, and maximize their potential. The SSH is open Monday – Friday from 8 AM to 5 PM. For appointments, use CAMPUS CONNECT.

Jack Staggs Counseling Clinic - The Woodlands – Room 151. Hours vary by semester. To schedule an appointment, call **936-202-5012**.

Aramark Provisions on Demand (P.O.D.) Mini-Mart - Room 156. The P.O.D. at TWC reinvents the campus store experience by blending “corner store” quick snack food convenience with modern market style and self-service. Only debit or credit cards are accepted. For a quick drink, snack, or small meal, the P.O.D. is located on the 1st floor of TWC, near the East Commons. The hours of the P.O.D. run concurrent with TWC building hours. Call **936-294-1931** for any questions concerning the P.O.D.

Academic Success Center - Room 218. The [Academic Success Center](#) at TWC assists students in any of their written academic endeavors. TWC Students may schedule online or on-campus writing tutoring appointments by calling **936-294-3680**, through CAMPUS CONNECT located in MySam, or through the ASC website. Tutoring in areas other than Writing are available on the Huntsville Campus or online.

Services for Students with Disabilities - The mission of the [Services for Students with Disabilities](#) is to promote full and equal access on the part of students with disabilities to educational and extracurricular programs and activities at SHSU. The SSD Testing Center at TWC is Room 303 and is available by appointment only. Contact the SSD Office on the Huntsville Campus by phone: **936-294-3512**, TDD: 936-294-3786 or via [e-mail](#) for information regarding appointments and services.

IT@SAM Service Desk - Room 315. A Service Desk Technician works full-time at TWC. IT@SAM has many [Resources for Students](#) to assist in resolving technology-related problems. If you have any questions or need assistance, contact the Service Desk at **936-294-1950**, via [e-mail](#), or start a chat session on the [Live Support](#) site.

Library and Research Services – Room 315. A librarian from the Newton Gresham Library works full-time at TWC to provide on-site library services and in-person research support to all students and faculty.

Tyler Manolovitz, the Research/Instruction Librarian
936-202-5047 or via [e-mail](#)

Nursing Administration & Advising - Room 400.

Marta Valenzuela, Nursing Advisor

To schedule an appointment call **936-202-5109**

Food Pantry – 4th Floor

A small food pantry located in a cabinet in the Southeast corner of the 4th floor of TWC is available to **all students**.

Moreover, SHSU Students are encouraged to use Lone Star College's Food Pantry located in **Building E – Administration Building**.

Additional Student Services - Appointment Required

Academic Advising - The Student Advising & Mentoring (SAM) Center is located on the Huntsville campus, and they have an Academic Advisor located at The Woodlands Center. Undergraduate Students attending classes at TWC may schedule an appointment with Academic Advisors by calling **936-294-4444** or through CAMPUS CONNECT located in MySam. The [SAM Center](#) website also offers Self-Service Tools & Tips and FAQs. Prospective Graduate Students and Graduate Students should contact the [Graduate Advisor](#) for their Program.

Career Services - The [Career Success Center](#) provides support and assistance to all SHSU Students in the following areas: Career Fairs and Events, Career Counseling, Focus 2 Career Assessments, Resume and Cover Letter Assistance, On-Campus Recruiting, and Virtual Mock Interviews. Appointments may be scheduled by calling **936-294-1713** or through CAMPUS CONNECT located in MySam.

International Programs – The SHSU [Global Engagement Center](#) fosters a campus culture that embraces diversity and intercultural engagement by providing exemplary services to our campus community. The areas of service directly under GEC include:

- Study Abroad
- International Student and Scholar Services
- International Student Admissions
- International Agreements
- Globalizing the Curriculum

The GEC is located on the Huntsville campus. Appointments are strongly recommended and can be made through CAMPUS CONNECT located in MySam, e-mailing your advisor directly, or by calling **936-294-4737**.

Student Legal and Mediation Services - SHSU has an attorney on staff on the Huntsville campus dedicated to advising currently enrolled SHSU Students about their legal rights and responsibilities. [SLMS](#) appointments may be scheduled by calling **936-294-1717** or through CAMPUS CONNECT located in MySam.

VetSuccess on Campus – The VA has placed a full-time, experienced Vocational Counselor on the SHSU Huntsville campus. The [Veterans Resource Center](#) serves those who have honorably served our country and assists them with reaching their academic goals. Veterans, active-duty military and their eligible family members who attend or plan to attend SHSU may contact Roberta Ardoin at **936-294-2263** or via [e-mail](#) for additional information.

University Police Department (UPD)

Room 117



EMERGENCY: 9-1-1 (Montgomery County Sheriff's Office) or
936-294-1000 (UPD Dispatch)

Non-Emergency: 936-202-5030 (UPD TWC Office) or
936-294-1794 (UPD Dispatch)

Alcohol, Drugs, Tobacco, and Electronic/Vaping Products

All alcohol, drugs, tobacco, and electronic/vaping products are prohibited on university property. SHSU endorses a smoke/vapor free and tobacco free environment.

Campus Safety

To afford a sense of safety and security at TWC, UPD officers are available to escort any faculty, staff, students, or visitors to any location on campus. To request a security escort, stop by Room 117 and talk to a UPD Officer or call **936-202-5030**. If the officers are out of the office, call UPD Dispatch at **936-294-1794**.

Emergency Call Box Towers are located on each level in TWC Parking Garage stairwells.

Lost and Found

Lost and found items should be taken to the TWC Administration Office (Room 131) during business hours.

Service Dogs

We strongly encourage all students to review the [President's Office Policy PRE-28](#) for information concerning service dogs. According to SHSU Policy, a *Service Animal* means any dog individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. SHSU generally allows service animals on campus, in university buildings and facilities, and at university events when accompanied by a person with a disability who indicates that the animal is trained to provide a specific service that is directly related to the person's disability.

Emotional Support Animals are not permitted in university facilities other than residence halls (only with SSD Office approval) for student residents and designated emergency evacuation shelters on campus.

Pets are not permitted at TWC and should not be left unattended in a vehicle.

Inquiries regarding student and visitor use of service dogs at TWC may be addressed to the Director of SHSU Services for Students with Disabilities (SSD), Telephone: **936-294-3512**, TDD: 936-294-3786, or via [e-mail](#).

Reporting Issues

While TWC is generally a safe place, we realize that anything can happen, anywhere, at any time. **See something, say something.** In the event you observe a crime in progress or believe a crime may be in progress, contact **911** or the UPD emergency line at **936-294-1000** (4-1000 on a TWC phone). If safe to do so, provide as much detailed information as you are able to gather to the dispatcher, including:

- description of suspect (gender, race, height, weight, hair color/length, approximate age, clothing, method and direction of travel, and name, if known)
- description of suspect vehicle (make, model, color, license plate, distinguishing characteristics)

- what activity is taking place
- where the activity is taking place.

Report *all* suspicious persons and activities.

Do not attempt to apprehend or interfere with a suspect in the commission of a crime but remember you do have a right to protect yourself.

Parking

*****HIDE YOUR THINGS, LOCK YOUR CAR, TAKE YOUR KEYS*****

The Woodlands Center ePermits are free for students and available [online](#). This ePermit is only valid for the parking garage and parking lot at TWC. If you have a valid ePermit for the Huntsville Campus, you will not be required to get a TWC ePermit. Parking and Traffic Regulations, additional information, and FAQs may be found [here](#). Parking citations will be issued to illegally parked vehicles in the Handicap Parking areas, Fire Zones, No Parking areas, Designated areas, and for vehicles parked on or across marker lines. Do not park against the flow of traffic. Failure to read the regulations is not an excuse for failure to comply with the SHSU parking rules and regulations. Vehicles found in violation are subject to applicable fines as well as tow and impound.

Students and drivers dropping off students should not stop in marked pedestrian walkways to unload.

Overnight parking is discouraged. In the case overnight parking is required, please notify a UPD Officer or UPD Dispatch.

The parking lots south and east of the entry to TWC Parking Garage are Lone Star College parking lots and not controlled by SHSU.

Unattended Children

Children should not be left unattended in vehicles or in the building at any time.

Motorist Assist

Contact a UPD Officer or UPD Dispatch if you need assistance with a disabled vehicle. The UPD Office at TWC has a portable jump starter for weak or drained vehicle batteries.

KatSafe (Emergency Management)

The safety and well-being of our students is one of our highest priorities at SHSU. One of the methods that SHSU uses for immediate notification in case of an emergency is KatSafe. Depending upon user preference, this notification is sent either by text message, phone call, or e-mail. Contact information and preferences can be updated [online](#). Additionally, desktop alerts, the SHSU website and SHSU social media channels are part of the KatSafe system and may also be utilized to disseminate information.

Emergency Procedures

IN CASE OF FIRE OR WHEN THE FIRE ALARM SOUNDS:

- **DO NOT PANIC. REMAIN CALM.**
- If there is smoke in the room, keep low to the floor.
- Before opening a door, feel the door and knob. If hot, do not open the door.
- Before opening a door, brace yourself against it and open it slightly. If heat or heavy smoke is present, close the door and stay in the room.
- If you are trapped in the building, call **911** and give your location.
- If you can leave the room, do so and close the doors behind you. Evacuate the building immediately.
- **DO NOT USE THE ELEVATORS.**
- Consider people with mobility concerns.
- Go to the nearest exit or stairs. If the exit or stairs contain dense smoke, find another escape route.
- Contact UPD at **936-294-1000** (4-1000 on TWC phone).
- After evacuating the building, move a safe distance away from the building and leave a clear path for first responders.
- Keep clear of emergency response teams.
- Inform your loved ones of your status, but do not leave until you notify your supervisor.
- Do not re-enter the building until instructed to do so.

***Evacuate building any time fire alarm is activated, even if no proof of a fire ***

Monitor the [KatSafe website](#) for up-to-date information on the status of SHSU campuses and emergency preparedness tips and training.

EVACUATION FOR PEOPLE WITH DISABILITIES:

- If you can exit the building on your own, do so.
- If you need assistance exiting the building during an evacuation, ask a faculty member or colleague to assist you. If you do not see anyone to ask for assistance, determine if you have a clear pathway to the southeast stairwell or the northwest stairwell. On upper levels, the stair chair is stored in the southeast stairwells. Once safely inside the stairwell, call 911, give your location, and wait for assistance.
- After evacuating the building, move a safe distance away from the building and leave a clear path for first responders.
- Keep clear of emergency response teams.
- Inform your loved ones of your status, but do not leave until you notify supervisor.
- Do not re-enter the building until instructed to do so.

MEDICAL EMERGENCIES:

***** An AED is located near the elevator lobby area on each of the four floors *****

- Contact **911** for EMS.
- Provide your name, location, number of injured, and description of injuries.
- Request the 911 Operator to contact UPD at 936-294-1000.
- Stay on the phone for instructions on what to do.

Monitor the [KatSafe website](#) for up-to-date information on the status of SHSU campuses and emergency preparedness tips and training.

DISRUPTIVE BEHAVIOR:

- Contact UPD at **936-294-1000** (4-1000 on TWC phone).
- In case of an Active Shooter, contact **911**.
 - Give your name, location, what is happening, and number of people involved (shooters/victims), if known.
 - If possible, exit the building or area immediately.
 - If exit is impossible: get to a room, lock or barricade the door, keep quiet, remain in place until law enforcement arrives. Show your hands and follow commands.

*****REMEMBER - AVOID, DENY, DEFEND*****

AVOID - Starts with your state of mind.

- Pay attention to your surroundings.
- Have an exit plan.
- Move away from the source of the threat as quickly as possible.

DENY - When getting away is difficult or maybe even impossible.

- Keep distance between you and the source.
- Create barriers to prevent or slow down a threat from getting to you.
- Turn the lights off.
- Remain out of sight and quiet by hiding behind large objects and silencing your phone.

DEFEND - Because you have the right to protect yourself.

- Be aggressive and committed to your actions.
- Do not fight fairly. THIS IS ABOUT SURVIVAL.

Monitor the [KatSafe website](#) for up-to-date information on the status of SHSU campuses and emergency preparedness tips and training.

SEVERE WEATHER:

- *Tornado Watch* = Tornadoes are possible in and near the watch area.
- *Tornado Warning* = Tornado has been sighted or indicated by weather radar.
- Stay away from glass walls and windows.
- Take immediate shelter.
- Check KatSafe website. Monitor local news and social media outlets.
- If necessary, contact UPD at 936-294-1000 (4-1000 from TWC phone).
- Stay on the phone for instructions on what to do.

HAZARDOUS MATERIALS:

- Contact UPD at **936-294-1000** (4-1000 on TWC phone).
- Provide information on type and size of spill, if known.
- Evacuate the immediate area and buildings as directed.
- Get decontamination instructions from authorities.
- DO NOT re-enter area until all clear is given by authorized personnel.

BOMB THREATS/SUSPICIOUS ITEMS:

- Contact UPD at **936-294-1000** (4-1000 on TWC phone).
- DO NOT touch or handle suspicious items or packages.
- Keep others away from the area.

Monitor the [KatSafe website](#) for up-to-date information on the status of SHSU campuses and emergency preparedness tips and training.

Resources at Lone Star College Available to TWC Faculty, Staff & Students:

BUILDING A - COMMONS BUILDING:

- Maverick Café
- Vending Machines
- ATM
- Wellness Center (Free Membership)

BUILDING B - HEALTH SCIENCE CENTER:

- Vending Machines

BUILDING C – STUDENT SERVICES CENTER:

- 1st Floor – Study Areas, Gaming Activities, Meditation & Relaxation Area

BUILDING E - ADMINISTRATION BUILDING:

- [Food Pantry](#) SHSU students may do volunteer hours.

BUILDING F - LIBRARY BUILDING:

- Library
- Study Rooms

BUILDING G - GENERAL ACADEMIC CENTER (north of TWC Parking Garage):

- Vending Machines on 1st & 2nd floors

BUILDING UC - UNIVERSITY CENTER:

- Vending Machines behind Reception Desk in Lobby

S - SPORTS & ATHLETIC FIELDS:

- Multi-station fitness trail with jogging/walking path

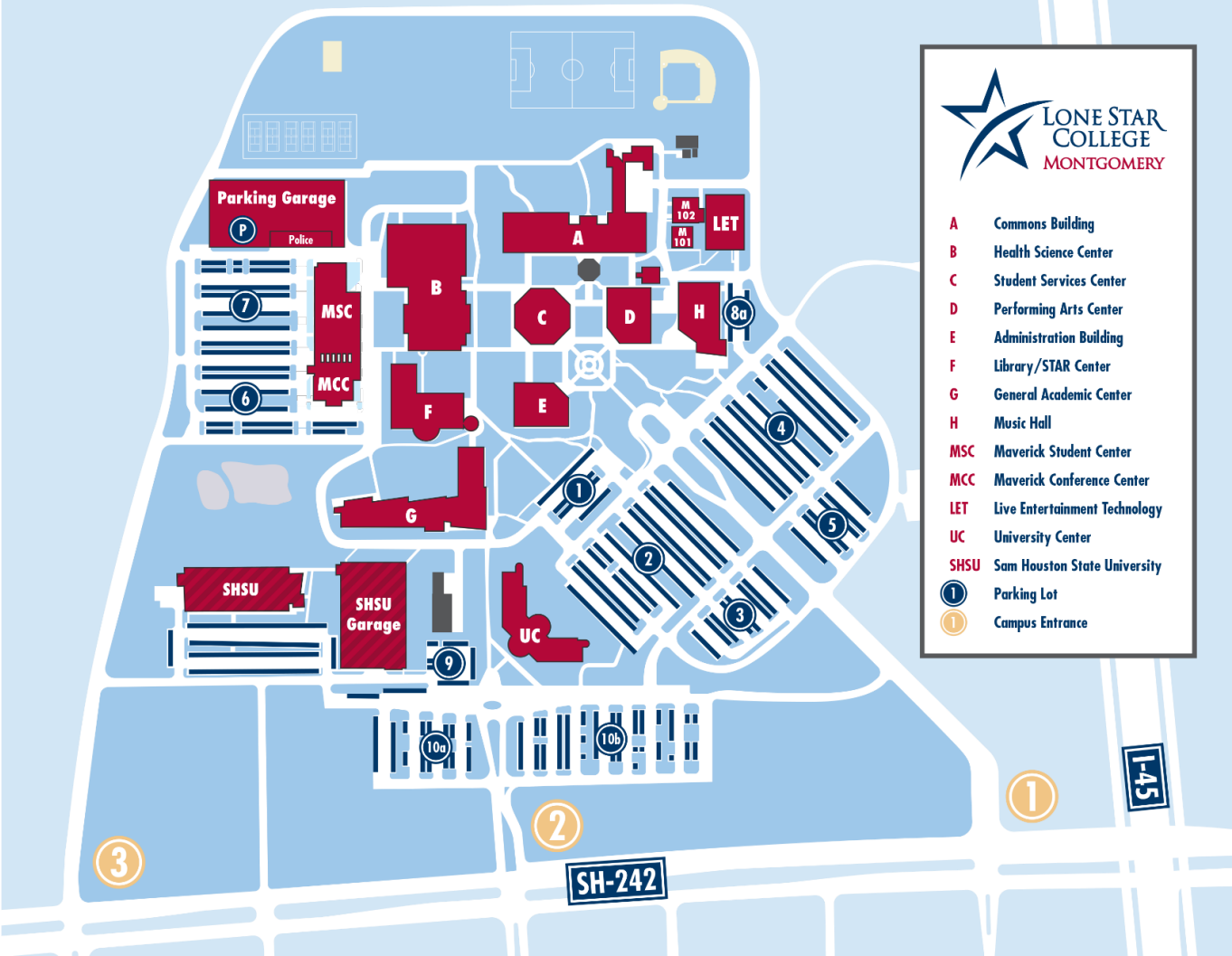
MAVERICK STUDENT CENTER (just west of LSC Building B):

- Covered Outdoor Patio Seating



LONE STAR COLLEGE
MONTGOMERY

- A** Commons Building
- B** Health Science Center
- C** Student Services Center
- D** Performing Arts Center
- E** Administration Building
- F** Library/STAR Center
- G** General Academic Center
- H** Music Hall
- MSC** Maverick Student Center
- MCC** Maverick Conference Center
- LET** Live Entertainment Technology
- UC** University Center
- SHSU** Sam Houston State University
- 1** Parking Lot
- 1** Campus Entrance



- Building A - Commons Building
- Building B - Health Science Center
- Building C - Student Services Center
- Building D - Performing Arts Center
- Building E - Administration
- Building F - Library/STAR Center
- Building G - General Academic Center
- Building H - Music Hall
- Building LET - Live Entertainment Technology
- Building UC - University Center
- MSC - Maverick Student Center
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