Support Services for Students

**SSC OVERVIEW**
The UC Denver School of Education & Human Development (SEHD) Student Services Center provides support for prospective, current, and graduating students. We are your one-stop location. From recruitment and admissions, to advising, licensure and degree conferral, our office provides services for new and continuing students. We collaborate with various departments on many student-related issues. Our office serves at the approval for add/drops, admission to candidacy, degree conferral, CDE licensure and other processes.

**LOCATION/HOURS**
The Student Services Center is located in the Lawrence Street Center (1380 Lawrence Street), Suite 701. We are available to assist you during the Fall and Spring semesters, Monday through Thursday 8:00 a.m. to 6:00 p.m. and Friday 8:00 a.m. to 5:00 p.m. and Summer semester and breaks, Monday through Friday 8:00 a.m. to 5:00p.m.

**STAFF/CONTACTS**
You can contact anyone in the Student Services Center by calling 303.315.6300 or by emailing us at education@ucdenver.edu.

Lori Sisneros, Student Services Coordinator, C&P Advising  
303.315.4979  
lori.sisneros@ucdenver.edu

Rebecca Schell, Academic Advisor – ALPS, Doctoral programs, L2CRT, LDE  
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rebecca.schell@ucdenver.edu

Marlinda Hines, Academic Advisor - CPCE, SPSY  
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Willie Brown, Admission Counselor, AmeriCorps Administrator  
303.315.6310  
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Lindsay Fairbanks, Admission Counselor, Licensure  
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lindsay.fairbanks@ucdenver.edu

Rachel Fraser, IPTE Placement Coordinator, IPTE Advising /COMPS & Graduation Administrator  
303.315.6309  
rachel.fraser@ucdenver.edu

Frequently used numbers: Bursar (303.556.2710), Registrar (303.556.2389), Financial Aid (303.556.2886)

The Student Services Center Team

From the left: Lori Sisneros, Marlinda Hines, Meredith Lopez, Jannette Noonan, Rebecca Schell, Willie Brown, Lindsay Fairbanks, Rachel Fraser
**Prospective Students**

The Student Services Center is a resource for students considering a degree or license in the School of Education and Human Development. The SSC assists students in making an educated decision about their field of study or interest. The SSC provides assistance by:

- hosting information sessions
- providing informational materials
- assisting with program admission criteria, non-degree admissions and requirements
- helping with admission applications
- offering program plan information
- providing course descriptions
- giving transfer credit assistance
- prerequisite advising

**Current Students**

Once admitted, the SSC continues to support School of Education and Human Development students throughout their plan of study in the Graduate Program. The SSC supports current students by:

- advising related to program plans, cohort information, licensure, endorsement, degree information
- hosting new student orientation sessions
- assisting with Registration, Bursar, Financial Aid issues
- serving as a liaison between faculty and staff
- monitoring students’ progress toward licensure and degree completion
- documenting individual program plan changes
- assisting with the completion of required forms
- transfer credit assistance
- recommending students to Colorado Department of Education for license/endorsement

**Graduating Students**

Students approaching graduation will complete their studies and work with the Student Services Center to apply to graduate. The SSC will provide graduation support by:

- auditing individual program plans with SIS degree progress
- assisting with required graduation paperwork
- performing degree audits and helping resolve potential graduation issues
- providing degree completion letters to employers as requested
- offering commencement information
- coordinating with UC Denver Career Services on job postings

Visit the **SCHOOL OF EDUCATION AND HUMAN DEVELOPMENT** website, [http://www.ucdenver.edu/education](http://www.ucdenver.edu/education)

“Leadership for Educational Equity - Prepare and inspire education and mental health leaders to have a profound impact in fostering student opportunity, achievement and success in urban and diverse communities.”
New Student Survival Checklist for SEHD Students

Congratulations, you've been admitted to UC-Denver! The following is a checklist that you can use to ensure that you have done everything you need to by the time classes begin.

1.) Registration and Payment of Courses

Students will need to wait approximately one week after the New Student Orientation in order to become active on the Student Information System (SIS). Students will receive the student ID in their admissions acceptance email and can call the Registrar’s Office at 303-556-2389 (Press 0) to inquire for their PIN. Student ID and PIN are necessary to register and make payments online for courses.

Due to high demand for our classes, students are required to make payment before classes begin to reserve seat(s) in the course(s). Students must make a $200.00 registration advance payment before registering for any term.

Use the SMART online system to make the advance payment. Then register as soon as you are eligible, as this will increase the likelihood of securing seats in the classes you want to take. Your advisor can help you determine the best courses to take. See “How to Register” worksheet on next page.

All students are required to pay a $200 registration advance payment each term prior to proceeding to register. This $200 will be applied to your tuition and fees. If financial aid has already been secured, the advanced payment will be applied. For more information on this fee please see www.cudenver.edu/registrar.

2.) Tuition & Financial Aid

Students must apply for financial aid every academic year. At UC Denver our academic year begins with the summer term and ends with the following spring semester. Go to the following link to start the financial aid process, applying through the Free Application for Federal Student Aid (FAFSA) & completing the University Financial Aid Application (UAPP) http://www.cudenver.edu/Admissions/CostsFinancing/DowntownCampus/FinancialAid/Pages/FinancialAid.aspx

3.) Student ID card

Once you have registered, take a printout of your schedule, and a current photo ID to Tivoli Student Union Room 269 to obtain a CU-Denver Student ID card. Every semester the card is updated with a transportation sticker as this card can be used to ride light rail and the city bus system.

4.) Student Email account

Email is the official means of communication at UC Denver. Students should use the free student email account to ensure that all emails (including your tuition bills) are received. Once a PIN and student ID is obtained, students can activated their email online (see New Student Email Policy on pg 5) or go to any campus computer lab and ask the lab monitor to help you set up your email account. Once set up, you can access your email from anywhere in the world and forward to a personal account. www.cudenver.edu/ITS

5.) Purchase your books

Once you are ready to purchase your textbooks and materials, you have a choice of purchasing them on campus or through private retailers. www.aurariabooks.com
How To Register

⚠️ Review the advising sheet & sample schedule for your degree plan.
⚠️ Go to www.cudenver.edu
⚠️ Click on the “Registrar (S.M.A.R.T.)” under “Quick Links.” This takes you to the Registrar Home Page.
   ➤ Bookmark this page. It has all of the policies, dates and how to’s that relate to Registration.
⚠️ From the Registrar Home Page, click on the SMART logo – this will take you to the Student Sign In page
⚠️ Bookmark the Student Sign In page for easy reference
⚠️ Enter your SID# and PIN, then click SUBMIT
⚠️ Note the email policy! It is YOUR responsibility to make sure your email address is current!
   ➤ You can update your contact information easily from the SMART page (click on ADDRESS/PIN)
⚠️ Click on REGISTRATION at the bottom
⚠️ Read the deadlines carefully
⚠️ Click on REGISTER at the bottom
⚠️ Select unit of registration (“Main Campus”) and Term (Fall, Spring or Summer), then click SUBMIT
   ➤ Note: Extended Studies courses can be selected at this point – consult your advisor
⚠️ Click on COURSE SEARCH at the bottom
⚠️ Enter course # or scroll through subjects
⚠️ If course is available; the # of seats remaining will show in RED
⚠️ If you would like to add the course, click ADD
   ➤ If the course still has seats, but there is no ADD button, check the MEETING TIMES column for further registration information (it may require a special registration process).
⚠️ If the course is full
   ➤ You can try a different section, or different course
   ➤ You can choose to waitlist (there should be a WAITLIST button). Students must be pro-active about waitlists and enrollment status for these courses. Waitlists are not taken if other sections of courses are still available.
⚠️ Repeat the process as your search for additional courses
⚠️ Review your final schedule by clicking on SCHEDULE at the bottom
⚠️ Print out your final schedule. You will need this to get your student ID card, and/or current semester sticker.
⚠️ Don’t forget to log out, and close your browser window
New Student E-mail Policy

Email is an official means of communication for students at the University of Colorado at Denver and Health Sciences Center. All official University email will be sent to each student’s assigned UCD email address.

The University of Colorado at Denver and Health Sciences Center (UCD) will only use UCD student electronic mail (email) accounts if it elects to send email communications to students. UCD email accounts are available through IT Services. Students are responsible for reading emails received from UCD. The purpose of this requirement is to: (1) ensure students receive information timely; and, (2) eliminate identity concerns related to student communications received by UCD via email. UCD is not responsible for mail forwarded from UCD student email accounts.

Effects of New Policy The University will only use your UCD-assigned e-mail account for email communications. Faculty and administration will use your official UCD-assigned addresses when corresponding with you via email. Examples of important UCD communications that you may receive through your official email address include:

- Invitations to register
- Responses to your inquiries about registration, admissions, records, and financial aid
- Information and authorization/verification requests for COF, legal presence issues
- Messages from faculty regarding coursework
- Notices of scholarship, educational, and financial aid opportunities and deadlines

It is expected that official email will be read by students in a timely fashion.

New Email Address Format UCD-assigned student email addresses have the following format

*: firstname.lastname@email.ucdenver.edu

* Note: Students must follow the activation procedure below to activate their account and obtain their exact address.

Activating Your Official Email To activate your official email account, visit http://administration.ucdenver.edu/admin/its/accounts.htm On this page, select “Student” under DDC in the Accounts Eligibility table. Click on the link under Account Activation and follow the instructions. You will need your Student ID and PIN to activate your account.

Forwarding Your Official Email The University does not recommend the use of outside providers for University-related email correspondence nor does it recommend forwarding email from your official student email account to outside providers. If a student chooses to forward email from their University-assigned account to an outside provider, they do so at their own risk. UCD is not responsible for problems in the handling and security of email forwarded to outside providers.

To forward email from your official University account to an outside provider, visit http://administration.ucdenver.edu/admin/its/accounts.htm. On this page, select “Student” under DDC in the Accounts Eligibility table. Click on the link under Email Forwarding and follow the instructions. You will need your Student ID and PIN to forward your email.

Email Help For more information about student email, visit http://administration.ucdenver.edu/admin/its/accounts.htm.

If you need assistance with managing your email account, call the IT Services Help Desk at 303-315-HELP (4357), or visit http://administration.ucdenver.edu/admin/its/accounts.htm.
There are many campus resources for students paid for through student fees. See [http://www.ucdenver.edu/student-services/resources/Pages/index.aspx](http://www.ucdenver.edu/student-services/resources/Pages/index.aspx) for a full listing.

**Auraria Library** (303) 556-2740

**Bursar’s Office**, North Classroom #1001, (303)-556-2299
A bursar is responsible for all financial activities related to student billing, tuition collection, institutionally-managed loan programs and coordination with the state.

**Career Center**, Tivoli building, Room 259, (303) 556-2250
Internships, résumés, career searches, interviewing skills & more

**Counseling Center**, North Classroom #4036, (303) 556-4372
Students get 10 free sessions including couples, group & family counseling.

**Office of Disability Resources and Services**, ARTS Building #177, (303) 556-3450
Accommodations for learning and organic disabilities including temporary accommodations (scribes for broken hands, etc).

**Center for Educational Opportunity Programs (EOP)** (303) 556-3399
Minority outreach, peer counseling, workshops, assistance with applying for Financial Aid, cultural events.

**Center for Learning Assistance** (303) 556-2802
Tutoring, study skills, time management, etc.

**Gay, Lesbian, Bisexual, Transgender (GLBT) Student Services**
All students may use this program as a resource for exploring issues surrounding sexual orientation. A variety of support, education, and advocacy services include a resource library, information and referral, and perennial forums providing information and dialogue about GLBT issues are available. Tivoli Student union, room 311, 303-556-6333

**Health Center**, Plaza Building 150, (303) 556-2525
All CU-Denver students, faculty and staff may access medical and Students DO NOT need student insurance to use the Health Center. Physicians (Internal Medicine, Family Practice, OB/GYN, Orthopedics and Psychiatry), physician assistants, nurse practitioners, nurses and medical assistants staff the facility Monday through Friday.

Students can get health insurance through UC Denver subsidized by your student fees. For students who prefer to maintain private health insurance, you must submit a health insurance waiver: [thunder1.cudenver.edu/studentlife/healthinsurance.html](http://thunder1.cudenver.edu/studentlife/healthinsurance.html)

**Information and Technology Services**, Lawrence Building 13th Floor, (303)315-4357
The ITS Help Desk technicians maintain personal computers and are available to assist with hardware and software planning and installation, acquisitions, internet connectivity, trouble shooting, and general questions.

**Office of Financial Aid**, North Classroom #1030, (303) 556-2886
Financial Aid programs, grants, loans, scholarship, student eligibility requirements. [http://www.cudenver.edu/Admissions/CostsFinancing/DowntownCampus/FinancialAid/Pages/FinancialAid.aspx](http://www.cudenver.edu/Admissions/CostsFinancing/DowntownCampus/FinancialAid/Pages/FinancialAid.aspx)

**Learning Resources Center**, North Classroom #2004, (303) 556-2802
Learning Resources Center (LRC) is designed to promote student success, retention, and graduation in the academic setting. Services are available to all University of Colorado Denver Downtown Campus undergraduate and graduate students. [www.cudenver.edu/lrc](http://www.cudenver.edu/lrc)
Legal Services, Tivoli Student Union, room 219, 303-556-6061
All currently enrolled CU-Denver students are entitled to the services provided by the Tri-Institutional Legal Services Program. This program provides students with advice and services covering a limited range of legal matters. Please contact the Legal Services Office for information about specific services provided.

PE Building, PER Events Center, Rm #108, 303-556-2310
Full gym, workout room, weight room, swimming pool, and fitness courses

Office of Student Life 303-556-3399
Includes student clubs, student government, the student newspaper, housing, etc.

Ombuds Office, CU-Denver Building Suite 700, 303-556-4493
The Ombuds Office helps to solve problems, resolve conflict and facilitate communication. The Ombuds Office provides information about programs, policies, and services, makes referrals to appropriate resources, consults in the review of policies and procedures, assists in the resolution of disputes, and serves as a mediator. Ombuds Office services are informal, impartial, confidential, independent of administrative authorities, and available to students, faculty, staff, and administrators., ombuds@carbon.cudenver.edu

Parking and Transportation Services
Mon - Fri, 7:30 a.m. - 5:30 p.m. (while classes are in session)

Police and Security , 1201 5th Street, Suite 110, (303) 556-2133
The Auraria Campus Police and Security Department provides a full range of policing and security services to the campus and is proud of its reputation as one of the safest campuses in the state. Routine calls - 303-556-3271, TDD, EMERGENCY CALLS - 911

Student Housing
CU-Denver partners with Campus Village, an apartment-style living facility just west of campus. www.cudenver.edu > Student Housing. There is also a Commuter Resource Center on campus (Tivoli 269) that has apartment listings & roommate services.

Student Advocacy Center (303) 556-2546
Peer advocacy and mentoring

Scholarship Office, 1250 14th Street #120 (CU Denver Building), (303) 352-3608
The Scholarship/Resource Office provides information about scholarships and offers guidance in the scholarship application process.

Student Employment (303) 556-6219
The Student Employment Office assists the University and surrounding community businesses by developing partnerships that will allow students to earn money, expand their academic preparation, and explore career objectives through a quality college work experience.

Tivoli Student Union (303) 556-6330
Auraria Bookstore, food court, student club offices, ID center, credit union, etc.

Writing Center, North Classroom #4014, 303- 556-4845
Support to improve your writing, from class assignments and papers, scholarship applications, resumes and job application letters.
Parking Information: www.ahec.edu/parking
School of Education & Human Development Scholarship Criteria

Deadlines: April 1st - Fall Award
            November 1st - Spring Award

Scholarship notifications and awards are sent out electronically and applied to student bursar accounts at the beginning of the Fall or Spring term.

All scholarships must include the following materials in one complete packet to the Student Services Center, Lawrence Street Building, and Suite 701:

- Scholarship Application Form
- Cover letter (please include a separate cover letter for each scholarship you are applying for. Given the criteria, please describe in your cover letter why this scholarship is appropriate for you detailing how you qualify).
- One- two page resume
- One letter of support – Using the required Scholarship Recommendation Form, please select a recommender from a School of Education & Human Development faculty member or university site/field supervisor, indicating your leadership role in which you are engaged and describe the reward your leadership efforts have had on the community/school.

SEHD Scholarships and Criteria
The School of Education & Human Development Scholarship Committee has determined individual criteria for all scholarships and reserves the right to change such criteria.

Please apply for all scholarships, which you qualify for, funds varies semester to semester. The scholarship committee encourages applicants to reapply for any scholarship that they continue to meet the criteria for each deadline.

Mrs. Colorado Scholarship (there will be a Spring 09 and Fall 09 award)
Awards $1,000 and recognition at Mrs. Colorado Pageant
- Woman in Colorado seeking higher education in Colorado
- GPA of 3.0 or better
- Professor recommendation
- Cover letter must address the mission “Enriching Women’s Lives Through Education” and goals of the Mrs. Colorado Foundation. Information on the foundation can be found at: http://mrscofoundation.org/
- The awarded student for Spring 09 will be required to attend the Mrs. Colorado Pageant on May 16, 2009 where the student will be honored. Up to 10 complementary tickets for the student and their family or friends will be provided with 2 tickets for the honoree saved for the front row. The awarded student for Fall 09 will be required to attend the Mrs. Colorado Pageant in May of 2010.
Sally Tague Memorial Scholarship

- Candidates have successfully completed a minimum of 12 credit hours and have a proven track record of working with children in the classroom and have an exceptional ability and interest in mathematics and the sciences
- Candidates must have a documented need and cover letter must address need
- Candidates must be students who will contribute to diversity in the School community through their backgrounds and experiences, and must demonstrate the following attributes:
  
  They value education and have a strong desire to learn and teach
  They relate well to diverse student populations
  They are passionate, positive, energetic, creative and

- GPA of 3.0 or better
- Candidates will be required to provide a letter of reference that includes observations of teaching or interacting with children/youth, a resume, and participate in an interview process

School of Education and Human Development Community Involvement Scholarship
Awards approximately $500.00 up to 1-5 students

- Admitted and enrolled in a graduate program as a full time student
- GPA of 3.8 or better
- Cover letter must address significant service in the community with learners from diverse backgrounds who have limited access to educational opportunities (what you are doing above and beyond your program and/or job description)
- A second letter of support from a community member

School Library & Instructional Leadership Scholarship
Awards approximately 1,000 up to 4 students

- GPA of 3.0 or better
- Accepted into the School of Education & Human Development School Library and Instructional Leadership program
- Demonstrated financial need (elaborate on any life events or financial burdens which will impact your ability to continue with your education)
- Cover letter must address cultural responsiveness and service in an urban community working with learners who have limited access to cultural enrichment activities.

Teacher Leaders for Tomorrow's Schools Scholarship
Awards approximately $500.00 up to 1-5 students

- Completed IPTE/SPED Initial license program requirements
- Enrolled in a graduate MA-option program
- Employed in a public K-12 school
- Cover Letter must address leadership activity in school/district of employment
University of Colorado Denver
School of Education & Human Development

Name: ________________________________
Last Name: ____________________________
First Name: ____________________________
Middle Initial: _________________________

SID #: ________________________________
Email: ________________________________

Scholarship Information - Select the scholarship(s) you in which you meet the criteria and are applying for:

☐ Virginia T. Schuman
☐ Thank – A – Teacher
☐ Teacher Leaders for Tomorrow’s Schools
☐ School of Education & Human Development Community Involvement
☐ Sally Tague Memorial Scholarship
☐ School Librarian & Instructional Leadership
☐ Alumni Association Graduate Scholarship – April deadline only
☐ Mrs. Colorado (Spring 09 Award)
☐ Mrs. Colorado (Fall 09 Award)
☐ Laurie Bond – November deadline only

U.S. Citizen: Yes  No  Colorado Resident for tuition purposes: Yes  No
Undergraduate GPA: _______ Undergraduate degree received at: _________________________
Cumulative Graduate GPA: _______________ Hours enrolled this term: ______________________
SEHD program admitted to: __________________________
Place of employment: __________________________

Please include a typed document with your responses that addresses questions/statements 1 - 6:

1. Do you have a financial need? Please explain.
2. Describe the leadership role and responsibilities in which you are currently engaged.
3. Describe future goals and contributions you hope to make to the field of education.
4. How would this scholarship financially help you attend CU Denver?
5. How would this scholarship affect your current employment situation?
6. List other scholarships/grants you are receiving for the academic year.

Cover Letter (please include a separate cover letter for each scholarship you are applying for)
Given the criteria listed for the scholarship for which you are applying, please describe in your cover letter why this award would be appropriate for you.

Scholarship Checklist

☐ Scholarship Application
☐ Statement addressing questions 1 - 6
☐ Cover letter for each scholarship that you are applying to detailing how you qualify for each scholarship.
☐ One- two page resume One letter of support, either from a School of Education & Human Development faculty member or university site/field supervisor, indicating your leadership role in which you are engaged and describe the reward your leadership efforts have had on the community/school.

Submit all materials in one packet to LW 701 (Student Services Center) Attn: Scholarship Committee.
One form should be given to each recommender.

is applying for a scholarship from the University of Colorado at Denver and Health Sciences Center (UCDHSC) School of Education and Human Development and has asked you, in your role as the student's academic advisor or other faculty member, for a letter of recommendation to support his or her scholarship application. Your letter of recommendation will be included in the student’s scholarship application submission, and reviewed by the School of Education and Human Development’s Scholarship Committee during their selection process.

We solicit your candid assessment of the student’s range of abilities and accomplishments, and creative and intellectual promise. On the back of this form, or on your own stationary, please summarize your opinion of (a) the quality of the student’s academic achievements; (b) the student’s current leadership roles and responsibilities; and (c) the student’s service in the community (specifically if the student is working with underserved and diverse learners who have limited access to educational opportunities). Please include any additional information – including knowledge of financial need – you believe will help the Scholarship Committee during their selection process. We would appreciate knowing the extent of your contact with the student and any special opportunities you may have had to observe him or her.

Summary Evaluation

Compared with the _____ students you have known in the past _____ years in his or her field at approximately the same level of training, this student would rank as indicated on the scales below, when assessed for:

a. Academic achievements

   0  10  20  30  40  50  60  70  80  90  100  Percentile

b. Leadership activities

   0  10  20  30  40  50  60  70  80  90  100  Percentile

c. Community service

   0  10  20  30  40  50  60  70  80  90  100  Percentile

Advisor’s/Faculty Member’s Signature __________________________

Name Printed or Typed _______________________________________

Date __________________________

Advisor/Faculty Member, please return the form and letter TO THE STUDENT, in a sealed envelope. Please direct all questions to the School of Education and Human Development Student Services Center: LSC 701, 303-315-6300 or education@ucdenver.edu.
Information Session on AmeriCorps

What is AmeriCorps: AmeriCorps is a national service program that provides education awards in exchange for UNPAID community service. Each member is required to complete either 300, 450 or 900 hours of service that provides an education award to be used for repayment of outstanding student loans, and other qualified education related expenses. This meeting is MANDATORY. You may not serve hours without attending an Orientation meeting. The meeting will run approximately two and one half hours. Please allow yourself enough time for the entire meeting, as students who leave the session early will not be enrolled into the Program.

Who is invited: Students must be admitted and enrolled in a School of Education program and serving UPAID hours. (In the case of IPTE students, students must be placed at a Partner School). IPTE or other students with placements outside a Partner School that wish to participate are allowed to if their school meets the AmeriCorps site placement guidelines. See Criteria for Eligible Schools below.

Agenda for Meeting:

- Willie Brown, UCAN Serve AmeriCorps Program Coordinator for the Colorado Campus Compact will provide detailed information the AmeriCorps program, participation, membership responsibilities and prohibited activities, member enrollment and required forms. Specific information on how your award is administered and can be used will also be covered.
- Eligible applicants will be required to complete an enrollment form and sign a member contract and submit both by the end of the orientation session.
- PLEASE NOTE: While students may serve two terms of service in their lifetime, priority will be given to first time participants who have never participated in the AmeriCorps program or received an education award from AmeriCorps. This includes students currently awaiting an award through the National Trust.
- If there are more eligible applicants than funding spaces available, we will determine which students will be allowed to participate through a lottery system. Student will be notified by email if a lottery system is administered.

Criteria for Eligible Schools

Eligible PUBLIC schools qualify if they meet any one of the criteria items below:

- Title I status
- 50% or greater free or reduced lunch; 40% or greater student mobility
- Below average on the School Accountability Report; 50% or greater minority student population

Additionally, teacher education students can qualify regardless of the school in which they are serving if they are specializing in: ESL/Bilingual Education, Math or Science Education, or Special Education.

Either the student qualifies because of their teaching specialty or focus or the school qualifies for one of the listed criteria items. However, these must be unpaid hours also. Students must check at their school if they are unsure if their school qualifies. You can also find the criteria online at www.coloradocampuscompact.org under UCAN Serve, then Member Info. Look in the Member Handbook under the section for Education Members.