

# SPECIAL FACILITIES AND SERVICES

## University Libraries

The University of Louisville Libraries ([https://cardmailloisville-my.sharepoint.com/personal/c0durb01\\_louisville\\_edu/Documents/library.louisville.edu](https://cardmailloisville-my.sharepoint.com/personal/c0durb01_louisville_edu/Documents/library.louisville.edu)) provide a dynamic, innovative environment designed to support student success at both the undergraduate and graduate levels by integrating state-of-the-art technology with expert faculty and staff. The University Libraries consist of:

- Ekstrom (Main) Library,
- Archives and Special Collections,
- The Margaret Bridwell Art Library,
- The Louis Brandeis Law Library,
- The Dwight Anderson Memorial Music Library, and
- The Kornhauser Health Sciences Library.

Each library offers versatile, modern spaces equipped with advanced technologies designed to support collaborative research, group projects, and individual study. Many study and meeting rooms are available for online reservations to accommodate diverse needs. Ekstrom Library, open 24/5 during the semester, is a central space for student life and houses a Starbucks. Other libraries publish up-to-date hours on the University Libraries' website.

The University Libraries provide a wide range of in-person and virtual services, including specialized assistance for researchers at all levels, book borrowing, and course reserves. Additionally, in-house resources like the Writing Center, Digital Media Suite, and the Resources for Academic Achievement (REACH) Center provide peer tutoring and academic coaching to support student learning. Equipped with professional-grade technology, these spaces empower students to create and produce high-quality digital and print content while also supporting their academic development.

The Libraries' digital and print collections are curated to meet the needs of the university's academic programs. In addition to traditional print books and journals, the collections feature extensive digital resources, including streaming media, e-books, e-journals, and specialized collections such as student publications and open educational resources. Interlibrary loan services facilitate users' access to materials available outside the University Libraries' holdings.

More information about library facilities, services, and materials can be found at the University Libraries' website (<https://library.louisville.edu/home/>).

## University Archives and Records Center

The University Archives is a research repository of national significance. It contains primary sources relating to the university, Louisville, and the nation. It attracts students, faculty, and scholars from Louisville, from elsewhere in the United States, and from other countries. It collects, preserves, and makes available for research historical manuscripts, oral history interviews, and other primary research materials, and thus serves as a research laboratory for humanists, social scientists, and others. Its collections include nineteenth and twentieth-century records of area

businesses, cultural organizations, social service agencies, and churches; personal papers of politicians, scholars, members of the Jewish and African-American communities, women, and other prominent and representative Louisvillians; and publications, papers, and photographs documenting the history of the university. Students with class projects, theses, or dissertations requiring primary sources are invited to consult this office.

## Information Technology Services

Information Technology Services (ITS) offers numerous technology and computing solutions in support of University of Louisville's teaching, research and service missions. Serving students, faculty and staff, ITS maintains campus wired and wireless networks and delivers enterprise administrative and academic applications. More information concerning ITS can be found at [louisville.edu/its](http://louisville.edu/its) (<http://louisville.edu/its/>).

UofL's ULink services is the university's most popular website: [ulink.louisville.edu](https://ulink.louisville.edu/) (<https://ulink.louisville.edu/>). ULink is a secure portal to all necessary campus information and services, including the administrative student environments where you can check your class schedule, tuition balance, grades and much more. Most changes to personal information, technology accounts and email addresses are done through ULink. Tutorial videos (<https://louisville.edu/its/ulink/ulink-upgrade/>) are available for assistance. To access ULink, everyone must use UL2FCTR (a Duo product), our second factor of authentication tool that is separate from your username and password. Students and employees must enroll in and use UL2FCTR (Duo) (<https://louisville.edu/its/ul2fctr/>) to access most UofL systems (Blackboard, email, student system and more).

Everyone in the UofL community has an Microsoft Outlook university email as part of an entire Windows Office365 system. Enrolled students have options for online and downloadable O365 (on up to 5 devices – phone, tablet, laptop or desktop) including applications such as Outlook, Word, PowerPoint, Excel, Teams and more plus 50GB of OneDrive storage. See [outlook.office365.com](https://outlook.office365.com/) (<https://outlook.office365.com/>) for details and [login.microsoftonline.com](https://login.microsoftonline.com/) (<https://login.microsoftonline.com/>) for more about O365 accounts. To claim your email account or change your password to all UofL systems, you must do so through our Identity Management System at [identity.louisville.edu](https://identity.louisville.edu) (<https://identity.louisville.edu>). Find more info in our knowledge base article (<https://uofl.atlassian.net/l/cp/KrBB2Q1a/>).

The ITS HelpDesk assists the UofL community daily with regard to technology questions and issues. Need help changing your password, for example? The ITS HelpDesk can be reached at [helpdesk.louisville.edu](https://louisville.edu/its/get-help/its-helpdesk/) (<https://louisville.edu/its/get-help/its-helpdesk/>) for online assistance (chat, incident tickets, self-help) or call (502) 852-7997 to talk to someone. Additionally, ITS provides free, 1:1 walk-in technology help for students, faculty and staff. The iTech Connect team, located in the lower level of the Miller IT Center on Belknap campus can troubleshoot various technology problems like wireless connections, antivirus protection and digital device management. See [helpdesk.louisville.edu](https://louisville.edu/its/get-help/its-helpdesk/) (<https://louisville.edu/its/get-help/its-helpdesk/>) for hours and details.

ITS maintains the university's extensive networking, including a 200 gigabit campus backbone network and a high-speed intercampus fiber network. Wireless service is universally available for University of Louisville students, faculty and staff and guests across all campuses. Eduroam is our preferred wi-fi but we ask that you use our on-boarding

application ([uofl.edu/setupwireless](https://uofl.edu/setupwireless) (<https://uofl.edu/setupwireless/>)) to access best options for secure wireless.

ITS offers secure, unlimited data storage free for faculty, staff and students via CardBox. A CardBox account lets you synchronize and backup all of your personal files plus collaborate, securely share and edit easily with other UofL users. See [louisville.edu/its/cardbox](https://louisville.edu/its/cardbox) (<https://louisville.edu/its/cardbox/>) for information on how to sign-up for an account.

Another great resource ITS makes available for everyone at UofL is free access to the Adobe Creative Cloud suite of products. With this collection of 20+ desktop and mobile apps for photography, video, audio and web design, you can discover new ways to create and collaborate. The Adobe Creative Cloud (<https://louisville.edu/adobe/>) includes access to industry-leading software applications including Photoshop (<https://www.adobe.com/products/photoshop.html>), Illustrator (<https://www.adobe.com/products/illustrator.html>), InDesign (<https://www.adobe.com/products/indesign.html>), Acrobat Pro DC (<https://acrobat.adobe.com/us/en/acrobat/acrobat-pro-cc.html>), and Premiere Rush (<https://www.adobe.com/products/premiere-rush.html>) among others. Installation instructions, tutorials and support can be found on ITS Adobe Creative Cloud Support (<https://louisville.edu/its/adobe-support/>).

For discounted and free software, sign-in to [louisville.onthehub.com](http://louisville.onthehub.com) (<http://louisville.onthehub.com/>) with your UofL userID and password. Also free to UofL students, faculty and researchers, MATLAB is transformative software for mathematicians, scientists and engineers. Users will find new ways to express computational mathematics, experiment with how to deploy algorithms, visualize complex data sets, and so much more. Check out the information on our portal [UofL.edu/matlab](https://www.mathworks.com/academia/tah-portal/university-of-louisville-31448597.html) (<https://www.mathworks.com/academia/tah-portal/university-of-louisville-31448597.html>).

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## International Center

The International Center is comprised of Education Abroad, Faculty and Staff, International Travel, the International Student and Scholar Services (ISSS) office, the Passport Place @ UofL, and Global Initiatives.

The International Center develops and promotes global efforts that are inclusive of the campus and local community in conjunction with the internationalization goals of the University. The center focuses on increasing international students and scholars at UofL; providing programming that serves this vital population; expanding cultural competency through increasing the number of students participating in education abroad programs; facilitating student and faculty international research and travel efforts; and providing quality services in support of these and other global initiatives.

If you are an international student or scholar, email [iss@louisville.edu](mailto:iss@louisville.edu). If you are a student interested in studying abroad, email [edabroad@louisville.edu](mailto:edabroad@louisville.edu). If you are interested in applying for a U.S. Passport, email [passportoffice@louisville.edu](mailto:passportoffice@louisville.edu). If you are interested in information about international travel, email [fasit@louisville.edu](mailto:fasit@louisville.edu).

## University Housing and the Resident Experience

Be at the center of the Cardinal experience as a resident of UofL University Housing and the Resident Experience.

More than a place to rest your head, UofL's housing program offers a community-like atmosphere that supports students as they successfully transition from high school to college. It's a place where everyone can belong and make life-long connections to their peers. University Housing promotes a safe, convenient, inclusive and healthy living-learning environment, providing opportunities that engage students, facilitate student and faculty connections and encourage student success.

Total facilities include 11 residence halls on Belknap Campus and three affiliated apartment properties bordering Belknap Campus (please see First-Year Live-on Policy (<https://louisville.edu/housing/info/policies/firstyear/>) and Second-Year Residential Requirement (<https://louisville.edu/housing/info/policies/Second-Year-Residential-Requirement/>) for more information).

The residence halls and apartment complexes are home to more than 6,000 students from Louisville, across the country and around the globe. Staffed by a team of professionals with expertise in student learning and development, we strive to make sure learning doesn't stop in the classroom. We emphasize healthy lifestyles and provide programs that facilitate student engagement and personal growth.

Housing is one of the largest employers of students on campus, with more than 175 part-time student employees assisting in resident experience, and other services and programs that support our campus communities and help them thrive. The dynamic combination of professional staff, student leaders, and residents helps make UofL a vibrant campus with something to offer every individual.

For information, please contact the University Housing office:

Website: [louisville.edu/housing](https://louisville.edu/housing) (<https://louisville.edu/housing/>)  
Phone: (502) 852-6636  
Email: [housing@louisville.edu](mailto:housing@louisville.edu)

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## Counseling Center

The mission of the Counseling Center is to provide services and programs that support the psychological well-being, holistic development, and retention of University of Louisville students. The Counseling Center provides short-term individual, group/workshop, and couples counseling, outreach, urgent consultation, and psychological testing for currently enrolled students (psychiatric/medication services are provided by Campus Health).

Our clients seek services for a variety of areas of concern, including psychological, personal/social, academic, and career issues.

There is a sliding fee for psychological testing, but all other services are covered by your student fee. Services are confidential to the limits provided by law.

We are committed to diversity in the provision of services and in supporting the University community, while honoring the unique needs and concerns of all students.

**UofL Counseling Center**

Student Activity Center (SAC), Suite W204 (Second floor)  
louisville.edu/counseling (<http://louisville.edu/counseling/>)  
(502) 852-6585

The Counseling Center is accredited by the International Association of Counseling Services (<http://www.iacsinc.org/faqs.html>) (IACS).

The Center is open Monday–Friday from 8:30 am–5:00 pm, and we provide urgent consultations on a walk-in basis from 9:00 am–4:30 pm. We honor all University holidays, closings, and delayed starts.

For more information, including descriptions of our current groups and workshops, please call us or visit our website (<http://louisville.edu/counseling/>).

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## Campus Health Services

### Student Medical and Mental Health Services

The Campus Health Service provides medical and mental health services to undergraduate, graduate and professional students. Services include primary care, psychiatric, counseling services, travel medicine and nutritional consults as well as allergy injections, immunizations, sports physicals and diagnostic testing.

Although all students are encouraged to call for appointments, walk-in and same day appointments are generally available at both locations. Charges for medical services are applied to the student's insurance and/or health fees. Students are responsible for any balance not covered by insurance or fees. Psychiatric services are covered through student fees.

There are two Campus Health Center locations that serve health needs of our students. The centers are located at:

#### Belknap Campus

Cardinal Station  
215 Central Ave. Suite 110  
(502) 852-6479

#### Health Sciences Center

Health Care Outpatient Center (HCOC)  
410 E. Chestnut St. Suite 110  
(502) 852-6446

### Health Insurance and Health Fees

All students enrolled for at least six hours are charged the Primary Care Health Fee (PCHF) which can be waived within thirty days of the first day of class with proof of health insurance. The fee entitles students to basic services at the health centers such as examinations and allergy injections. This fee is not health insurance and does not provide for specialty care, hospitalization, x-ray or laboratory services. The PCHF fee can be waived within 30 days of the first day of classes of each semester by submitting proof of health insurance or can be used as a supplement to the student's active insurance.

All students enrolled in a program of study that requires them to train in the University's affiliated teaching hospitals such as the MD, DMD, Dental Hygiene, Audiology, and Speech Pathology programs are required to carry major medical insurance and pay a non-waivable Health Professionals Health Fee (HPHF). Students in these programs are charged for the university-sponsored insurance plan but may waive it with proof of alternate coverage. Waiver information will be sent to the student's UofL e-mail account from Academic Health Plans (AHP) in mid-July for the

Fall semester and mid-November for the Spring semester. You are not eligible to submit a waiver prior to receiving communication from AHP. An approved waiver must be on file for the current term prior to the supplied deadline for fee to be waived.

For additional information about Campus Health Fees, contact the Insurance Advocate via email at [stuins@louisville.edu](mailto:stuins@louisville.edu) or visit the Campus Health website (<http://louisville.edu/campushealth/information/fees/primary-care-health-fee/>).

#### Campus Insurance Advocate

Cardinal Station  
215 Central Ave. Suite 110  
(502) 852-6519

### Office of Health Promotion and Education

Health Promotion, a division of Campus Health Services, provides a variety of wellbeing programs, services, and resources including yoga, chair massage, stress resilience workshops, drop-in guided meditations, flash nap workshops, free & anonymous HIV testing, sexual health and consent workshops, safer sex supplies, healthy eating on campus, cooking workshops, and U-fit coaching.

#### Office of Health Promotion and Education

##### Campus Health Services

Student Activities Center  
2100 South Floyd Street, room W309  
(502) 852-5429

Additional information can be found on the Campus Health Services Office of Health Promotion website (<http://www.louisville.edu/healthpromotion/>).

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## Student Life

Housing and Residence Life, Intramural and Recreational Sports, Student Involvement, Fraternity and Sorority Life, Recognized Student Organizations, Student Government Association, Community Service, Swain Student Activities Center Administration, Student Disciplinary Services, Counseling Center, Career Development Center, and International Service Learning Program.

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## Disability Resource Center

In recognition of disability as an important part of the diversity of our community, the Disability Resource Center fosters an inclusive campus climate through education, service, collaboration, and outreach to the University of Louisville community. We provide support for students with documented disabilities by promoting equal access to all programs and services. Accommodations and support services are individualized, depending on the needs of each student.

The Disability Resource Center also offers an academic coaching program for students with disabilities. Peer coaches work with participating students one-on-one each week to provide support in meeting the demands of college coursework and staying organized.

Students are strongly encouraged to make early contact with the Disability Resource Center to assure adequate time to implement support services. Please visit [louisville.edu/disability](http://louisville.edu/disability) (<http://louisville.edu/disability>).

disability/) for more information, and feel free to contact us with questions at [askdrc@louisville.edu](mailto:askdrc@louisville.edu) or (502) 852-6938.