



**2019-2020**

**Visit Policies and Procedures**

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## Individual Visits

Individual campus visits are defined as a visit scheduled by a prospective student who may bring parents, families, or guests.

### Types of Individual Visits

Throughout the year, there are four main types of on-campus visit experiences:

1. **Campus Visit** - A campus visit geared towards students who have not yet applied to the university. The visit includes a 30-minute admissions presentation and 1.5-hour walking tour of campus which includes visiting a showroom in Cougar Village II.
2. **Admitted Student Visit** – An admitted student visit is for students who have been admitted into the university. The visit includes a 30-minute admissions presentation with next steps for admitted students and 1.5-hour walking tour of campus which includes visiting a showroom in Cougar Village II.
3. **Explore UH** - Explore UH is for students who have not yet applied to the university. This visit infuses the academic colleges into the weekday visit experience. Guests will receive a 30-minute admissions presentation, 1-hour student life highlights tour, and a session from a participating academic college.
4. **Transfer Tuesday** - Transfer Tuesday is an on-campus visit experience for prospective transfer students. Guests will receive a presentation from an Admissions Counselor, 1-hour student life highlights tour, and an opportunity to discuss transfer credit with a Transfer Advising Program (TAP) staff member (when available).

### Visit Schedule

Each on-campus visit type has a set schedule to best serve the audience:

1. **Campus Visit** – Occur daily Monday through Friday at 10 am and 2 pm. Saturday visits are typically held every third Saturday at 11 am, however, due to campus events, Saturday visits are subject to change.
2. **Admitted Student Visit** – Occur daily Monday through Friday at 1 pm beginning in November through the end June.
3. **Explore UH** – Occur on select Fridays at 10 am. The schedule is set based on availability of colleges. Not all colleges participate in all Explore UH dates. College availability is published on the website and the registration forms.
4. **Transfer Tuesday** – Occur on Tuesdays at 3 pm before transfer application deadlines, typically October through November for fall deadlines and February through June for summer/spring deadlines.

Individual campus visits will be released on the calendar on a semester by semester basis.

- Fall semester – July 15
- Spring semester – November 15

- Summer Semester – April 15

The program manager of campus visits reserves the right to change the schedule.

## Holiday Exceptions

No individual visits will be scheduled in accordance with university holiday closures:

- Martin Luther King Jr. Day
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving Holiday
- Winter Break

## Registration & Communication Schedule

Students who wish to register for an individual campus visit should do so through the campus visit calendar at [uh.edu/campus\\_visits](http://uh.edu/campus_visits). Available dates will have a clickable icon which will take guests to the registration screen.

Each prospective student should complete a registration form. Parents, younger siblings, relatives, or guardians, not prospective students, should be included in your guest count.

Each icon connects to a Radius event. Once a student registers, they automatically receive the following communications to the email address they provided in the registration form:

- Immediately upon registering: Confirmation email with all visit logistics
- 2 days before the visit: Visit reminder including all logistics
- 1 day after visit – attendee: Thank you email including visit survey
- 1 day after visit – non-attendee: Please register for another visit email

## Walk-in Policy

Students are encouraged to register for a campus visit. However, if a student is a walk-in for a visit that is occurring, our front counter staff will have them fill out an inquiry form to record their information. If a student is a walk-in for a visit that was not publicized on the [campus visit calendar](#), they will be provided a self-guided visit packet.

## Late Guest Policy

If a student arrives within 30 minutes of the visit start time or the visit group is visible from the Welcome Center, guests will be escorted to the group. If a student arrives past 30 minutes or the visit group cannot be seen from the Welcome Center, the guest will not be allowed to join the tour group and will be provided a self-guided visit packet.

## Excuse Letter Policy

The Office of Admissions provides a student an excuse letter for an official campus visits. An official campus visit is any visit publicized on the [campus visit calendar](#). Admissions does not provide students with an excuse letter for only speaking with an admissions counselor or doing a self-guided tour.

Students can take care of admissions related questions either through phone or email but they do not have to come in person. They do, however, have to come in person to take an official visit. If a student forgot an

excuse letter, they should email [vc@uh.edu](mailto:vc@uh.edu) with the date/time of their visit. Student staff will verify their attendance through our visit management system and send them a PDF excuse letter.

## Special Accommodations

The UH campus tour is a 1.5-hour walking tour of campus. Visitors needing mobile accommodations during a guided campus tour may request assistance through the visit registration form. Select “yes” as the answer for the “Do you require special accommodations?” Requests should be received at least 5 business days before the scheduled visit date. We will make every reasonable effort to provide the appropriate resources during your campus tour.

Our tour route is accessible for wheelchairs, power wheelchairs, and strollers. Please note, due to space availability of accommodations, persons requesting special accommodations will be given priority on service vehicles.

The University of Houston is an equal opportunity/equal access institution and is committed to fully complying with the requirements of the Americans with Disabilities Act of 1990 (ADA) and all other federal/state laws and regulations prohibiting discrimination on the basis of disability or handicap.

## Visits in Other Languages

Students and families of prospective students have an opportunity to be engaged in the college search process by coordinating a visit to the University of Houston in a variety of languages other than English. Visits in languages other than English will be conducted exclusively by student ambassadors and will be accommodated around ambassadors’ class schedules. To request a visit in a language other than English, fill out a request at this link. The form will ask you to identify three (3) visit dates and times that work best with your families’ schedule. Your tour will take about an hour. Visits are currently available in the following languages:

- Bengali
- Chinese
- Filipino
- French
- German
- Gujarati
- Hindi
- Kannada
- Malayalam
- Russian
- Spanish
- Tagalog
- Telugu
- Urdu
- Vietnamese

## Frequently Asked Questions

### **Where do I park?**

Check out these [directions to campus](#), or type "University of Houston Welcome Center" (4400 University Dr, Houston, TX 77204) into your preferred navigation app. The easiest way to get here is through Entrance #1 on Calhoun Road.

### **How long will my tour last?**

During your campus visit, you will receive a 30-minute admissions presentation and a 90-minute walking tour of campus with our student ambassadors, including a sneak peek of a residence hall. Your visit will last a total of two hours.

**Is visitor parking validated?**

Unfortunately, parking is not validated and visitor-parking rates will apply. Learn more at [this link](#).

**Can I speak with an admissions counselor to ask specific questions?**

Absolutely! Admissions counselors will be available before and after your tour to answer any and all questions. You can set up an appointment with an Admissions Counselor or a do walk-in appointment Monday-Thursdays from 8-11:30 a.m. and 2-3 p.m. as well as Fridays from 9-11:30 a.m. and 2-3 p.m. Check in at the front counter for additional information.

**Will I be able to meet with someone from my college of interest?**

UH offers the opportunity to speak with academic colleges during Explore UH, a campus visit experience. Check the Explore UH website, [found at this link](#), for more information and specific availability of colleges for the dates offered. If you are interested in meeting with a college representative outside of Explore UH, please reach out directly to your college of interest to learn about their meeting availability.

**What residence halls are available to tour?**

Currently, our campus visit provides a tour of Cougar Village II, our most popular freshmen residence hall. If you are interested in a tour of a different residence hall, the Student Housing and Residential Life website is a great resource full of information and virtual tours. [Learn more at this link](#). If you would like to speak with someone in person about living on campus, please call (713) 743-6000, email [housing@uh.edu](mailto:housing@uh.edu), or visit the Student Housing and Residential Life Office at 4377 Cougar Village Drive, Room S121; Houston, TX 77204-3018.

**Are there special hotel rates for campus visitors?**

Special hotel rates have been arranged for campus visitors. Here are the details:

- [Hilton Hotel at the University of Houston](#) - Call (866) 327-1161 and ask for the 0941920 rate.
- [Courtyard by Marriott Downtown/Convention Center](#) - Use discount code UOH