

BIOL 2015 - Microbiology Allied Hlth Lab

Fall 2024 Syllabus, Section 1L1, CRN 13935

Instructor Information

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Senior Lecturer

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Office Hours:

TBA

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Times and Location

T 8:30am-11:30am in Lamar Bruni Vergara Science Ct 189

Course Description

Biology&Chemistry Department, College of Arts & Sciences

Additional Course Information

COURSE DESCRIPTION

The lab is designed to familiarize students with the skills and techniques necessary to grow (culture), identify, and analyze microorganisms and their growth behaviors. Lab Session 1, 2 & 3 cover basic techniques of microscopy and bacterial staining. Session 4 covers the identification and differentiation of microbial characteristics in pure culture. The students will then use their knowledge from Sessions 3 and 4 to identify a given (unlabeled) bacteria during Session 5. In the last session (6), students will be performing a disk diffusion method to test the ability of antibiotics to kill a given bacteria, which is a basic lab test ordered by the physicians or medical doctors to identify the best-suited antibiotic type and its dosage to effectively treat patients having an infectious disease.

This course MUST be taken concurrently with BIOL 2415.

COURSE POLICIES

Lab Worksheets:

Students should record each day's observations in the lab to compile the lab reports. Keep a composition book or spiral notebook to write daily instructions and additional lab lecture notes. The necessary data sheets are available in the assigned textbook or will be provided on Blackboard. You must bring a print copy of the data sheet to record lab results. The students must check the completed data sheet before leaving the lab. You will be compiling all the lab worksheets as Lab Report I.

Lab Reports:

Two lab reports will be used as the primary assessments. A detailed guideline on the format and structure of the lab reports will be given during class.

Lab Report I: Biochemical Characterization Report. You compile all data sheets as one folder (ideally, use a clear file folder with a sliding bar) and submit them on or before the deadline.

Lab Report II: Unknown Lab Report. As a group of two students, each group is expected to isolate and identify a given bacterial culture using the required microscopy and biochemical tests following a dichotomous key for microbial identification. This lab report should follow a formal scientific paper format (including a bibliography), which includes a 1- page discussion/essay describing the economic and medical importance of the characterized bacteria.

Quizzes:

Paper-based quizzes will be conducted during the first 10 minutes of class. If you are late to the lab, you may not get a chance to take the test. Being punctual is very important for a professional career. Each quiz will cover the subject matter you have studied in the previous two weeks. The lowest quiz score will be dropped.

Presentations:

You will work in pairs to ‘pick a microbe’ of your choice and introduce it within a 10-minute presentation. Select either an environmental or clinically significant microbe and describe its importance. Detailed information will be provided in the class.

Syllabus: Any changes to the syllabus or course information will be posted on Blackboard.

Intellectual honesty is vital to an academic community and for my fair evaluation of your work. All work submitted on this course must be your own and completed following the university’s academic regulations (see the attached university policy). The course goal is to develop the soft skills (critical and analytical thinking skills, attention to detail, problem-solving skills, teamwork, conflict resolution, communication skills, and much more, mainly related to patient care) required to succeed wherever you plan to go in your future career.

Student Learning Outcomes

- Acquire a basic understanding of microbiological principles and laboratory techniques.
- Gain factual knowledge of specific microorganism types.
- Design experiments to identify microorganisms, interpret the data and communicate it.
- Get first-hand experience that will coincide with what is taught in the lecture.
- **Apply microbiology to human and environmental health and current scientific problems.**
- **Acquire an interest in learning more about microbiology by asking questions and seeking answers.**

Important Dates

Visit the Academic Calendar (tamiu.edu) (<https://www.tamiu.edu/academiccalendar/>) page to view the term's important dates.

Textbooks

Group	Title	Author	ISBN
Required	Microbiology: Laboratory Theory and Application	M. J. Leboffe and B. E. Pierce	978-1-6173-1250-2

Other Course Materials

LAB WORKSHEETS:

The lab worksheets will be posted on Blackboard before each lab. You are REQUIRED to bring a printout to the lab class to record your lab results.

Grading Criteria

Refer to the BIOL 2415 for the detailed course grading policy.

Grading Procedure: 80% Lecture (BIOL 2415) + 20% Lab (BIOL 2015)

Lab Report 1	5 %
Lab Report 2	5 %
Quizzes	4 %

Presentation	4 %
Attendance	2 %

LAB SAFETY

Microbiology laboratories are places where you can work with many types of microorganisms that are purposefully grown and maintained for teaching or research purposes. Many culture media and organic materials are present (which serve as food for them), so there is a high chance of a broad microbial community. Although they do not cause health problems in healthy humans, we must always be aware of the risks of using microorganisms in the laboratory. We must use best practices to minimize the risk to students and the community.

Therefore, it is important to follow microbiological rules when working with pure cultures. To ensure safety, we will conduct all experiments under the **Biosafety Level 1 guidelines** established by the Centers for Disease Control and Prevention (CDC) and the National Institutes of Health (NIH).

Please read and understand the general safety guidelines provided at the beginning of the semester (Lab 1). Sign and date the bottom of the lab safety guidelines and keep a copy with you. Review it frequently to familiarize yourself with the best practices in handling microorganisms.

INSIDE THE LAB:

- Absolutely **NO FOOD OR DRINK IN THE LAB**.
- The lab bench surface should be **DISINFECTED WITH BLEACH** at the beginning and end of each lab.
- Students should **WASH YOUR HANDS** before and after working in and during the lab if needed.
- You must always follow **ASEPTIC TECHNIQUES** when handling microorganisms.
- Students are responsible for **cleaning and disinfecting their workstations before work** and leaving their **WORKSTATIONS CLEAN, TIDY, AND PROPERLY DISINFECTED**.
- Students are expected to **DRESS APPROPRIATELY** and follow laboratory safety procedures. Tie back long hair. Do not wear dangling jewelry.
- If you are an immune-compromised student (including those who are pregnant or may become pregnant) or students living with or caring for an immune-compromised individual, consult physicians to determine the appropriate level of participation in the laboratory.
- Keep your note-taking materials separate from hazardous or infectious materials when working with them. All backpacks and personal items should be stored under the lab bench (without blocking the walkway), and **DO NOT BRING ANY DRINK BOTTLES OR LUNCH BOXES INTO THE LAB**.
- Do not handle broken glass with your fingers; use a dustpan and the broom. **NOTIFY THE INSTRUCTOR ABOUT ALL SPILLS AND INJURIES IMMEDIATELY**.
- Please make sure **CELL PHONES ARE ON SILENT MODE** during lab. As a courtesy to your instructor and fellow students, limit cell phone use to emergencies and excuse yourself from the classroom.

IMPORTANT RULES:

- Attendance is **REQUIRED**. Exceptions apply to those with a valid excuse. **Missing three labs without providing proper documentation will result in a failing grade (zero) for your lab. Refer to the TAMIU student handbook for valid excuses for absences.**
- **MISSED CLASS NOTES:** These are not provided by the instructor and must be obtained by your fellow students.
- **MISSED QUIZZES** may not be made up and will result in a grade of zero for the missed quiz (remember that 100% ATTENDANCE is REQUIRED to pass this course).
- **MISSED LAB SESSION.** If space is available, you will be expected to attend another lab session to complete the assigned work. Please get in touch with your instructor to arrange a make-up lab within 24 hours of the missed session.
- **DEADLINES ARE MEANT TO BE MET.** Assignments are due on the date designated by the instructor. **LATE COURSE WORK** (e.g., reports or presentations) is not accepted without a valid absence excuse.
- **BE ON TIME. Any student 15 minutes late to class will not be able to participate in that day's lab and be marked as ABSENT. This will be reflected in your grade.**
- **LAB GRADES:** If you have any issues or concerns with your cumulative lab grades or missing grades, you must discuss them with your instructor ASAP or **on/before November 27, 2024**.

This class also allows you to practice hygienic practices, which is mandatory for a healthcare worker. Continue to practice routine sanitary measures such as physical distancing and rigorous handwashing, and wear a mask if you are suspicious of having an incubating respiratory bug/infection. The best defense continues to be vaccination and boosters, and you will learn how they protect against infections and boost your immune system under *immunology* lectures. Please refer to the TAMIU Office of Student Health for any timely health announcements or information to ensure the health and safety of the TAMIU community.

REMEMBER that these hygienic measures are part of the aseptic techniques required under BSL1 practices and will help minimize contamination (the growth of unwanted microorganisms) of your experimental materials.

Schedule of Topics and Assignments

Week of	Agenda/Topic	Reading(s)	Due
8/27	Introductory Lab: Introduction to the Course and Lab Safety Use and Care of Light Microscope		
9/3	Bacterial Staining Techniques		QUIZ 01
9/10	Bacterial Staining Techniques II		
9/17	Microbial Growth and Bacterial Cultivation		QUIZ 02
9/24	Biochemical Characterization I		
10/1	Biochemical Characterization II		QUIZ 03
10/8	Biochemical Characterization III		
10/15	Unknown Lab II		QUIZ 04 LAB REPORT 1
10/22	Unknown Lab II		
10/29	Antibiotic Sensitivity Lab I		
11/5	Antibiotic Sensitivity Lab II		QUIZ 05 LAB REPORT 2
11/12	PRESENTATIONS (LAST WEEK OF LABS)		

University/College Policies

Please see the University Policies below.

COVID-19 Related Policies

If you have tested positive for COVID-19, please refer to the Student Handbook, Appendix A (Attendance Rule) for instructions.

Required Class Attendance

Students are expected to attend every class in person (or virtually, if the class is online) and to complete all assignments. If you cannot attend class, it is your responsibility to communicate absences with your professors. The faculty member will decide if your excuse is valid and thus may provide lecture materials of the class. According to University policy, acceptable reasons for an absence, which cannot affect a student's grade, include:

- Participation in an authorized University activity.
- Death or major illness in a student's immediate family.
- Illness of a dependent family member.
- Participation in legal proceedings or administrative procedures that require a student's presence.
- Religious holy day.
- Illness that is too severe or contagious for the student to attend class.
- Required participation in military duties.
- Mandatory admission interviews for professional or graduate school which cannot be rescheduled.

Students are responsible for providing satisfactory evidence to faculty members within seven calendar days of their absence and return to class. They must substantiate the reason for the absence. If the absence is excused, faculty members must either provide students with the opportunity to make up the exam or other work missed, or provide a satisfactory alternative to complete the exam or other work missed within 30 calendar days from the date of absence. Students who miss class due to a University-sponsored activity are responsible for identifying their absences to their instructors with as much advance notice as possible.

Classroom Behavior (applies to online or Face-to-Face Classes)

TAMU encourages classroom discussion and academic debate as an essential intellectual activity. It is essential that students learn to express and defend their beliefs, but it is also essential that they learn to listen and respond respectfully to others whose beliefs they may not share. The University will always tolerate different, unorthodox, and unpopular points of view, but it will not tolerate condescending or insulting remarks. When students

verbally abuse or ridicule and intimidate others whose views they do not agree with, they subvert the free exchange of ideas that should characterize a university classroom. If their actions are deemed by the professor to be disruptive, they will be subject to appropriate disciplinary action (please refer to Student Handbook Article 4).

TAMU Honor Code: Plagiarism and Cheating

As a TAMU student, you are bound by the TAMU Honor Code to conduct yourself ethically in all your activities as a TAMU student and to report violations of the Honor Code. Please read carefully the Student Handbook Article 7 and Article 10 available at <https://www.tamui.edu/scce/studenthandbook.shtml> (<https://www.tamui.edu/scce/studenthandbook.shtml/>).

We are committed to strict enforcement of the Honor Code. Violations of the Honor Code tend to involve claiming work that is not one's own, most commonly plagiarism in written assignments and any form of cheating on exams and other types of assignments.

Plagiarism is the presentation of someone else's work as your own. It occurs when you:

1. Borrow someone else's facts, ideas, or opinions and put them entirely in your own words. You must acknowledge that these thoughts are not your own by immediately citing the source in your paper. Failure to do this is plagiarism.
2. Borrow someone else's words (short phrases, clauses, or sentences), you must enclose the copied words in quotation marks as well as citing the source. Failure to do this is plagiarism.
3. Present someone else's paper or exam (stolen, borrowed, or bought) as your own. You have committed a clearly intentional form of intellectual theft and have put your academic future in jeopardy. This is the worst form of plagiarism.

Here is another explanation from the 2020, seventh edition of the Manual of The American Psychological Association (APA):

"Plagiarism is the act of presenting the words, idea, or images of another as your own; it denies authors or creators of content the credit they are due. Whether deliberate or unintentional, plagiarism violates ethical standards in scholarship" (p. 254). This same principle applies to the illicit use of AI.

Plagiarism: Researchers do not claim the words and ideas of another as their own; they give credit where credit is due. Quotations marks should be used to indicate the exact words of another. Each time you paraphrase another author (i.e., summarize a passage or rearrange the order of a sentence and change some of the words), you need to credit the source in the text. The key element of this principle is that authors do not present the work of another as if it were their own words. This can extend to ideas as well as written words. If authors model a study after one done by someone else, the originating author should be given credit. If the rationale for a study was suggested in the discussion section of someone else's article, the person should be given credit. Given the free exchange of ideas, which is very important for the health of intellectual discourse, authors may not know where an idea for a study originated. If authors do know, however, they should acknowledge the source; this includes personal communications (p. 11). For guidance on proper documentation, consult the Academic Success Center or a recommended guide to documentation and research such as the Manual of the APA or the MLA Handbook for Writers of Research Papers. If you still have doubts concerning proper documentation, seek advice from your instructor prior to submitting a final draft.

TAMU has penalties for plagiarism and cheating.

- **Penalties for Plagiarism:** Should a faculty member discover that a student has committed plagiarism, the student should receive a grade of 'F' in that course and the matter will be referred to the Honor Council for possible disciplinary action. The faculty member, however, may elect to give freshmen and sophomore students a "zero" for the assignment and to allow them to revise the assignment up to a grade of "F" (50%) if they believe that the student plagiarized out of ignorance or carelessness and not out of an attempt to deceive in order to earn an unmerited grade; the instructor must still report the offense to the Honor Council. This option should not be available to juniors, seniors, or graduate students, who cannot reasonably claim ignorance of documentation rules as an excuse. For repeat offenders in undergraduate courses or for an offender in any graduate course, the penalty for plagiarism is likely to include suspension or expulsion from the university.
 - *Caution:* Be very careful what you upload to Turnitin or send to your professor for evaluation. Whatever you upload for evaluation will be considered your final, approved draft. If it is plagiarized, you will be held responsible. The excuse that "it was only a draft" will not be accepted.
 - *Caution:* Also, do not share your electronic files with others. If you do, you are responsible for the possible consequences. If another student takes your file of a paper and changes the name to his or her name and submits it and you also submit the paper, we will hold both of you responsible for plagiarism. It is impossible for us to know with certainty who wrote the paper and who stole it. And, of course, we cannot know if there was collusion between you and the other student in the matter.
- **Penalties for Cheating:** Should a faculty member discover a student cheating on an exam or quiz or other class project, the student should receive a "zero" for the assignment and not be allowed to make the assignment up. The incident should be reported to the chair of the department and to the Honor Council. If the cheating is extensive, however, or if the assignment constitutes a major grade for the course (e.g., a final exam), or if the student has cheated in the past, the student should receive an "F" in the course, and the matter should be referred to the Honor Council. Additional penalties, including suspension or expulsion from the university may be imposed. Under no circumstances should a student who deserves an "F" in the course be allowed to withdraw from the course with a "W."
 - *Caution:* Chat groups that start off as "study groups" can easily devolve into "cheating groups." Be very careful not to join or remain any chat group if it begins to discuss specific information about exams or assignments that are meant to require individual work. If you are a member

of such a group and it begins to cheat, you will be held responsible along with all the other members of the group. The TAMIU Honor Code requires that you report any such instances of cheating.

- **Student Right of Appeal:** Faculty will notify students immediately via the student's TAMIU e-mail account that they have submitted plagiarized work. Students have the right to appeal a faculty member's charge of academic dishonesty by notifying the TAMIU Honor Council of their intent to appeal as long as the notification of appeal comes within 10 business days of the faculty member's e-mail message to the student and/or the Office of Student Conduct and Community Engagement. The Student Handbook provides more details.

Use of Work in Two or More Courses

You may not submit work completed in one course for a grade in a second course unless you receive explicit permission to do so by the instructor of the second course. In general, you should get credit for a work product only once.

AI Policies

Your instructor will provide you with their personal policy on the use of AI in the classroom setting and associated coursework.

TAMIU E-Mail and SafeZone

Personal Announcements sent to students through TAMIU E-mail (tamiu.edu or dusty email) are the official means of communicating course and university business with students and faculty –not the U.S. Mail and no other e-mail addresses. Students and faculty must check their TAMIU e-mail accounts regularly, if not daily. Not having seen an important TAMIU e-mail or message from a faculty member, chair, or dean is not accepted as an excuse for failure to take important action.

Students, faculty, and staff are encouraged to download the SafeZone app, which is a free mobile app for all University faculty, staff, and students. SafeZone allows you to: report safety concerns (24/7), get connected with mental health professionals, activate location sharing with authorities, and anonymously report incidents. Go to <https://www.tamiu.edu/adminis/police/safezone/index.shtml> for more information.

Copyright Restrictions

The Copyright Act of 1976 grants to copyright owners the exclusive right to reproduce their works and distribute copies of their work. Works that receive copyright protection include published works such as a textbook. Copying a textbook without permission from the owner of the copyright may constitute copyright infringement. Civil and criminal penalties may be assessed for copyright infringement. Civil penalties include damages up to \$100,000; criminal penalties include a fine up to \$250,000 and imprisonment. Copyright laws do not allow students and professors to make photocopies of copyrighted materials, but you may copy a limited portion of a work, such as article from a journal or a chapter from a book for your own personal academic use or, in the case of a professor, for personal, limited classroom use. In general, the extent of your copying should not suggest that the purpose or the effect of your copying is to avoid paying for the materials. And, of course, you may not sell these copies for a profit. Thus, students who copy textbooks to avoid buying them or professors who provide photocopies of textbooks to enable students to save money are violating the law.

Students with Disabilities

Texas A&M International University seeks to provide reasonable accommodations for all qualified persons with disabilities. This University will adhere to all applicable federal, state, and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal education opportunity. It is the student's responsibility to register with the Office of Student Counseling and Disability Services located in Student Center 126. This office will contact the faculty member to recommend specific, reasonable accommodations. Faculty are prohibited from making accommodations based solely on communications from students. They may make accommodations only when provided documentation by the Student Counseling and Disability Services office.

Student Attendance and Leave of Absence (LOA) Policy

As part of our efforts to assist and encourage all students towards graduation, TAMIU provides LOA's for students, including pregnant/parenting students, in accordance with the Attendance Rule (Section 3.07) and the Student LOA Rule (Section 3.08), which includes the "Leave of Absence Request" form. Both rules can be found in the TAMIU Student Handbook (URL: <http://www.tamiu.edu/studentaffairs/StudentHandbook1.shtml>) (<http://www.tamiu.edu/studentaffairs/StudentHandbook1.shtml/>).

Pregnant and Parenting Students

Under Title IX of the Education Amendments of 1972, harassment based on sex, including harassment because of pregnancy or related conditions, is prohibited. A pregnant/parenting student must be granted an absence for as long as the student's physician deems the absence medically necessary. It is a violation of Title IX to ask for documentation relative to the pregnant/parenting student's status beyond what would be required for other medical conditions. If a student would like to file a complaint for discrimination due to his or her pregnant/parenting status, please contact the TAMIU Title IX Coordinator (Lorissa M. Cortez, 5201 University Boulevard, KLM 159B, Laredo, TX 78041, TitleIX@tamiu.edu, 956.326.2857) and/or the Office of Civil Rights (Dallas Office, U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, TX 75201-6810, 214.661.9600). You can also report it on TAMIU's anonymous electronic reporting site: <https://www.tamiu.edu/reportit> (<https://www.tamiu.edu/reportit/>).

TAMIU advises a pregnant/parenting student to notify their professor once the student is aware that accommodations for such will be necessary. It is recommended that the student and professor develop a reasonable plan for the student's completion of missed coursework or assignments. The Office of Equal Opportunity and Diversity (Lorissa M. Cortez, lorissam.cortez@tamiu.edu) can assist the student and professor in working out the reasonable accommodations. For other questions or concerns regarding Title IX compliance related to pregnant/parenting students at the University, contact the Title IX Coordinator. In the event that a student will need a leave of absence for a substantial period of time, TAMIU urges the student to consider a Leave of Absence (LOA) as outlined in the TAMIU Student Handbook. As part of our efforts to assist and encourage all students towards graduation, TAMIU provides LOA's for students, including pregnant/parenting students, in accordance with the Attendance Rule and the Student LOA Rule. Both rules can be found in the TAMIU Student Handbook (<https://www.tamiu.edu/scce/studenthandbook.shtml>)).

Anti-Discrimination/Title IX

TAMIU does not discriminate or permit harassment against any individual on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation or gender identity in admissions, educational programs, or employment. If you would like to file a complaint relative to Title IX or any civil rights violation, please contact the TAMIU Director of Equal Opportunity and Diversity/Title IX Coordinator, Lorissa M. Cortez, 5201 University Boulevard, Killam Library 159B, Laredo, TX 78041, TitleIX@tamiu.edu, 956.326.2857, via the anonymous electronic reporting website, ReportIt, at <https://www.tamiu.edu/reportit> (<https://www.tamiu.edu/reportit/>), and/or the Office of Civil Rights (Dallas Office), U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, TX 75201-6810, 214.661.9600.

Incompletes

Students who are unable to complete a course should withdraw from the course before the final date for withdrawal and receive a "W." To qualify for an "incomplete" and thus have the opportunity to complete the course at a later date, a student must meet the following criteria:

1. The student must have completed 90% of the course work assigned before the final date for withdrawing from a course with a "W", and the student must be passing the course;
2. The student cannot complete the course because an accident, an illness, or a traumatic personal or family event occurred after the final date for withdrawal from a course;
3. The student must sign an "Incomplete Grade Contract" and secure signatures of approval from the professor and the college dean.
4. The student must agree to complete the missing course work before the end of the next long semester; failure to meet this deadline will cause the "I" to automatically be converted to an "F"; extensions to this deadline may be granted by the dean of the college. This is the general policy regarding the circumstances under which an "incomplete" may be granted, but under exceptional circumstances, a student may receive an incomplete who does not meet all of the criteria above if the faculty member, department chair, and dean recommend it.

WIN Contracts

The Department of Biology and Chemistry does not permit WIN contracts. For other departments within the college, WIN Contracts are offered only under exceptional circumstances and are limited to graduating seniors. Only courses offered by full-time TAMIU faculty or TAMIU instructors are eligible to be contracted for the WIN requirement. However, a WIN contract for a course taught by an adjunct may be approved, with special permission from the department chair and dean. Students must seek approval before beginning any work for the WIN Contract. No student will contract more than one course per semester. Summer WIN Contracts must continue through both summer sessions.

Student Responsibility for Dropping a Course

It is the responsibility of the student to drop the course before the final date for withdrawal from a course. Faculty members, in fact, may not drop a student from a course without getting the approval of their department chair and dean.

Independent Study Course

Independent Study (IS) courses are offered only under exceptional circumstances. Required courses intended to build academic skills may not be taken as IS (e.g., clinical supervision and internships). No student will take more than one IS course per semester. Moreover, IS courses are limited to seniors and graduate students. Summer IS course must continue through both summer sessions.

Grade Changes & Appeals

Faculty are authorized to change final grades only when they have committed a computational error or an error in recording a grade, and they must receive the approval of their department chairs and the dean to change the grade. As part of that approval, they must attach a detailed explanation of the reason for the mistake. Only in rare cases would another reason be entertained as legitimate for a grade change. A student who is unhappy with his or her grade on an assignment must discuss the situation with the faculty member teaching the course. If students believe that they have been graded unfairly, they have the right to appeal the grade using a grade appeal process in the Student Handbook and in the Faculty Handbook.

Final Examination

All courses in all colleges must include a comprehensive exam or performance and be given on the date and time specified by the Academic Calendar and the Final Exam schedule published by the Registrar's Office. In the College of Arts & Sciences all final exams must contain a written component.

The written component should comprise at least 20% of the final exam grade. Exceptions to this policy must receive the approval of the department chair and the dean at the beginning of the semester.

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it. The Telus app is available to download directly from TELUS (tamiu.edu) (<https://www.tamiu.edu/counseling/telus/>) or from the Apple App Store and Google Play.