

SENG 4360 - Systems Simulation

Fall 2024 Syllabus, Section 102, CRN 13831

Instructor Information

Tariq Tashtoush

Associate Professor of Engineering

Email: tariq.tashtoush@tamiu.edu

Office: LBV 323 and AIC 111

Office Hours:

TR 8:00 am to 10:00 am

Or Face-to-Face appointment at AIC 111

Or Virtual appointment using Microsoft Teams

Office Phone: 9563262600

Times and Location

TR 1:15pm-2:35pm in Academic Innovation Center 109

Course Description

Study the structure, logic, methodologies, and computer techniques for simulating systems. Topics include fundamentals of discrete simulation, design-modeling and subsequent analysis, model verification and validation, and understanding and predicting the behavior of systems. Prerequisites: SENG 3330.

Engineering Department, College of Arts & Sciences

Student Learning Outcomes

Upon successful completion of the course, the student will be able to:

1. Manually replicate the execution of a Discrete-Event Simulation Engine.
 2. Summarize the various tasks outlined in a Simulation Project Methodology.
 3. Describe issues associated with establishing a discrete-event simulation capability within any system.
 4. Design a computer-based discrete-event simulation model to represent a complex industrial, business, or service system.
 5. Analyze the output of a simulation model to verify the appropriateness of the model's performance.
 6. Evaluate various system configurations to determine the most appropriate system design and justify proposed changes to a given system.
 7. Work in teams of 2-3 students to develop the simulation models of an actual system using ARENA, analyze the simulated results, and recommend the possible modifications required to improve the system.
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Important Dates

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

Textbooks

Group	Title	Author	ISBN
Optional	Simulation with ARENA	Kelton, W. David, Randall P. Sadowski, and Deborah A. Sadowski	978-0073401317
Optional	Discrete-Event System Simulation.	Nelson, Barry L., John S. Carson, and Jerry Banks	978-0136062127
Optional	Simulation Modeling and Arena.	Rossetti, Manuel D.	978-0470097267
Optional	Simulation Modeling and Analysis	Law, Averill M.	978-0073289526

Other Course Materials

Handouts will be provided by the professor.

To go to the bookstore, [click here \(https://www.bkstr.com/texasaminternationalstore/home/\)](https://www.bkstr.com/texasaminternationalstore/home/).

Grading Criteria

Points are accumulated during the semester and will be made available to the student upon request at any time during the semester.

Final grades will be from "A" to "F" as follows:

A: 90 – 100%; B: 80 – 89%; C: 70 – 79%; D: 60 – 69%; F: below 60%

The grades will be distributed as follows:

Course Activities	PERCENTAGE
Assignments & Quizzes	20
Midterm Exam #1	15
Midterm Exam #2	15
Simulation Project Presentation/Report	20
Final Exam	30
Total	100

Open Boilerplate

INSTRUCTIONAL METHOD

Instructional methods and activities will include classroom discussions, online homework assignments, online exams, project presentations, and written reports.

DROPPING POLICIES

It is **the student's responsibility to withdraw from a course** formally before the drop date if they need to. The instructor is not responsible for dropping students who suspend class attendance. A student who abandons courses without officially withdrawing will receive an F in each course, regardless of when that student ceases to attend classes.

ATTENDANCE AND ABSENCES

Check the TAMIU Course Policy attached at the end of the syllabus.

ASSIGNMENTS

Homework will be assigned regularly through Blackboard so that students have the opportunity to apply the theories learned from the class. Homework and other assignments should be submitted at the due date/time. There will be one day grace period to submit late assignments; after that, assignments won't be accepted, except only if excused with proper documentation. In general, assessment is done by looking at the effort and the



process, not just getting the correct answer. A student who experiences difficulty that affects their academic performance should talk to the instructor as early as possible.

Quizzes

There will be a few quizzes throughout the semester. Some will be announced in advance, and some will be in class on the lecture materials covered in those classes.

FINAL EXAM

According to University policy, the Final Exam will be **comprehensive**. Its schedule will be announced in class and on the tentative schedule of this course.

MAKE-UP POLICIES

There will be no make-up homework, test, and final exam, and a score of zero will be given. Read the details at http://www.tamui.edu/documents/absence_rules.pdf.

HANDS-ON PROJECT

Students will work on hands-on measurement experiments. They will submit an individual written report of their design, measurement, and result at the end of each measurement project. **The report must include an abstract, introduction, measurement theory, design of measurement setup, methods, results, analysis, and conclusion.**

CELL PHONE

Students using cellular phones in the classroom are advised to keep them in "OFF" or "vibrating" mode. In any circumstance, no "texting" is allowed using cell phones.

ACADEMIC HONESTY

Scholastic dishonesty will not be tolerated. Your attention is called to the University policy in the Student Handbook. <http://www.tamui.edu/studentaffairs/studentconduct.shtml> (<http://www.tamui.edu/studentaffairs/studentconduct.shtml/>)

FOOD AND DRINKS

Eating and drinking are not permitted inside the classroom.

CALCULATOR

Only a basic calculator can be used in exams—electronic equipment that is capable of using data stored before the test schedule is not allowed during the test. Electronic equipment capable of communicating with other equipment inside or outside the classroom is not allowed either. Also, **using a Cell Phone Calculator is highly prohibited.**

AI Tool Usage:

You may not use AI writing tools such as ChatGPT. Any use outside the professor's permission constitutes a violation of the TAMUI Honor Code and is reported to the Honor Council.

STUDENT CONTACT INFORMATION

There will be times when the instructor will communicate with students through Email. All communication with students must be via their TAMUI email accounts. Students are highly recommended to check their emails daily.

USEFUL WEBSITES

1. The Institute of Industrial Engineers IIE (<http://www.iienet.org/>).
2. The Winter Simulation Conference governing board WSC (<http://www.wintersim.org/>).
3. The Michigan Simulation User Group (MSUG) MSUG (<http://www.m-sug.org/>).
4. A useful introductory overview site is here (http://isgwww.cs.uni-magdeburg.de/%7Egraham/its_01/lectures/04-DESimulation-1.pdf).
5. The Society for Computer Simulation SCS (<http://www.scs.org/>).
6. The Association for Computing Machinery has a special interest group in computer simulation, SIGSIM ACM-SIGSIM (<http://www.acm.org/sigsim/main/frame.html>).
7. Arena site (<http://www.arenasimulation.com/>).

8. WITNESS site WITNESS (<http://www.lanner.com/>).
9. PROMODEL site PROMODEL (<http://www.promodel.com/>).
10. The Stat: Fit vendor Geer Mountain Software Corporation Stat:: Fit (<http://www.geerms.com/>).

TECHNOLOGY REQUIREMENTS

The following technologies will be required for this course:

1. Arena (A student version can be downloaded from (<https://www.arenasimulation.com/>), and it is also freely available to students in the LBV 202 and AIC 109 labs.
2. Microsoft Office Suite (Word and Excel).

SIMULATION TEAM PROJECT

Students will work in teams on a system simulation project and submit a written report of their system selection, design, model, and result. The final report should answer the following questions for the reader:

1. What system was modeled on behalf of the client? The operational logic of the system should be defined in detail.
2. What questions did the client want answered, and what were the client's business motivations?
3. What input data were obtained? What difficulties arose in gathering data, and how were those difficulties overcome?
4. What were the results of analyzing those input data?
5. What is the overall structure of the model? What difficulties arose in building, verifying, and validating the model, and how were those difficulties overcome? Which problems were directly attributable to the software tool used, and which of these difficulties do you consider generic?
6. What statistical analyses were done on the model output? How many replications were run at what warm-up length (if the model was non-terminating) and data-gathering length? What statistical inferences were drawn, and how, on what performance metrics of importance to the client?
7. What recommendations did your team make to the client based on your modeling and analyses? Were they accepted; if not, why not? If so, what improvements in system performance did the client notice?

Include an executive summary, a table of contents, an index, a bibliography, a system description, a problem statement, data collection and analysis, system Arena modeling and methodology, and other niceties you deem appropriate. Additionally, the typical ills of slovenly writing, such as misspellings, incomplete sentences, run-on sentences, malapropisms, and solecisms, shall be conspicuous by their absence.

Syllabus Change

This syllabus is subject to changes throughout the semester. The students will be notified if such changes occur.

Schedule of Topics and Assignments

Week of	Agenda/Topic	Reading(s)	Due
8/27	First-class Day		
9/10	Tuesday: 12th Class Day. Census day for the Fall session; last-day courses may be dropped without record. NO REGISTRATION BEYOND THIS POINT.		
9/17	Friday: Twentieth Class Day. All tuition and fees MUST be paid in full to avoid being dropped from the course(s) for non-payment.		
10/1	Monday: Fall 2024 graduation application and payment deadline. A \$100 Late Application Fee will be assessed to students applying after this date.		
10/8	Sunday (10/13): Midterm Grades are due.		
11/19	Course Evaluations Period. Thursday (11/21): Last day to drop a course or withdraw from the University.		

11/26	Wednesday (11/27): Reading Day. No classes. Thursday (11/28): Thanksgiving Holidays. University closed.
12/3	Tuesday (12/3) Last Class Day.
12/10	Thursday (12/5): Final Exam at 1:15 pm Friday (12/13): Final Grades are due by noon.

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)

TAMIU 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).

TAMIU Honor Code: Plagiarism and Cheating

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

TAMIU 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> (<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.tamiau.edu/reportit> (<https://www.tamiau.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 (tamiau.edu) (<https://www.tamiau.edu/counseling/telus/>) or from the Apple App Store and Google Play.