



Guide to DTS Questions and Department Contacts

We know each school is unique in its approach and practices. DTS may follow different administrative processes than your previous educational experiences. The following information is meant to guide you to the department that can most effectively answer your questions. For information regarding Academic Departments, please refer to the [DTS website](#) for current faculty and other department details.

NOTE: *Students should use their @dallasseminary.edu email account in all email communication with the seminary.

Dallas Office Hours: 8am–4:30pm (Central)

General DTS Number: 1-800-387-9673

Department	Areas of Oversight	Contact Information
Academic Advising/ Academic Advisor	<ul style="list-style-type: none"> - Developing a degree plan for all master’s degrees at all campuses (view assigned advisor in Student Portal) - Reviewing and/or requesting a degree audit - Determining which courses to take from the second semester until graduation. - Considering a degree change - Leave of Absence (LOA) or withdrawing from DTS for master’s level students - Seminary Readiness course - Course substitution process - Upcoming and important dates - Campus Housing Lease Consultation Form - Last Year Free for ThM 	<ul style="list-style-type: none"> - Advising website - 214-887-5080 or advising@dts.edu
Admissions Counselor	<ul style="list-style-type: none"> - Applying to DTS - Status of application and/or materials - Selecting classes for first semester - Other questions related to starting at DTS (except for visas for incoming international students) 	<ul style="list-style-type: none"> - Admissions website - See email “DTS Application Details” for specific contact information or click on your Admissions Counselor for contact info
Admissions Department	<ul style="list-style-type: none"> - Receiving and processing official transcripts (incoming and current students) - Processing applications for all English degrees: master’s, doctoral, re-admission, and reclassification (degree change) for current students - Background check 	<ul style="list-style-type: none"> - Admissions Team page - 214-887-5040 or admissions@dts.edu
Advanced Standing	<ul style="list-style-type: none"> - Students within their first 24 completed hours may pursue advanced standing for individual courses. - Course-by-course exam request 	<ul style="list-style-type: none"> - Advanced Standing website - advancedstanding@dts.edu

Alumni & Career Services (Alumni Office)	<ul style="list-style-type: none"> - Alumni support - Finding a ministry job - Access to Ministry Opportunity Listings (MOL) - Developing and revising resume - Vocational discernment - Preparing for interviews 	<ul style="list-style-type: none"> - Alumni and Career Services website - 214-887-5100 or alumni@dts.edu
Bursar (Student Accounts)/ Business Office	<ul style="list-style-type: none"> - Billing questions about student accounts - Nelnet payment plan - Making payments for student accounts - Direct deposit - Tuition refund - Paying for seminary 	<ul style="list-style-type: none"> - Business Office website - 214-887-5086 or stuacct@dts.edu
Campus Housing	<ul style="list-style-type: none"> - Signing leases for on-campus housing in Dallas - Finding roommates (through Roomsync app) - Hosting fellowship events for on-campus residents - General facility maintenance requests (submit through Appfolio) - Housing facility emergencies (call 214-887-5213) - Overnight stays in the DTS Guest Rooms for weekend/week-long courses on the Dallas Campus (book here) - Listing or searching for off-campus housing options (available here) 	<ul style="list-style-type: none"> - Housing Website - 214-887-5213 or housing@dts.edu
Campus Police	<ul style="list-style-type: none"> - Parking decals for Dallas students, faculty, and staff - Non-facility Dallas campus emergencies/safety concerns - Annual safety reports 	<ul style="list-style-type: none"> - Campus Police website - 214-887-5590
Chinese Studies	<p>Main point of contact for Chinese Studies students regarding:</p> <ul style="list-style-type: none"> - Admissions - Academic Advising - Course registration - Scholarships and Financial Aid - Student Life 	<ul style="list-style-type: none"> - Chinese Studies website - 214-887-5120 or chineseregistration@dts.edu
Counseling Ministries Department	<ul style="list-style-type: none"> - Pre-approval of transfer credit for MAC/MABC or MACP students - Licensure questions for MAC/MABC students 	<ul style="list-style-type: none"> - Counseling Ministries website - 214-887-5075 or rlubina@dts.edu
Counseling Services	<ul style="list-style-type: none"> - Individual, couples, family, and group counseling services - Counseling services are provided by licensed professional counselors. 	<ul style="list-style-type: none"> - DTS Counseling Services Website - Counseling Services: 214-887-5175 - Student Services: 214-887-5360

	<ul style="list-style-type: none"> - Services may also be provided by other mental health professionals, some of whom are in training. All professionals-in-training are supervised by licensed staff. - The first 3 sessions are free, and each additional session is \$25 each. - Unfortunately, if you reside outside of Texas, our licensed professionals on the Dallas or Houston campuses will <i>NOT</i> be able to offer services to you due to licensing restrictions that only allow them to counsel in Texas. 	
Disability Services	<ul style="list-style-type: none"> - Requesting accommodations for coursework with appropriate paperwork 	<ul style="list-style-type: none"> - Disability Services website - disability@dts.edu
Distance Education	<ul style="list-style-type: none"> - Organizing course rotations for two extension sites and multiple teaching sites - Coordinating logistics and building community for hybrid courses at extension locations, and teaching sites - \$600 fall and spring semester New Student Scholarship at certain locations (contact department for more details) 	<ul style="list-style-type: none"> - Distance Education website - distanceeducation@dts.edu
DMin/DEdMin/EdD	<ul style="list-style-type: none"> - Review of previous master's level credit to determine leveling needs. - Degree planning for DMin, DEdMin, and EdD students - Identifying possible cohort opportunities - Reviewing elective options 	<ul style="list-style-type: none"> - For DMin, visit the website, call 214-887-5150, or email dmin@dts.edu. - For DEdMin, visit the website, call 214-887-5150, or email dedmin@dts.edu - For EdD, visit the website, call 214-887-5130, or email edd@dts.edu
DTS <i>en Español</i>	<p>Main point of contact for Spanish Studies students regarding:</p> <ul style="list-style-type: none"> - Admissions - Academic Advising 	<p>Admissions:</p> <ul style="list-style-type: none"> - DTS <i>en Español</i> website - 214-887-5205 or contacto@dts.edu <p>Advising:</p> <ul style="list-style-type: none"> - 214-887-5294 or spalacios@dts.edu
Financial Aid	<ul style="list-style-type: none"> - DTS needs-based scholarships - Loan information - VA benefits/GI bill - Thank You Letters - Emergency aid applications - Paying for seminary 	<ul style="list-style-type: none"> - Financial Aid website - 214-887-5087 or financialaid@dts.edu
Institutional Research (IR) and Institutional Effectiveness (IE)	<ul style="list-style-type: none"> - Test of Biblical and Theological Knowledge (TBTK) - Graduating Student Survey (GSS) 	<ul style="list-style-type: none"> - IR/IE website - 214-887-5200 or irdept@dts.edu

International Student Development (ISD)	<p>Main point of contact for international students and inquiries regarding:</p> <ul style="list-style-type: none"> - International Student Services for on campus and online international students (visa, proof of funding, signature for out-of-country travel, CPT, OPT, etc.) - International Writing Lab (assistance with papers) - International Student & Family Orientation - Support of all international students (non-US citizen, non-permanent resident) in collaboration with all DTS language programs (Chinese, English, Spanish, etc.) 	<ul style="list-style-type: none"> - ISD website - 214-887-5369 or internationaloffice@dts.edu
IT Help Desk	<ul style="list-style-type: none"> - Setup and full support of Office 365 Account (i.e., @dallasseminary.edu account) - Login support for all DTS systems - Video conferencing support - Computer lab - Printing/scanning - Media equipment rental - Audio/video studio 	<ul style="list-style-type: none"> - Help Desk website - 214-887-5230 or helpdesk@dts.edu
Library	<ul style="list-style-type: none"> - Borrowing library books/reserve materials - Catalog, eBooks, book renewals, holds (WorldCat) - Research assistance - Archives and special collections - Interlibrary loans - Research databases (EBSCO, ATLA, RTA) - Document delivery for students outside Dallas area 	<ul style="list-style-type: none"> - Library website - 214-887-5280 or library@dts.edu <p>*find a complete list of library services here for all DTS students at any location</p>
Logos	<ul style="list-style-type: none"> - DTS Logos accounts - Logos training opportunities - General Logos questions 	<ul style="list-style-type: none"> - For basic information and FAQs, go to: DTS Logos Info and/or Logos Setup Info - For general Logos questions, contact Logos Customer Support at: 1-800-875-6467 or cs@logos.com - For DTS related Logos questions, contact Chris McMaster at cmcmaster@dts.edu
Mail Services (Dallas Campus)	<ul style="list-style-type: none"> - Mailing/receiving packages - Purchasing stamps, mailers, or boxes - Interoffice mailings 	<ul style="list-style-type: none"> - Mail Services website - 214-887-5296 or mailservices@dts.edu
Ministry Formation Internship Office	<ul style="list-style-type: none"> - Specific questions about internship or Ministry Residency (including prerequisites) - Mentor expectations and qualifications 	<ul style="list-style-type: none"> - Ministry Formation website - 214-887-5264 or internships@dts.edu

	<ul style="list-style-type: none"> - Internship application questions or issues - Clinical Pastoral Education (chaplaincy specific) - Church/organization internship opportunities - Discerning direction and calling (including ministry, non-ministry, and doctoral studies) - Transitioning from business/military to ministry - Selecting a church in view of an internship - Finding specialized ministries 	
Office of Academic Affairs (OAA)*	<ul style="list-style-type: none"> - Commencement-related activities (Chapel, BBQ, Ceremony) - Catalog revisions - Accreditation - Course evaluations - Student Handbook (student policies and procedures) - Curriculum 	<ul style="list-style-type: none"> - Academic Dean's Office website - 214-887-5010 or ado@dts.edu <p>*formerly called Academic Dean's Office (ADO)</p>
Online Education	<ul style="list-style-type: none"> - Registered courses not appearing in Canvas - Issues uploading assignments in Canvas 	<ul style="list-style-type: none"> - For technical issues such as assignment submission or recording problems, first contact Canvas through their support hotline: 855-308-2756 or chat function using the Help link on your Canvas Dashboard - For other questions, contact DTS Online Education at: 214-887-5327 or coursemanagement@dts.edu
PhD Studies	<ul style="list-style-type: none"> - Registering for PhD coursework - Eligibility and scheduling for comprehensive exams - Coordinating and tracking PhD dissertation writing - Administering PhD requests (Leave of Absence, etc.) 	<ul style="list-style-type: none"> - PhD website - 214-887-5356 or phd-office@dts.edu
Registrar's Office	<ul style="list-style-type: none"> - Trouble registering for a course* - Special registrations (Independent Study, Thesis, Adjustment of Credit Hours) - Changing name and address in system - Transfer credit evaluation (view criteria here) - Credits Committee Petitions (in Student Portal) - Requesting official DTS transcript (request form) - Course schedule questions - Graduation application 	<ul style="list-style-type: none"> - Registrar website - 214-887-5350 or registrar@dts.edu <p>*Students email from their @dallasseminary.edu account with their student ID#, course number, section, and semester/term.</p> <p>**Students should include their student ID# in all communication with the Registrar's Office.</p>

Spiritual Formation	<ul style="list-style-type: none"> - General questions about Spiritual Formation (incl. SF5100, SF5105, SF5110) - Expectations and qualifications for mentors in SF5110 (online and distance students) - SF5110 application questions or issues - Discussing requirements to take SF for elective credit (SF520*). Double-check with your academic advisor for specific elective requirements in your degree. 	<ul style="list-style-type: none"> - Spiritual Formation website - 214-887-5276 or sf@dts.edu
Student Life	<ul style="list-style-type: none"> - Welcome/orientation items (i.e., Meet and Greet) - Chapel reporting/WEC Week reporting (Chaplain's Office) - Student ID questions (ID Request Form) - Student Council - Student Groups - Luke's Closet/Pantry - Student Job and Ministry Board - Discipleship Initiative 	<ul style="list-style-type: none"> - Student Life website - 214-887-5360 or studentlife@dts.edu