



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.

NOTE: *Students should use their @dallaseminary.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 - Reviewing and/or requesting a degree audit - Determining which courses to take from the second semester to final semester - 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 - 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 	<ul style="list-style-type: none"> - Admissions Team page - 214-887-5040 or admissions@dts.edu
Advanced Standing	<ul style="list-style-type: none"> - Accelerated Advanced Standing (AS510*) applications - 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 	<ul style="list-style-type: none"> - Alumni and Career Services website - 214-887-5100 or alumni@dts.edu

	<ul style="list-style-type: none"> - Vocational discernment - Preparing for interviews - Rapid Reading course 	
Biblical Counseling Department	<ul style="list-style-type: none"> - Pre-approval of transfer credit for MABC or MACP students - Licensure questions for MABC students 	<ul style="list-style-type: none"> - Biblical Counseling website - 214-887-5075 or rlubina@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 - 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) 	<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 Services	<ul style="list-style-type: none"> - Short-term individual and couples counseling services - Counseling services are provided by licensed professional counselors. - 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. 	<ul style="list-style-type: none"> - DTS Counseling Services Website - Counseling Services: 214-887-5175 - Student Services: 214-887-5360
Disability Services	<ul style="list-style-type: none"> - Requesting accommodations for coursework with appropriate paperwork 	<ul style="list-style-type: none"> - Disability Services website - 214-887-5395 or aswitzer@dts.edu
Distance Education	<ul style="list-style-type: none"> - Coordinating extension site course rotation - Coordinating logistics for hybrid courses at extension locations 	<ul style="list-style-type: none"> - Distance Education website - distanceeducation@dts.edu

	<ul style="list-style-type: none"> - \$1,000 New Student Scholarship at extension locations - Super Week offerings 	
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 214-887-5150, 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 	<ul style="list-style-type: none"> - DTS <i>en Español</i> website - 214-887-5205 or contacto@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 (HEERF) - 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 Office (ISO)	<p>Main point of contact for international students regarding:</p> <ul style="list-style-type: none"> - Visas - Relocation timing and logistics - Proof of funding - Signatures for out-of-country travel - CPT/Academic training - OPT paperwork - Employment guidelines 	<ul style="list-style-type: none"> - ISO website - 214-887-5369 or internationaloffice@dts.edu
IT Help Desk	<ul style="list-style-type: none"> - Setting up Office 365 Account (i.e., @dallasseminary.edu account) - Video conferencing support - Media lab support/training 	<ul style="list-style-type: none"> - 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</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, visit https://www.dts.edu/academics/logos-software/ - 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
Media Center (Dallas Campus)	<ul style="list-style-type: none"> - Computer lab - Printing/Scanning - Media equipment rental - Audio/Video studio 	<ul style="list-style-type: none"> - Media Center website - 214-887-5285 or mediacenter@dts.edu <p>*currently merged with the IT Help Desk</p>
Ministry Formation Internship Office	<ul style="list-style-type: none"> - Specific questions about internship or Ministry Residency (including prerequisites) - Mentor expectations and qualifications - Internship application questions or issues - Clinical Pastoral Education (chaplaincy specific) - Church/Organization internship opportunities - Discerning ministry direction and calling - Transitioning from business/military to ministry - Selecting a church in view of an internship - Finding specialized ministries 	<ul style="list-style-type: none"> - Ministry Formation website - 214-887-5264 or internships@dts.edu
Office of Academic Affairs (OAA)*	<ul style="list-style-type: none"> - Commencement-related activities (Chapel, BBQ, Ceremony) - Catalog revisions - Accreditation - Course evaluations 	<ul style="list-style-type: none"> - Academic Dean's Office website - 214-887-5010 or ado@dts.edu <p>*also called Academic Dean's Office (ADO)</p>
Online Education	<ul style="list-style-type: none"> - Trouble accessing Canvas - Registered courses not appearing in Canvas - Issues uploading assignments in Canvas 	<ul style="list-style-type: none"> - For technical issues, first contact Canvas through their support hotline: 855-308-2756 or chat function - For other questions, contact DTS Online Education at: 214-887-5327 or coursemanagement@dts.edu

PhD Studies	<ul style="list-style-type: none"> - PhD registration - Adding/Dropping PhD courses - Scheduling comprehensive exams - Leave of Absence and withdrawal for PhD students 	<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 in system (contact for specific form) - Transfer credit evaluation (see website for criteria) - Credits Committee Petition (appeals/requests form online) - Requesting official DTS transcript (online) - Course schedule questions - Admission to Candidacy 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.</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) - Psychological Assessment - Chapel Reporting/WEC Week reporting (Chaplain's Office) - Student ID questions - Student Council - Student Groups - Luke's Closet/Pantry - Student Job and Ministry Board 	<ul style="list-style-type: none"> - Student Life website - 214-887-5360 or studentlife@dts.edu