

Helpful Resources for Students During Remote Learning

Matters related to the coronavirus [COVID-19] continue to evolve. This information is subject to change as determined by the university. A toll-free hotline has been set up at 888-353-1294 to answer questions from the campus community.

Academic Advising

All advising appointments are being offered virtually – by phone or via Zoom. Students should continue to use <https://msu.campus.eab.com> to schedule these appointments. Specific College academic advising information can be accessed at <https://remote.msu.edu/learning/academic-advising-resources.html>.

CATA Bus Service

Service/route reductions are in effect. On campus CATA is operating on the weekend service schedule Monday – Sunday. Lot Link, Night Owl remain unchanged. CATA has implemented free fare trips and requires passengers to board the bus from the rear door. Updates are posted to cata.org; see rider information for latest routes.

Chemistry Help Room

TAs for CEM 141, 142, 161, 162 are available via Zoom during their scheduled recitation and/or lab times. CEM 141 and 142 TAs are also holding their normal help room hours on Zoom. Students can find the schedules and Zoom links for their TA on D2L.

Counseling and Psychiatric Services (CAPS)

Counseling and Psychiatric Services (CAPS) offices at Olin Health Center, MSU Student Union and in the Neighborhoods are closed. CAPS counseling and psychiatry staff are working remotely to meet student needs. Students in crisis should call 911, go to the nearest emergency room or call CAPS anytime day or night at 517/355-8270 and press “1” at the prompt to receive assistance from a crisis counselor over the phone. Established clients with scheduled appointments are being offered phone or Zoom sessions. Clients are being contacted and given instructions. Students not in crisis, who do not have a scheduled appointment and/or are not already established with CAPS, have the option to complete a CAPS-Phone-Request https://msu.co1.qualtrics.com/jfe/form/SV_9GNsDVC3VIH3wnr for a phone consultation appointment. For updates regarding CAPS’ services visit caps.msu.edu.

CSE Help Room

Students can access interactive Zoom sessions during their class hours, scheduled “help room” hours, and a Piazza Q&A board. Students should check their CSE syllabus for help room hours and contact their course instructor if they need assistance locating this information.

Dean of Students Office

The priority of the Dean of Student’s Office is the health and wellness of the MSU community, both on and off campus. The Dean of Student’s staff is working remotely. Students may call 517/884-0789 to leave a message or email doso@msu.edu. The staff is actively monitoring messages.

Dining and Food

On campus dining hall hours and open dining hall locations are posted on the Eat at State website <https://eatatstate.msu.edu/news/diningupdatesmarch2020>. The open dining halls are only offering take out. Diners can request up to three takeout containers per visit with the understanding that they avoid food waste and take only what they can refrigerate and reheat. Guests should use their ID cards for entrance.

Students needing help with food outside of campus dining can contact the MSU Food Bank at 517/432-5136 or send an email to foodbank@msu.edu. East Lansing Public Schools is distributing bagged breakfast and lunch meals Mondays, Wednesdays, Fridays from 9:45-10:15am at the University Village Community Center.

Economics Help Rooms

The Economics Help Rooms will resume remotely through Zoom beginning March 23. Links to the Economics Help Rooms are posted on the College of Social Science web site <https://socialscience.msu.edu/undergraduate/current-students/student-success/index.html>. Students with questions about the Economics Help Room should contact their faculty member, email ssc.helprooms@msu.edu, visit the web site link above.

English Language Center

International students who would like remote support, including speaking and writing assistance, from English Language Center staff should contact Pat Walters, Associate Director of the English Language Center at walter31@msu.edu.

Financial Aid Office

The Office of Financial Aid has suspended all in-person service. Students with questions should contact the Office of Financial Aid staff by phone 517/353-5940; fax 517/432-1155; email finaid@msu.edu and/or consult the website <https://finaid.msu.edu/>.

Housing

Students living on campus should visit <https://liveon.msu.edu/coronavirus> for the most up-to-date information from Residence Education and Housing Services (REHS). The LiveOn site includes information about room and board credit; staying in a residence hall; building access; the check out process; packages and mail; summer housing; other on campus housing information. Students with questions can view the LiveOn website [see link above] or call the LiveOn toll-free coronavirus hotline 888/353-1294. Students living off campus should contact their leasing company should they have housing questions.

ISS Course Help

The College of Social Science is offering remote help rooms via Zoom for several ISS courses and sections. Help rooms are staffed by the Peer Assistant Learning program staff (PALs), undergraduates trained to share strategies to help students be successful. PAL Study sessions are posted on the College of Social Science web site <https://socialscience.msu.edu/undergraduate/current-students/student-success/index.html>. Students with questions about PAL Study sessions should contact their faculty member; email ssc.helprooms@msu.edu; visit the web site link above.

MSU Library

The Main MSU Library is closed until further notice. Virtual services and many resources, however, continue to be available. Students can visit the Online Distance Learning resource page <https://lib.msu.edu/covid19/OnlineDistanceLearningResources/> for specific Library resources. Reference services are available via chat and phone <https://lib.msu.edu/contact/askalib/>. Students with questions about returning/renewing material should visit <https://lib.msu.edu/circ/policies-and-procedures/>.

Math Learning Center

Math Learning Center tutoring is available online via Zoom during regular hours. Students should visit <https://math.msu.edu/mlc/> and click on the course they are taking. Links direct students to Wells Hall or Neighborhood tutors.

Office of Cultural and Academic Transitions

The Office of Cultural and Academic Transitions has cancelled all face-to-face events until further notice. Students needing assistance can call 517/353-7745; email ocat@msu.edu; view <http://ocat.msu.edu/>.

Office of Supportive Services

TRIO students seeking assistance, including tutoring, should contact either San Lamar [lamarsan@msu.edu], Academic Assistance Program Coordinator for the Office of Supportive Services, or Justice Fowler [fowler33@msu.edu].

Office for International Students and Scholars

The Office for International Students and Scholars (OISS) is operating remotely until further notice. Students should visit <https://oiss.isp.msu.edu/> for office business hours and online advising options. International students have two online options for meeting with an OISS advisor: a 20 minute Zoom video conference or a 15 minute text conversation. To schedule an OISS advising appointment, students should visit the OISS web site link above.

Olin Health Center

Olin Health Center is open 8:00 – 5:00pm Monday through Friday. All Clinic visits require an appointment prior to arriving at the Clinic. Students should call 517/353-4660 or use the MyMSUHealthPatient Portal <https://www.healthteam.msu.edu/patients/MymsuHealth/default.aspx> if they would like to see a medical provider.

Ombudsperson Office

The Office of the Ombudsperson has suspended all in-person appointments and walk-ins until further notice. Students should call the office to speak with someone over the phone or to leave a confidential voicemail [including name and call back number]. A staff member will return the message. The Office phone number is 517/353-8830; the email is ombud@msu.edu. Students can also contact staff by completing the online “problem report form” located on the website <http://www.ombud.msu.edu/>.

Physics Help Room

The Strosacker Center is closed as a Help Room. Learning Assistants (LAs) and TAs, however, are available to help students online. Students should look for a message from their course instructor, which includes how to get assistance from LAs and TAs. Students with questions about assistance through the Physics Help Room should contact their course instructor.

Registrar’s Office

The Office of the Registrar has suspended all in-person service. Students should call 517/355-3300; fax 517/353-1935; email reg@msu.edu if they need assistance. Some services offered by the Office of the Registrar include student transcripts, enrollment, academic records, degree certification, grade collection and recording, transfer credit processing, student-athlete and veteran certification. For additional information about the Office of the Registrar services visit <https://reg.msu.edu/>.

Resource Center for Persons with Disabilities

The Resource Center for Persons with Disabilities (RCPD) is operating remotely and conducting virtual appointments by phone or Microsoft Teams. Students should connect with staff via phone 517/884-7273 or email www.rcpd.msu.edu/teamrcpd. Students who need to submit hard-copy documents can scan or email them to their RCPD Specialist or call the number above to determine an alternate delivery method.

Safety on Campus

The MSU Police Department remains available 24/7, continues to provide protective services to campus, and is responding to calls. Students should call 911 for emergencies and 517/355-2221 for non-emergencies. For additional information students can visit the MSU Police Department website <https://police.msu.edu/>.

Student Accounts [Including Student Billing]

The Student Accounts Services Office has suspended all in-person service. Students should email Student.receivables@ctrl.msu.edu or call 517/355-3343, toll-free 800/775-4323 if they need assistance.

Student Affairs and Services

Student Affairs and Services (150 Student Services Building) remains open during normal business hours. Students should check website for updates. Students who need assistance may drop in; call 517/355-7535; email student affairs@msu.edu; visit <https://studentaffairs.msu.edu/>. All other Student Affairs and Services offices are open virtually and staffed during normal business hours.

Technology Support/Staying Connected

Given the move to remote instruction, knowing where Wi-Fi is available is important. Students can visit <https://tech.msu.edu/network/wireless/> for wireless information. Students needing assistance with D2L, Zoom, other online learning tools, password resets, any technology-related issues should call 517/432-6200 or toll-free 844/678-6200; email ithelp@msu.edu; visit <https://tech.msu.edu/support/help/>.

Testing Center at MSU

The MSU Testing Center is currently open with limited hours. New appointments are not being scheduled unless MSU students require an appointment for an MSU course exam. Students needing assistance should call 517/355-8385 or visit <https://testingcenter.msu.edu/>.

The Writing Center

The Writing Center is online until further notice. The online schedule is available at <https://msuwriting.mywconline.com/>. Students can connect to Writing Center staff through a new chat feature for scheduling help and for responses to quick writing questions. Available services for students can be found at <https://writing.msu.edu/services/for-students/>.

Important Reminder

Social Distancing = Standing 6 Feet From Others