**STUDENT SUPPORT**

**James E. Walker Library Resources**
While the physical building is closed, the library will still offer virtual support Sunday 2-6 p.m., Monday – Friday 8 a.m. - 6 p.m., and Saturday 2-6 p.m.

If you have any questions, you may use our Ask Us virtual reference service.

Check out all of the content publishers and vendors are offering for free during this time, including e-textbooks. Visit: [https://library.mtsu.edu/remote-services](https://library.mtsu.edu/remote-services).

**Counseling Services**
Personal counseling, assisting students in their emotional, intellectual and social growth.

*Online Counseling Services* - The MTSU Center for Counseling and Psychological Services is pleased to provide online counseling services to MTSU online and distance education students who meet certain criteria.

*Disability & Access Center* - serves the campus community by providing accommodations that level the academic playing field.

**Student Success - Crisis Aid**

*Emergency Aid for Students* - While the University is not able to solve every financial crisis that may emerge, resources may be available to help students manage temporary, unexpected set-backs that threaten their ability to complete their college degrees.

*MTSU Student Food Pantry* - Available to any active, currently enrolled MTSU student in need of short-term assistance. Non-perishable, canned, boxed and dried items are generally available. Located in the Student Services and Admissions Building in the MT One Stop, Monday - Friday, 8 a.m. - 5 p.m.

*Southern Land Student Emergency Fund* - Students of the Jones College of Business have access to the SLSEF. The following includes typical expenses that may be covered under the fund. This list is not exhaustive:

- Emergency or temporary housing assistance;
- Medications or costs related to emergency medical care (not covered by insurance);
- Assistance with rent or utilities due to an emergency situation;
- Emergency transportation costs; and
- Safety related needs (i.e. changing a lock).

For more information on the SLSEF, please contact Carolyn.Tumbleson@mtsu.edu

*SLSEF Application form:* [https://www.mtsu.edu/business/scholarships.php](https://www.mtsu.edu/business/scholarships.php)

Note: The maximum amount awarded is $250, however in some instances up to $1000 can be approved.

**Computer & Technical Support**
The MTSU Help Desk can assist with technical problems related to your MTSU online class. For assistance, call 1-615-898-5345 or click on the link above.

Additional services are available at the ITD webpage.

**JCB University Computer Lab**
The JCB University Computer Lab currently remains open, but this is subject to change. The lab provides access to advanced information technology resources for students, faculty, and staff. The lab is currently open Monday-Friday 8 a.m. to 4:30 p.m. Maximum lab occupancy is 10 (including student monitors). For up-to-date hours and availability, visit the JCB University Computer Lab website at [https://www.mtsu.edu/businesslab/about/](https://www.mtsu.edu/businesslab/about/) or call the Lab Assistant Help Desk at 615-898-5515.

**Internet Access** - Charter Communications and Comcast are assisting low-income households needing internet access.

- **Charter Communications** will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students that do not already have a Spectrum broadband subscription at any service level up to 100 megabits per second. Call (844) 488-8395.
- **Comcast** is offering two free months of Internet service for new Internet Essentials customers as well as increasing the speed of the program for all new and existing customers. Visit [www.internetessentials.com/covid19](http://www.internetessentials.com/covid19).
**Computers Access** - MTSU's Information Technology (ITD) has laptops, Chromebooks, and Wi-Fi hotspots available to loan to students. While the University will cover the cost of the hotspot access fees, students are expected to return the equipment in good condition once the University returns to normal operations. Contact ITD's Robin Jones at Robin.Jones@mtsu.edu or 615-898-2214 to secure equipment.

**Jones College Undergraduate Advising Appointments**

In keeping with MTSU's message in response to COVID-19, the Jones College Advising Center is transitioning appointments to one of the following formats: email, phone, Skype, and Zoom. Methods for scheduling advising appointments have not changed. Students who call 615-904-8063 to schedule appointments will be asked for their preferred appointment method and those who use the online scheduling system, Navigate, are asked to type this preference in the comments section.

Preparing for your appointment:

- Know your advisor's name, **email, and direct office phone number**.
- Consistently check your MTSU email for updated instructions for your email, phone, Skype, or Zoom appointment.
- Set up and/or check voicemail in the event you miss an advising appointment call.
- Familiarize yourself with DegreeWorks, the degree-audit system available in your PipelineMT account.
- Make a list of classes you think you need for the summer and/or fall terms.
- Gather advising questions and any previous advising materials.
- Be ready with computer access in the event we need to guide you using online resources.
- Have paper and a pen or pencil available for notes.

The Jones College Advising Center will continue to update students who have advising appointments as updates occur.

**Tutorials and Tutoring**

**University Writing Center** - Free assistance for any writing assignment in any class. **Online resources** are available. The UWC is open with **online only appointments until further notice**. Appointments will be conducted in real time through **WCONLINE**, our online scheduler. Please see our **Appointments** page for more information about using WC Online for online sessions.

All UWC face-to-face workshops have been suspended due to MTSU's COVID-19 precautions. The UWC is currently building digital workshops to aid in the transition to remote learning.

**Student Success Program Tutoring**

**Smarthinking** - (for "D" section courses) provides 24/7 access to online tutoring for students in several educational areas. If you have questions about this service please contact the Student Services department at (615) 898-5332.

- Username: full MTSU email address (example imm2r@mtmail.mtsu.edu)
- Password: MTSU

**LinkedIn Learning** - MTSU students, faculty, and staff have access to the online training video library, [LinkedIn Learning](https://www.linkedin.com/learn/).

**Online Tutorials for Online Courses**

**Online Course Demo**
username: mtsu_student / password: mtsu_guest

**Additional Resources**

**MTSU News** - For general updates, please go to [https://www.mtsu.edu/coronavirus/](https://www.mtsu.edu/coronavirus/)

**Student Handbook** - MTSU students will find additional resources and services in the [Student Handbook](/).