

Academic Affairs Online Services Available to Students

Online support is available for students for the resources below:

- Writing Center
- Learning Services
- Tutoring
- Advisement
- Student Success Coaching
- Career Counseling at Career Center
- Peer and Alumni Mentoring
- Library services (research support and materials borrowing)
- Registration services (e.g. change of major, add/drop)
- Internship placement support
- Graduate Student Support services
- Counseling services
- Title IX support
- Faculty office hours
- Financial Aid support

College of Arts, Humanities and Social Sciences

- AHSS Center for Academic Advisement will provide online advising support for all students (individually and through group sessions), but especially first year and transfer students. In addition to its regular staff (Dr. Margaret Mbindyo), advisement support will be strengthened by Dr. Robyn Davis, the Advising Liaison;
- Early in the fall semester, the Dean's Office and the Center for Academic Advisement will hold a virtual college-wide advising meeting for first year and transfer students. We are considering calling together such support-oriented meetings throughout the semester;
- All faculty will provide online office hours. Some faculty have added additional individual meetings with students into their courses;
- The Dean's Office has appointed Coordinator for Student Success and Academic Planning, whose responsibilities will involve addressing concerns of the students and holding meetings with them virtually, as needed. The availability of the Coordinator has been announced to the students today;
- The Writing Center has set up full writing support to be provided virtually;
- Our technical support specialists have ensured that students taking online courses in media, broadcasting and music industry have all the necessary technology to fulfill course requirements remotely. Other institutions canceled their media production courses, while we were able to pivot to remote delivery and provide technical support for the students. Our technical staff, including Mark Mullen and Logan Ressler, are fully prepared to support student online projects and assignments.

College of Education and Human Services

- Virtual office hours by faculty
- Ad hoc tutoring services
- Virtual access to department offices and other services such as Field Services
- Access to internet-based case studies for early field experience courses in education for which no site-based clinical opportunity is available
- Virtual supervision of student teachers and PDS interns, when necessary
- Virtual clearing house of opportunities for education majors to connect with families seeking tutors for their children as they participate in PK-12 virtual learning
- Addressing customer service issues using virtual meeting technology
- Virtual Coffee with the Chair (Social Work)
- Virtual drop ins for our freshmen and transfer students, specifically to orient them to our online Program Guide/ePortfolio to orient them to the profession and major specific expectations
- Bi-weekly virtual sessions in students' living-learning community (Social Work)
- Program D2L shell for each of program and resources with embedded links as well as a Questions Discussion board that the coordinators of the programs and I monitor and respond. (Social Work)
- Incorporation of FAQs discussion boards, where students can post questions that pertain to the course, the instructor can respond, and others can reference the list to reduce redundancy/promote consistency (Early, Middle and Exceptional Education)
- Implementation of departmental technology consultants to facilitate best practices within ALL distance courses (Early, Middle and Exceptional Education)

College of Science and Technology

Even with traditional person-to-person courses, students need to engage with the material independently from the instructor. Some strategies to do this for online courses that include:

- i. Develop a schedule of activities for all of your courses, regardless of modality, so that a set routine can be established (just like you would in going between classes);
- ii. Integrate into this schedule specific times to work on your courses, including homework, readings, etc., as well as attending Office Hours for each of the courses;
- iii. Integrate into this schedule specific times to meet with student peer mentors and tutors. For example, both Mathematics (<https://www.millersville.edu/math/tutoring.php>) and Chemistry (<https://www.millersville.edu/chemistry/tutoring.php>) will have these resources available. Peer mentoring in other areas will also be posted shortly. Some students also employ have a private tutor to supplement this.

Beyond their instructors, there are additional resources for students on campus (and online). Students can also seek general assistance from:

- i. SCTE Student Success Coach: Mr. Ryon Freeman (for general study strategies),
Ryon.Freeman@millersville.edu
- ii. Smarthinking Online tutoring (typically after hours assistance):
<https://wiki.millersville.edu/display/instructdocs/Smarthinking+Online+Tutoring>
- iii. Faculty Advisors and faculty in the Office of Academic Advisement and Student Development (<https://www.millersville.edu/adviselement/index.php>).
- iv. Some additional resources that are available, such as the Library, Learning Services, and the Office of Experiential Learning and Career Management, can be accessed at:
(<https://www.millersville.edu/academics/resources/index.php>).

College of Graduate Studies and Adult Learning

The full array of support services available to students remotely includes the following:

- Our three student support specialists, two in Online Programs and one in Graduate Studies, work primarily with non-traditional students in non-COVID-impacted semesters, and so have developed protocols to assist students working remotely and off-campus.
- We have a digital system of tracking and managing all customer support and student support inquiries.
- We have moved all paper processes to digital formats, so that students may process all necessary requests, including graduation applications, substitution and exception requests, transfer credit requests, and all others, through digital submissions.
- We have moved all admissions processes to digital formats as well.

International Programs and Services (IPS)

In addition to facilitating other support services across campus, IPS will provide online support services as follows:

- All international students will be assigned to student-mentors who will be in contact with them throughout the semester.
- IPS will continue to have Daily Virtual Office Hours for students to ask immigration questions.
- Using LibChat, students have access to the entire staff during office hours.

Office of Student Success and Academic Support Services

The full cadre of MU support services – tutoring, advising, coaching, peer mentoring (over 460 FY students are being supported by a peer mentor), learning services, civic engagement, career services, library/research – all remain open and available to online students. Pearson's Smarthinking online tutoring is also available to enhance support.

Information is being shared in synchronous and asynchronous formats. Individual and group appointments are available via Zoom or Teams in all of these areas. Specific virtual programs are

occurring for the University Honors College and Integrated Studies program students to build community and support their success.

Civic and Community Engagement:

- [The MU Virtual Buddy Experience](#) is just one example of the civic engagement programs that are available to online students. Additional events/experiences are being planned.

Office of Experiential Learning and Career Management (ELCM):

Virtual services and programs offered during Fall 2020:

(<https://www.millersville.edu/elcm/index.php>)

- [Drop-in Hours](#)
- [Electronic Career Document Reviews \(eCritique Services\)](#)
- [Career Sessions and Programs](#)
- [Job & Internship Fairs by Industry-Cluster](#)
- [One-on-One Appointments](#)

ELCM has also added a webpage aggregating virtual Career Resources for a Virtual Environment in one location: https://www.millersville.edu/elcm/covid_career_resources/index.php

ELCM is working with employer host organizations and faculty supervisors to support interns in these challenging times, particularly if and when conditions change.

Library Online Services:

- Information Resources, Electronic Course Reserves, Digital Collections, and systems to request items that we do not have access to are available online 24/7.
- “Ask a Librarian” (reference service) is available remotely through chat, email, and phone on the same schedule it is always offered during the regular semester:

Sunday	6:00 pm – 9:00 pm
Monday – Thursday	9:00 am – 5:00 pm and 7:00 – 9:00 pm
Friday	9:00 am – Noon

- Research Appointments with Librarians are available remotely via Zoom and can be scheduled from the library homepage www.library.millersville.edu
- The Digital Learning Studio will be offering remote assistance via chat and zoom beginning on August 30th:

Sunday	1:00 pm – 9:00 pm
Monday – Thursday	12:00 noon – 9:00 pm

- Information Literacy Instruction is available via Zoom upon faculty request.

- Archives & Special Collections assistance is available remotely via chat Monday through Friday 1:00 pm – 5:00 pm. Scanning requests can be placed 24/7 via the Archives & Special Collections Website: <https://blogs.millersville.edu/specialcollections/>

University Honors College:

- Four office staff members are designated to virtually (and in-person each morning M-F) support our students: Director Elizabeth Thyrum, Administrative Assistant Beth Roberts, and our two Peer Mentors – Michael Skros and Alanna Bezas. All have designated Zoom office hours. The Director and Administrative Assistant are available M-F.
- Virtual tutoring can be set up specifically for students in honors courses.
- Each honors freshman student also has an individual upperclass honors student mentor who can meet virtually or in person. Honors freshmen are also part of our Mentoring Communities program which helps freshmen and their individual mentors interact with a greater number of honors students in their areas of study.