

FSU Offices and Departments: Online 2020

(compiled by the ACT Center for our tutors and mentors)

Academic Coaching and Tutoring Center – see “Tutoring”

Admissions

We are doing virtual Accepted Student Info sessions, one on one interviews, working on Virtual Future Falcon Day, New email communication - If further questions, please reach out to Tara

Received from contact: tcringan@fitchburgstate.edu

Career Services & Advising Center

Our advisors will make using **Google Meet as simple as possible**. All you will need to do is click on the Join Meeting link that will be shared with you.

You can reach us **to schedule an appointment** via any of the following methods:

1. Call our office **(978) 665-3151** and leave a detailed voicemail with your **full name, phone number and a short message** regarding the services you are looking to receive.
2. **Email us** at careercenter@fitchburgstate.edu and let us know that you are interested in setting up an appointment with an advisor.
3. **Schedule an appoint via SSC:** Go to <https://fitchburg.campus.eab.com/>. Log in using your FSU email and Falcon Key. Click on “Get Assistance” on the top right side of the page. Select “Advising” as the type of appointment, then “Career Services and Advising Center” as the location, then follow the steps to select the day and time of your appointment. *Please write in the comments section whether you'd like a **phone meeting or an online meeting**. We will share with you a Google Meet request at the time of your meeting that will include a link to a video call or a phone number and pin for a phone call.*

Recorded Career Workshops: The pre-recorded videos are on youtube so now students can access them at any point. <https://www.youtube.com/channel/UCwZdRun68YEVFZRr1x00PEA/videos>

Instagram: For more update to date information students can follow us on IG at FSU_CareerandAdvising. There we are posting events, important resources related to the internship/job search process, and highlighting opportunities that are posted on Handshake.

WALK-IN HOURS: Connect with a Academic & Career Advisor- No Appointment Necessary; M,W,F 1:00-3:00PM & T,TH 10:00AM-12:00PM; Link to Participate: meet.google.com/wvc-bdxr-syt

HANDSHAKE: Now more than ever, it is important that you take advantage of all internship/job resources available to you. If you haven't done so yet, we recommend you take a few minutes and set up your Handshake account. Handshake gives you access to hundreds of employers, internships and jobs. SIGN UP with your student email address at: fitchburgstate.joinhandshake.com

Received from contact: dmaynard@fitchburgstate.edu

Center for Professional Studies

The CPS does not have any degree seeking students. We serve professionals through non-credit and credit workshops, courses, lectures, etc. We've moved our spring programming online and are reviewing our summer programming.

Received from contact: lmoison@fitchburgstate.edu

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Computer Science

A combination of synchronous (google hangouts) and asynchronous (blackboard only) modes are used by the faculty. Students can set up additional meetings by sending an email to the instructor.

Received from contact: nmahadev@fitchburgstate.edu

Counseling Services

www.fitchburgstate.edu/counseling

Direct counseling is now being provided to students remotely (i.e., "telehealth"). Students can get an appointment by e-mailing healthwellness@fitchburgstate.edu. Additionally, we are maintaining an Instagram page with wellness and self-help materials:

[@fitchburgstatewellness](https://www.instagram.com/fitchburgstatewellness).

Received from contact: rhynes@fitchburgstate.edu

Crocker Center for Civic Engagement

Nothing new implemented at Crocker. Communication remains per the usual of phone calls, emails, and, more recently, Google Hangouts Meet. Health and safety decisions about interns and internships are handled on a case-by-case basis, in consultation with the student, faculty member, and site supervisor. Immediate questions can be directed to the coordinator of the Crocker Center, Dr. David Weiss, at his cell of (202) 746-3167.

Received from contact: dweiss@fitchburgstate.edu

Disability Services

<https://www.fitchburgstate.edu/offices-services-directory/disability-services/>

Received from contact: aernst2@fitchburgstate.edu

Economics, History, and Political Science

Faculty have been working and meeting with students remotely using Blackboard and Google Meet among other methods.

Received from contact: blieberman@fitchburgstate.edu

Economics, History, Political Science

Faculty are assisting students with their needs when asked. I have left an out of office message on my phone x 3397 ensuring students I am able to assist them via email.

Received from contact: cmcgrath@fitchburgstate.edu

Education

We're using Google Meet, Zoom, Blackboard . The only new technology that we're using is Google Meet.

Received from contact: dsargen5@fitchburgstate.edu

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English Studies

The English Studies faculty are working directly with students through many means in this remote time: via email, SSC, individualized advising, phone calls and Google Meets and Google chats as well as Zoom.

As for my communication with students, I've been using email and phone conversations. I've also been communicating with some students through social media (FB @FitchburgStateEnglish). Lastly, I've been using various websites (for potential schools and employers) to submit references and letters of recommendation.

My web address is <https://www.fitchburgstate.edu/faculty-profiles/katharine-covino/>

Received from contact: kcovinop@fitchburgstate.edu

English Studies

I encourage all students to contact me, the Chair, Lisa Gim at lgim@fitchburgstate.edu and I will respond to each student request. That way, I can make sure each student can contact the proper office or person who can answer their questions or help with requests at this time.

In addition, students are also working with their English Studies professors and advisors with specific questions, but I am also requesting that I am copied on these questions at this time so I can be of direct help.

Received from contact: lgim@fitchburgstate.edu

Expanding Horizons Program

- Meeting with/advising students via Google Meet and Hangout
- Students contact advisors via email, social media, and text
- Virtual tutor sessions via Google Meet and Jamboard; students sign up via Google calendar
- Continued outreach from and contact with peer mentors with adjusted virtual office hours
- Virtual programming focused on career development to come
- Ongoing communication with students' faculty to monitor progress
- Weekly tips & tricks for online learning
- EHP Quarantine Challenge: quick video of your isolation must-haves; community engagement ([@trio fsu](https://twitter.com/trio_fsu))

Received from contact: jsmit151@fitchburgstate.edu

Extended Campus Programs

We have approximately 30 partners across the Commonwealth. They have all employed a variety of strategies to finish up their courses and stay in touch with their students. Some are using Blackboard, while others are using Google Classroom, Zoom, Canvas, Moodle and Skype. Some of the partners offer degree programs, which they have an FSU academic advisor for, while others only have non-degree students.

Received from contact: lmoison@fitchburgstate.edu

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Financial Aid Office

The financial aid office is working remotely. We can assist all of our students as if we were in the office. The only change would be

--Students who have questions regarding Financial Aid can email our office email address which is finaid@fitchburgstate.edu instead of calling our main office number. The email will then be directed to the student's financial aid counselor if needed.

Received from contact: azadroga@fitchburgstate.edu

Graduate and Continuing Education

Most of our services and student information were already available online as a larger portion of our students are already 100% online learners

<https://www.fitchburgstate.edu/academics/graduate-online-continuing-education/>

Received from contact: bcopperg@fitchburgstate.edu

Health Services

These are the services we are offering at this time in Student Health Services. We are still continuing to service students with prescriptions prescribed by our providers and triage students who may be ill or have health related questions. Please see the information below as a reference to use, when students call with questions.

Student Health Services is still available to you via the phone or Google Hangout. Our phone number is 978-665-3344 and we are open Monday - Friday, from 8:30 AM - 5:00 PM. If you need medical advice, we can assist you. Please call Health Services before you consider going to an Urgent Care Clinic or the Emergency Department at Leominster Hospital. These locations increase your risk of being exposed to coronavirus.

Received from contact: smelans6@fitchburgstate.edu

Humanities

Our department is using the same contact strategy as always, primarily e-mail. Students can reach me, the chair and all faculty members that way. I have changed my voice mail to indicate I am working remotely and prefer email for now. They may also find answers, links on our website:

<https://www.fitchburgstate.edu/academics/academic-departments/humanities-dept/>

Received from contact: pdelisle@fitchburgstate.edu

IT

Our website is up to date, you can copy the information from there.

<https://www.fitchburgstate.edu/offices-services-directory/technology/>

Academic Affairs has this procedure:

If a student does not have a computer or internet access, they should let their faculty member know. The faculty member provides this information to the Provost for review and approval

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Library

<https://library.fitchburgstate.edu/> Please see the banner across the top of our website. It links to a guide that we have created for resources for students and faculty.

- Live chat available with librarians M-Sunday!
- Many free e-textbooks available
- Many temporary database additions
- Research tutorials

Check the links below to two different e-textbook providers for access to free textbooks for the rest of the semester: NOTE: It is important to follow the instructions for accessing these resources so you are not asked to pay for access. Contact the Library if you have any questions.

RedShelf:

<https://drive.google.com/file/d/1cF9pvowMUVKOyKHtYEHHaH0gQT5xpHnh/view?usp=sharing>

Vital Source: <https://support.vitalsource.com/hc/en-us/articles/360044467674-Student-and-Instructor-Frequently-Asked-Questions>

Received from contact: tsulli27@fitchburgstate.edu

Mathematics

i think we have done all of the things (overall - each of us doing different things):

*some classes are happening over email (no online meeting times or asynchronous videos responding to questions

* some faculty have kept normal meeting times using google meet/zoom

* some faculty started using external sources for lecture (pearson/Kahn academy) and supplement that with emails or videos or online meetings (with whole class down to individual students

*a lot of faculty are using blakcboard to provide materials (even if it is a link to some other site)

*faculty are trying their best to meet student needs - while still covering the "core" parts of the material needed for the course.

Received from contact: jberg5@fitchburgstate.edu

Office of Student Development

We have made ourselves available through google hangout. Created the Daily Digest and kept the weekly Event Log going. We also have been offering engagement opportunities that bring students together virtually. We are keeping meetings going and supporting out clubs and organizations. We did our best to continue what we do, but virtually.

Received from contact: hparkinson@fitchburgstate.edu

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Tutoring (Academic Coaching and Tutoring Center)

Tutoring is available synchronously and asynchronously:

- Students can **make appointments** for online/phone tutoring using SSC/Navigate: <https://tinyurl.com/make-tutor-appointment>
- Students who want help making an appointment can email tutorcenter@fitchburgstate.edu
- **Drop-in** tutoring is essentially available – students who sign up for an appointment using SSC get an automated email with a link to join the appointment at that very moment (if a tutor is currently on shift in that subject – just like the F2F drop-in center)
- Students who cannot make tutoring appointments can **submit quick questions in writing and get an emailed response** in 24-48 business days: <https://tinyurl.com/ask-a-tutor>

Academic Coaches are holding appointments via Hangouts/ phone. Students can make appointments via SSC (<https://www.fitchburgstate.edu/offices-services-directory/tutor-center/academic-coach/#make-appointment>) or calling Andy (978.665.3319) or Morgan (978.665.4611)

Peer Mentors will hopefully soon (still working out the bugs!!) be holding office hours and answering written questions (<https://forms.gle/GNa9Ta2dSgLPGnKy6>) – stay tuned!!

Received from contact: kmclella@fitchburgstate.edu

Student Accounts

Main web page: <https://www.fitchburgstate.edu/offices-services-directory/student-accounts/>
FAQ page (includes updated info related to COVID19): <https://www.fitchburgstate.edu/offices-services-directory/student-accounts/general-info/frequently-asked-questions/>

Received from contact: sfeterr@fitchburgstate.edu

Student Affairs

We can answer calls through our app from home. We check the student affairs email on a regular basis and return emails. Everything else is business as usual

Received from contact: nserna@fitchburgstate.edu