

Dear MCLA Student:

Next week, we enter a new phase of MCLA's spring 2020 semester: The first day of remote instruction. As you prepare, please bookmark this email as a guide to resources around some of the day-to-day services you would usually access while on campus.

### **Remote Learning**

As you prepare for remote instruction for the duration of the semester, please bookmark this helpful information:

- Information Technology has shared a list of Internet Service Providers working with students who may not have reliable internet access. See the list here: [http://techhelp.mcla.edu/index.php/Internet\\_Service - Coronavirus](http://techhelp.mcla.edu/index.php/Internet_Service_-_Coronavirus)
- The Center for Teaching and Learning has created a list of resources for students and faculty around remote instruction at [mcla.edu/remoteready](http://mcla.edu/remoteready).

### **Course Withdrawal Deadline for Spring 2020**

The withdrawal deadline for the spring 2020 semester has been moved to Wednesday, April 1, 2020. Students who need to withdraw from a course may do so by emailing their request to [registration@mcla.edu](mailto:registration@mcla.edu). Please CC your advisor. The Registrar Office staff will process all requests.

### **Freel Library**

The Freel Library is still here for you. Even though you can't visit the library in person for the time being, staff and collections remain available.

- Our [Library to Go](#) guide provides a quick overview of how to read books and articles, watch streaming media, and more, any place, any time.
- You can still talk to a library staff member via chat, email, text, phone (leave voicemail; we'll call you back), and Skype appointments; see our [Ask Us](#) page.
- See our [Student FAQ](#) for answers to common questions we've been receiving during the COVID-19 crisis.
- See our [Library Services Update](#) post for the latest information. Check back often!

The due date for all MCLA library items has been extended to the end of the semester. We are working with other libraries to extend the due dates for MCLA community members who have borrowed their materials. Please be in touch with any questions about your library account.

### **Tutorial Support**

The Center for Student Success and Engagement (CSSE) remains committed to providing academic support to MCLA students. In an effort to support students in successfully transitioning to remote learning, the deadline for requesting tutorial support has been extended to April 10, 2020. For students seeking tutorial support, please submit requests online through the MCLA portal as follows: Portal > Student Academics > Request a Tutorial

## **Writing Studio**

The Writing Studio will be moving to online tutoring starting Monday, March 30. Students should go to the Writing Studio's website to make an appointment just as they normally would at <http://www.mcla.edu/Academics/academicaffairs/wac/writingstudio/index>.

Rather than coming in to the office, students will upload a paper to the appointment slot and the Writing Associate will provide comments using the Microsoft Word commenting tool. For questions, please contact Amber Engelson at [a.engelson@mcla.edu](mailto:a.engelson@mcla.edu).

## **Math Help Drop-In Center**

The Math Help Drop-In Center is now open virtually as the Math Help Drop-In Channel on Microsoft Teams! To get online help with any math question from any course, please sign into Portal and follow this link: [bit.ly/MCLAmathchannel]bit.ly/MCLAmathchannel. From 4 – 6 p.m. Sunday through Thursday, there will be student Tutors live on the Channel, ready to help you with math. You can even post questions to the Channel after-hours, and the Tutoring team will try to get back to you as they are able.

## **Student Engagement**

Our Student Development team is working to create a portal for students that will serve as a virtual entrance to the MCLA Community during your time away from campus. Departments across campus will be including ways to stay connected and involved through social media, virtual open office hours, videos, tips, club activities, and more. You will be able to connect with Student Development staff and your peers as well.

The COVID-19 health crisis calls on us to be even more creative in connecting with all of you, and we are working to make sure the portal has something for everyone. We'll also work to hold some traditional MCLA milestones in this space to support your educational endeavors and remind you that you are and always will be a Trailblazer.

Your experience is important to us no matter where you are, and we look forward to sharing other opportunities and updates very soon. If you have suggestions for student engagement during remote instruction, please contact [Celia.Norcross@mcla.edu](mailto:Celia.Norcross@mcla.edu) to offer them.

## **Health Services**

Health Services staff remain available to evaluate and assist students through remote instruction. Due to COVID-19 and related public health directives, **Health Services is no longer available for walk-in service.** We ask that you call ahead at 413-662-5421 to speak with a staff member who will ask a series of questions and then email a consent form to your MCLA email account to participate in a tele-medicine session. During the session, our practitioners will evaluate your health complaints and develop a strategy to address them, which could include lab tests, a face-to-face assessment, or referral to local resources as needed to address your concern. Please know that at this time, Health Services cannot test for COVID-19. If you suspect you may have COVID-19, they can triage you by phone and, if needed, refer you to local COVID-19 resources.

## Counseling Services

Counseling Services staff continue to serve their active clients with tele-therapy appointments. Please contact the office at 413-662-5331 or email your counselor to schedule an appointment. For students who are not active clients, we recommend seeking care in your local community. Psychology Today is a great resource at [www.psychologytoday.com](http://www.psychologytoday.com). Also, your health insurance company can provide you with a list of providers who accept your insurance. Existing psychiatry clients may call Howland Associates at 413-664-4600 to arrange to an appointment via telephone or other device with Dr. Howland or Carol Vivori, NP, for your medication needs.

## Public Safety

As a reminder, MCLA's Public Safety department remains open and staffed 24/7 to ensure the safety of the campus and our community as we move to remote instruction. Campus Police officers will continue to do regular rounds and respond to emergency situations. In an emergency, dial 413.662.5100 (911 from a campus phone); for non-emergency situations, call 413.662.5283 or ext. 5284 (ext. 5283 or ext. 5284 from a campus phone.)

## Resident Student Mail

Please remember to use your home mailing address, and make any changes necessary with those from whom you regularly receive mail, including subscriptions, bills, etc.

**Beginning March 27**, the MCLA Mailroom will be forwarding all first-class mail and USPS parcels to your home address (including up to nine months after graduation for seniors). Common carrier parcels (UPS, FedEx, DHL) received **prior to April 1** will also be forwarded to your home address. **After April 1**, you will receive a notification that a package has been received for you, and all shipping charges to forward those packages will be your responsibility. These costs can be paid through the MCLA Portal page.

If you have a question but don't see it on this list, please call our MCLA COVID-19 hotline at 413-662-5550, between the hours of 8:30 a.m.-5 p.m., Monday-Friday. Additionally, more information can be found on our COVID-19 landing page at [MCLA.edu/COVID-19](http://MCLA.edu/COVID-19).

If you have questions or need clarification, I encourage you to contact me at [Catherine.Holbrook@mcla.edu](mailto:Catherine.Holbrook@mcla.edu).