

From: president@csuchico.edu
To:
Subject: We're Here to Help
Date: Wednesday, March 25, 2020 4:30:44 PM

To: Chico State Students
From: President Gayle Hutchinson

Adapting to new ways of teaching and learning in light of COVID-19 is a shared adventure for all of us. In this first week of distance learning, we know there will be some confusion and frustration. Please don't be discouraged; this will take a little time. Your faculty are working hard to help you finish your courses successfully, and the University has ramped up multiple forms of extra support.

While there is much uncertainty, we know we can finish this semester successfully by taking each step together and helping each other when we stumble. Please reach out with questions and concerns to your faculty and the many campus staff who are there to help you. See below for a snapshot of how we're here to help.

We've got you, and you've got this.

New! Keep Learning Website

The new [Keep Learning](#) site is a one-stop shop with everything you need to finish the semester successfully, including advice from experienced distance learners. The site provides students tips, best practices, and resources for online learning. You can also get to know the software being used in your courses and the many free tools available to you.

The [Keep Learning](#) support team is available live Monday–Friday, 8 a.m. to 7 p.m. to answer questions and teach you how to use these online tools. Please make use of this great resource!

Campus Services Open for In-Person Assistance

[WellCat Health Center](#): Open weekdays, 9:30–11:30 a.m. for walk-ins and afternoons by appointment only.

[Hungry Wildcat Food Pantry](#): The pantry offers a grab and go option to pick up food and hygiene products on weekdays, 11 a.m.–2 p.m. or by appointment.

Mental Health Support

The [WellCat Counseling Center](#) and [Safe Place](#) are offering online counseling services for via phone and video conferencing. The Counseling Center website also has great links for online care and self-help options.

Tech Support

[IT Support Services](#) is available by phone at 530-898-4357, email at itss@csuchico.edu, or [chat](#). There are additional [free Internet connectivity resources](#) available, including [a map of Eduroam hotspots](#) across the country for secure Wi-Fi.

Advising

[Academic Advising Programs](#) is offering virtual drop-in hours via Zoom.

[International Student Services](#) is offering daily advising via email, phone, and [Zoom appointments](#).

Subject Tutoring or Writing Support

The [Student Learning Center](#) is offering all its services virtually:

- Online [Writing Center](#) support will be available beginning March 25.
- [Tutoring](#), Supplemental Instruction ([SI](#)), and the [Math Learning Lab](#) will be available online beginning March 30.
- If you have a regularly scheduled tutoring session, you will get to keep the same day and time. If you need to cancel or reschedule, please contact the Student Learning Center.

Added Resources, Support from Meriam Library

In order to support students and faculty as we move to a virtual environment, the Meriam Library encourages the use of its electronic resources. Its [115 online databases](#) and [OneSearch](#) discovery system allows access to online materials at any time. Many publishers and vendors have provided additional access to their content and these additional resources are available on the [Expanded Access to Online Resources During COVID-19 Guide](#). Much of this content is available from within [OneSearch](#). As always, librarians are here to help you with your research and reference questions [via chat or Zoom meetings](#).

Textbooks

The Chico State Wildcat Store is partnering with RedShelf to provide [free e-books](#) for many courses for the remainder of the semester. You may also find your textbook in the [Open Education Resources repositories](#) already available to students.

Accessibility

The [Accessibility Resource Center \(ARC\)](#) is offering services via email, phone, and Zoom appointments.

ESL Support

[ESL Support Services](#) is offering tutoring via Zoom beginning March 30. To request ESL support, send an email to ESLSS@csuchico.edu.

Payments, Refunds, Etc.

Many students have questions about fee payments, housing fee adjustments, and parking permits. Find answers to all these questions and more on the [Student Financial Services](#) website.

Just for Fun

Associated Students has created a [Virtual Engagement Center](#) with everything from stress relief tools to best pandemic movies to weekly social media challenges.

FAQs for Students

Check out the online services available to students on [Chico State's COVID-19 News & Info](#) website.