**Tips for Managing Academics in the Virtual Format**

Here are some things to keep in mind that might make taking classes in an online format a little more manageable:

* Your CSUSM e-mail is the primary means by which the university will communicate with you. Access your [campus e-mail (Google)](https://accounts.google.com/signin/v2/identifier?continue=https%3A%2F%2Fmail.google.com%2Fmail%2F&ltmpl=default&hd=cougars.csusm.edu&service=mail&sacu=1&rip=1&flowName=GlifWebSignIn&flowEntry=ServiceLogin). If you experience difficulty accessing your e-mail, please [contact the helpdesk](https://www.csusm.edu/iits/iitsforyou/students.html). If you would like to [forward your campus e-mail to another e-mail account, instructions for this process are available under Student Email FAQ](https://www.csusm.edu/iits/iitsforyou/email/index.html).
* Treat the class the same as an in-person class. Try to keep a consistent schedule and attend the online lectures/videos at the same time each week.
* Communicate with your instructors. Identify your current class standing. Discuss any concerns that you have with course requirements as they come up, rather than waiting until an assignment is closer to being due.
* [Tips and strategies for successful virtual learning](https://www.csusm.edu/ougs/keeplearning/virtuallearning.html).
* [Academic Resources and FAQ’s](https://www.csusm.edu/incident/resourcefaq/students.html) -- Information provided here may assist you managing difficulties that might arise in courses being taught virtually.

**Support Centers**

Academic support programs be accessed virtually. To access information regarding accessing a specific support center, please go to corresponding link below:

* [Writing Center](https://www.csusm.edu/writingcenter/index.html)
* [STEM Center (Math, CHEM)](https://www.csusm.edu/stemsc/online_tutoring.html)
* [Academic Success Center (Finance, Economics, History, Psychology, Spanish)](https://www.csusm.edu/asc/index.html)
* [Psychology Academic Resource Laboratory (PARL)](https://www.csusm.edu/psychology/currentstudents/parl.html)

**Computers, Technology, and Related Resources**

As courses are almost exclusively in a virtual format, there may be technological difficulties in meeting course requirements.

[Information about how to utilize technology to complete courses as well as how to access equipment](https://www.csusm.edu/iits/iitsforyou/students.html).

There has been concern about having access to environments conducive to studying and working on academics. Please note that the campus continues to have WIFI available to students. The USU has an open computer lab that is available to students. Please be mindful to wear appropriate protective coverings.

There may also be additional WIFI options for students beyond coming to campus. Please see the links below for additional information.

These internet companies are offering free and/or discounted internet service:

* [*Comcast*](https://www.internetessentials.com/)
* [*Cox Communications*](https://www.cox.com/residential/internet/connect2compete/covid-19-response.html)
* [*Spectrum*](https://www.spectrum.com/browse/content/spectrum-internet-assist.html)
* [*AT&T, T-Mobile, Sprint and Verizon*](https://www.theindychannel.com/coronavirus/late-fees-waived-free-wi-fi-hot-spots-and-more-offered-by-cellphone-providers-in-response-to-covid-19)
* [Your Guide to Internet Service During New Coronavirus (COVID-19) Pandemic](https://www.highspeedinternet.com/resources/internet-guide-during-coronavirus-outbreak)

**Access to DSS and Student Health and Counseling**

Students have access to Disability Support Services, Counseling Services, and Student Health Services in the virtual environment. Information for each department and how to access services are listed below.

* **Campus Student Health Services:**

Despite that CSUSM is functioning largely in a virtual fashion, Student Health Services is still seeing students. Please be sure and call them at (760) 750-4915 to schedule an appointment. A provider will decide whether a virtual telemedicine vs. as in-person appointment would be most appropriate.

* **Counseling Services:**

There has been concern about accessing mental health services. Counseling is still available to students. [Information about how to access their students](https://www.csusm.edu/counseling/index.html)

To speak with a counselor in Student Health and Counseling Services, call to schedule a consult Monday-Friday at 760-750-4915. Initial consults are available Monday-Friday at 10am, 11am, 1pm, and 2pm. Students must complete the Paperwork for Initial Consult. From off-campus, this form must be accessed through [**CougarApps**](https://cougarapps.csusm.edu/)**.**

* **Disability Support Services:**

Disability Support Services is working remotely to ensure that students continue to have support for their disability related needs. DSS counselors are also able to provide supplemental academic advising. DSS can be contacted at [dss@csusm.edu](mailto:dss@csusm.edu) or (760) 750-4905. If you are working with a specific counselor, you can contact them directly by email. Individual counselors can be reached by email as provided below:

Dr. Kara Kornher: [kkornher@csusm.edu](mailto:kkornher@csusm.edu)

John Segoria: [jsegoria@csusm.edu](mailto:jsegoria@csusm.edu)

Dr. Ben Towns: [btowns@csusm.edu](mailto:btowns@csusm.edu)

Michelle Saavedra-Diaz: [misaaved@csusm.edu](mailto:misaaved@csusm.edu)

**Basic Needs**

Cougar Care Network (CCN) is available to students and can assist students with a wide range of concerns, including financial, academic, personal/family, or mental health concerns. [Information for the CCN](https://www.csusm.edu/ccn/index.html) -- and they can be contacted at (760) 750-7627 or by email at [ccn@csusm.edu](mailto:ccn@csusm.edu)

Here is a list of some of the basic needs that they can help students address:

* Accessing food through the Cougar Food Pantry and other community food pantries
* Housing insecurity assistance and resources
* Accessing the Student Emergency Fund and other financial assistance resources
* Relief for undocumented workers – recommend deleting
* Finding food options for pets
* Off campus resources for mental health support
* Unemployment related services
* Communication with professors

**Employment Opportunities**

For employment related questions, please see the [CSUSM Career Center list of immediate job openings](https://www.csusm.edu/careers/cc_online_resources/jobs.html)

**If you have any follow up questions or need additional information, please contact DSS directly at (760) 750-4905 or** [**dss@csusm.edu**](mailto:dss@csusm.edu)**. Please include COVID-19 Student Impact Survey in the subject line or voicemail.**