

Student Support Services

A list of services available to you to promote your success over the remainder of the semester is provided below. If you are unable to find the answers you need, please contact Jocelyn Clippinger, Director of Student Success at jclippinger@messiah.edu

Academic Coaching

Academic coaching is offered to undergraduate students who are experiencing academic difficulty or looking for additional academic support. Some areas Academic Coaching can help students with include: time management, organization, study skills, and test taking strategies. Academic Coaching sessions can be scheduled via Falcon Link using the Academic Coaching tab or through the link

at <https://apexapps.messiah.edu/apex/f?p=450:45:15516310132909::NO>. Each coach will be assigned a unique url that allows a student to connect with them. When it is time for a coaching appointment, students will click on their coach's url link. At that point in time, students will be directed to a waiting room. When the coach is available (they may be ending a previously scheduled coaching session), the student will be connected with their coach and the session will begin. Information regarding this procedure in more detail can be found at https://www.messiah.edu/info/21796/academic_coaching.

Academic Support Resources

Math Lab

Math Lab hours will be held via Zoom on Monday-Thursday from 7:00-8:20 PM beginning next week. (These hours are shortened by 10 minutes because of Zoom's 40 minute session limit.) Math Lab TA schedules with links to their Zoom meeting rooms will be posted within Canvas courses for MATH 102, 107, 108, and 180 where the previous Math Lab schedule was posted.

Please stay tuned for additional updates related to Math Lab.

Peer Tutoring

If you need help with homework or understanding course concepts, you may find peer tutoring through the Learning Center to be helpful. Tutoring is offered in a number of subjects, including but not limited to: Biology, Chemistry, Nursing, Spanish, French, and German.

Students who wish to schedule a tutoring session will continue to use the Learning Center tab on Falcon Link. Each tutor will have a unique url link that the tutee will use to connect to their tutor. When it is time for the scheduled appointment, students will click on their tutor's url link. Once that link is clicked, the tutee will be sent to a waiting room. When the tutor is available (they may be finishing up a session), the session will begin. Students can find all links to schedule and attend Peer Tutoring at https://www.messiah.edu/info/20113/learning_center.

Supplemental Instruction

Supplemental Instruction sessions are interactive and utilize a variety of collaborative learning

techniques as they combine how-to-learn with what-to-learn.

Supplemental Instruction will continue for the remainder of the semester using an online format. Sessions will be held via Zoom. Please be advised that Zoom sessions are 40 minutes at a time. Your SI Leader will structure the session around this limitation. Please check your course Canvas site for access information and further details. Questions can be sent to krunyon@messiah.edu. For more information, please visit the [Supplemental Instruction webpage](#).

Writing Center

Writing Center tutors are available through synchronous online tutoring sessions. To sign up, follow the instructions posted on the [Writing Center webpage](#).

In addition, papers can be sent to writingcenter@messiah.edu as a Word document. Please be sure to include the prompt as well as any specific concerns. For 7-page papers, our tutors will respond with feedback within 48 hours. For each additional 5 pages, our turn-around time increases by 24 hours (i.e. 12 pages = 72 hours, 17 pages = 96 hours, etc.). Tutors will give feedback and suggestions on your paper overall.

Career and Professional Development Center

Career Coaching Appointments

Career coaching appointments will continue to be available on topics such as choosing/changing a major, exploring career options, planning for an internship, searching for a job, applying to graduate school, resume writing, and interviewing. To schedule an appointment with one of our professional career coaches, visit the [CPDC website](#). Under “**Appointment Options**,” click the link for the Handshake Portal and follow the instructions from there. Appointments can be held via Zoom or phone. Questions? Contact [Dwayne Keiffer](#).

Resume Reviews

Resume reviews can be conducted in an appointment format as noted above, or you can simply email your draft to career@messiah.edu.

Internships & Jobs

Internship and job postings will continue to be added to the [Handshake portal](#) regularly. A weekly email with new postings will be sent out to all students. If you are looking to [secure an internship](#) for the summer or fall, now is the time to begin planning. If you are a senior in the job searching process, be sure to check out the content in the “[Job Search](#)” section of our website. You can discuss questions related to either of these topics with a career coach by scheduling an appointment.

Virtual Workshops & Events

Be on the lookout for upcoming virtual events and videos that feature employer info sessions, workshops on job/internship searching, resume writing, interviewing and more! Follow us on

[Facebook](#) or [Instagram](#) for notifications on when these are happening and other exclusive content.

Mock Interviews

You can practice interviewing virtually through our [Big Interview tool](#). Once you complete one, you will receive feedback from a career coach.

Professional Connections

Continue to build your network of professionals in your field of interest! LinkedIn is a great resource for this. One of our favorite features is the [alumni search tool](#) – check it out!

Disability Services Office

Staff are available via email and phone, with more communication options opening on Wednesday, March 25, 2020 when online classes resume for the spring 2020 semester. At that time, students and parents wishing to connect with our office will have the additional option of meeting with a team member remotely. To do that, email our office with a request for a meeting and your preferred time. After agreeing on a time, we will send you a url link allowing you to connect with us. At the start of your meeting, click on the link and you will be taken to the meeting space. More information regarding this procedure will be located at https://www.messiah.edu/info/20112/disability_services. We look forward to serving you and working with you during this period of uncertainty.

Engle Center for Counseling and Health

As long as students remain on campus, the Engle Center will provide medical care, mental health care, and emergency response. For further information please check the emergency blog FAQs which can be found [here](#) under Sickness and Care.

Experiential Learning Initiative (ELI)

We are committed to helping all students in an ELI experience successfully fulfill the requirement this semester. Students are expected, at a minimum, to complete their ELI reflection questions and career application remotely. ELI Advisors will communicate next steps by Friday, March 27.

Contact Ashley Jones, Coordinator of Experiential Learning, with questions (ajones@messiah.edu).

Fitness Center

The Falcon Fitness Center is closed. We will be sure to update you when a decision is made to reopen the facility. In the meantime we are still committed to keeping our campus fit! Make sure to follow us on Instagram (@messiahfitnesscenter). We are posting bodyweight workouts, wellness tips, and will be announcing some Zoom fitness classes soon. Please send any questions or suggestions to Kevin Ogden at kogden@messiah.edu.

Housing

The housing process has needed to be changed in light of recent events. Most housing processes have only been postponed by a few days, and will proceed as normal. General housing information and the timeline of processes can be found [here](#). The main exception is apartment sign-ups, which are still being determined (more information to come).

More information about housing sign-ups will also come out in the form of mass emails. Please remain attentive as mass emails will communicate the changes to housing procedures for this spring. Refer to the website and mass emails, but if you have any questions, please email housing@messiah.edu.

Messiah College Ministries

Chapel Requirements

As you may have already heard or imagined, the chapel requirement has been suspended for Spring 2020. No one will be placed on chapel probation or assessed any fines.

We decided not to stream chapels in your absence. Many churches are streaming weekly messages. We hope that you'll be able to stream services and make use of some solid online resources.

Resources

We are placing a few resources on our website (under While Away – <https://www.messiah.edu/mcm>) to encourage good reflection during late Lent and throughout Holy Week and on through April.

A few Life Groups have jumped into cyber-fellowship, and help is available for your group to do the same.

If you have pastoral concerns or theological questions, don't hesitate to reach out to Pastors Mina, Doug or Don (mchoi@messiah.edu; dcurry1@messiah.edu; dopitz@messiah.edu)

Murray Library

To assist you while you are learning online, the library continues to provide research support via email, chat, or phone as desired. No overdue or late fees will accrue during the time the library is closed and the due date for all materials checked out is May 8th. The library provides a wealth of online resources to use for research projects (including 600,000+ e-books and over 100 full-text journal article and streaming video databases). Please refer to this guide for additional information and please contact us with any question you may have.

<https://libguides.messiah.edu/closure>

Registrar

Class Registration Checklist

- Meet with advisor; advising for summer and fall 2020 registration begins March 30th.
 - Academic Advising Appointments: Since advising appointments will take place remotely, advisors will be using Canvas and Zoom to conduct advising. Instructions for signing up and joining appointments are linked below.

Please use these links to schedule an appointment and connect with your advisor electronically.

- [Zoom for Guests](#)
- [How to find an advising appointment](#) (Canvas)
- Registration Appointments for the summer and fall semesters are scheduled for Monday, April 6th through Monday, April 20th.
 - Seniors- Begin Monday, April 6
 - Juniors- Begin Wednesday, April 8
 - Sophomores- Begin Tuesday, April 14
 - First Years- Begin Friday, April 17
- Check registration appointment time.
- Confirm advisor hold/other holds are removed.
- Review registration instructions and watch the instructional video, [click here](#).
- Register for classes.
- Registration information will be available online beginning Wednesday, March 25.

Go to FalconLink and search for the Registrar Links (Undergraduate) card

Academic Advising

Academic advisors are available to meet with students remotely for new or ongoing issues related to academic advising. This advising is available in addition to the regularly scheduled academic advising appointment required for summer/fall 2020 course registration. Students who would like to schedule an appointment should reach out to the academic advisor via email to request a meeting. Instructions for participating in a remote meeting can be found at this link.

- [Zoom for Guests](#)

Student Financial Services

Contact Us

Website: https://www.messiah.edu/info/21510/student_financial_services

The Student Financial Services (SFS) office on campus is closed but we are working remotely and closely monitoring our email and phone calls. All calls are being forwarded to our personal cell phones, so you can either call us at 1.717.691.6004 or email studentfinsvcs@messiah.edu. We will do our best to reply to you as quickly as possible.

Student Accounts and Bills

Students can view their live student account and eBills through Falcon Link>Cashnet. Students must give their parents access to view their eBills and live student account. Go to Cashnet to add an Authorized User. You can make payments directly from your checking account in Cashnet and check this on your live account. Credit card payments will charge you an extra 2.75% convenience fee but are instantly applied to your account. If you have a Cashnet Payment Plan and are making payments, you can see those payments applied instantaneously. There will be a delay to apply any 529, wire payments or paper checks to student accounts because SFS is not physically present in our offices.

Do you have a balance due or hold?

Please check your live student account through Falcon Link > Cashnet and contact SFS at 1.717.691.6004 or email studentfinsvcs@messiah.edu.

Student Technology Support

Helpful Links

- [Canvas - Student Introduction](#) - This page provides a video tutorial and many links to helpful resources.
- [Zoom for Participants](#) - This page shows how to join a Zoom meeting, manage controls, and more.
- [Microsoft Office Applications \(https://office365.messiah.edu/\)](https://office365.messiah.edu/) - Access Word, Excel, PowerPoint, etc.
 - Training link - [MS Office Training Center](#)
- [FalconLink](#) - Find and favorite multiple Messiah resources including links to Registration, Degreeworks, Financial Aid, Canvas, etc.
 - Training link – [Access all Messiah portal resources](#)

Course Specific Software

Instructions on how to access course specific software will be provided through Canvas courses.

Additional technology information is searchable and available on the [ITS Blog](#).

Personal technology assistance is also available by email and phone 7 am – 11 pm. EST.

- Email helpdesk@messiah.edu (Preferred)
- Call 717-796-5039