

## **COVID-19 Update: March 17, 2020**

*All functional areas at HU will continue to support our students to the best of our ability during this transition period as we move our courses online. We have listed important information regarding how best to access support from various functional areas below.*

**Academic Support and Tutoring:** *For the time being, all academic support and tutoring will move online. You will still have the opportunity to meet with a peer tutor-it will just be virtual! We know this might be a change for some of you, so we have put together some information on how to connect with a peer tutor virtually on our Sharepoint site.. We still offer 24/7 tutoring via our Smarthinking platform. You can connect with Smarthinking through your Canvas course dashboard. Many faculty members have also volunteered to tutor virtually. We will provide more information regarding how to connect with faculty tutors on our Sharepoint site as soon as the plan is finalized.*

**Mental Health Counseling Services:** *The Counseling Center is committed to supporting our students through this transition to remote learning. HUCC counselors will continue to contact current clients directly. If you are a current or former HUCC counseling client interested in remote counseling services, you may also contact your individual counselor or [counseling@harrisburqu.edu](mailto:counseling@harrisburqu.edu) for more information. If you are a student who has not used HU counseling services in the past but are interested in receiving supportive services, we encourage you to start by calling HU's BHS student support program at 800-327-2251. BHS also offers a live chat option and lots of resources online at <https://portal.bhsonline.com/> (Login: Harrisburqu). Masters level clinicians are available 24/7/365 to all HU students, to provide free, confidential, in the moment support, as well as to connect students with local mental health resources. The Counseling Center will also continue to update our Sharepoint site with information and resources, including how to help cope with anxiety and depression, complete self-evaluations, or learn how to help a friend on HU's ULifeline page <http://www.ulifeline.org/HU/>*

**Housing:** *Please see our [Housing-COVID-19 Page](#)*

**Student Success:** *Student Success is a functional area that addresses students in a proactive and inclusive manner. We acknowledge that students need multiple methods of outreach and connection in order to successfully complete their academic goals. Starting March 16<sup>th</sup>, Student Success will be offering the following as replacements/additions for our in person appointment and programmatic structure:*

- *Students will be able to choose the option to have a Teams meeting (either chat, voice or video conference) through our online booking link  
– <https://outlook.office365.com/owa/calendar/OfficeofStudentServices@my.harrisburqu.edu/bookings/>*
- *Please download the Teams App to your computer or phone in order to easily access the services!*

- *These appointments can address academic advising questions, course/faculty concerns, withdrawal questions, and anything else!*
- *Students will be able to join one of 3 open sessions held weekly for academic advising or addressing of concerns, please see the SharePoint site for dates/times of these sessions. Please be sure to be checking your emails for updates from your Success Coordinator!*

**Records and Registration:** *Records & Registration is available for students during normal business hours. If you have any questions or concerns, our student support portal at <https://reqhelp.harrisburqu.edu> has a variety of solutions you may find helpful. However, if you cannot find a solution, please do not hesitate to submit a ticket and we will be happy to assist you. Records & Registration also has a SharePoint site at <https://myharrisburqu.sharepoint.com/sites/Academics> with additional information for students. We are here to support you any way we can.*

**Experiential Learning:** *The Office of Experiential Learning is available to meet with students virtually Monday thru Friday for appointments for Project I, Project II, and Internships.*

*Students can book virtual appointments through this link: <https://outlook.office365.com/owa/calendar/OfficeofExperientialLearning@my.harrisburqu.edu/bookings/>*

*Starting March 16<sup>th</sup>, Experiential Learning will be offering the following as replacements/additions for in person appointments:*

- *Students will be able to choose the option to have a Teams meeting (either chat, voice or video conference). Students can book virtual appointments through this link: <https://outlook.office365.com/owa/calendar/OfficeofExperientialLearning@my.harrisburqu.edu/bookings/>*
  - *Please download the Teams App to your computer or phone in order to easily access the services!*
  - *Check the email notification, you should have a link to a Teams invite.*
  - *You can utilize your computer OR download the Teams app for your phone.*
- *These appointments can address project I, Project II, or Internship questions or any other experiential learning related questions.*

*The Experiential Learning Facebook group will still be posting internship postings throughout this time. You can check out the page/join the group here: <https://www.facebook.com/groups/HUExperiential> Students currently registered for Project I, Project II, and Internships, please be sure to be checking your emails for updates from The Office of Experiential Learning and your Faculty Advisors!*

*The Office of Experiential Learning is currently working on plans with Faculty Advisors, Registrar, and the Provost on students projects and internships that have been impacted. Please stay tuned for further instructions.*

**Career Services:** *The Office of Career Services is open and we look forward to assisting you in all your career needs! Employers are still recruiting for multiple positions and are still holding interviews, shifting their focus to phone screens and programs like Skype. If you are in need of a resume review, or are seeking advice on any career topics whether it's how to search for jobs, cost of living analysis, mock interview prep or any other career topic, please do not hesitate to email me at [jkayer@harrisburqu.edu](mailto:jkayer@harrisburqu.edu). You also can reach Rebeakah Harriger in Experiential Learning and myself at the same time by emailing us at [careerservices@harrisburqu.edu](mailto:careerservices@harrisburqu.edu)*

*We also strongly encourage you to join these two Facebook groups if you have not done so already as we constantly post job openings and important articles and websites for you to read and bookmark regarding finding an internship or career opportunity. Just answer a few simple questions to verify you are a student or an alum.*

*HU Career Services focuses on full time opportunities and career related discussions: <https://www.facebook.com/groups/HUcareer>*

*HU Experiential Learning focuses on internships and part time job opportunities and undergrad related discussions <https://www.facebook.com/groups/HUExperiential>*

**International Student Office:** *The International Student Office will remain open during normal business hours to assist students. For more information specific to international students, please visit our International Student Support Portal at <https://isohelp.harrisburqu.edu>.*

**Graduate Student Services:** *Harrisburg University's Graduate students come from all across the United States, so many are you already well-versed in "virtually connecting" with our office. Rest assured, we are here to support you and will be checking email and answering your questions. Graduate Student Services can be your clearing house for information – if you do not know who to contact, we will connect you with the right person/office. We also can provide guidance on:*

- *Institutional Policies*
- *Access to campus resources*
- *Academic support programs*
- *General Advising*

Reach out to our Graduate Student Services coordinator, Joann Noel, at [GradStudentServices@HarrisburgU.edu](mailto:GradStudentServices@HarrisburgU.edu) if you need anything!

**Library:** The Harrisburg University Library continues to serve students although some services may be delayed. Overdue fines are waived until the end of the spring semester. We have open hours on Adobe Connect (<https://harrisburgu.adobeconnect.com/library>) Monday-Thursday 11-1 PM EDT and Wednesdays 7-9 PM EDT. Contact us with any questions or library needs at [library@harrisburgu.edu](mailto:library@harrisburgu.edu) .”

**Financial Aid:** The Office of Financial Aid will remain staffed, so we will be available during regular business hours to answer any questions or concerns that you might have. Reach out to [financialaid@harrisburgu.edu](mailto:financialaid@harrisburgu.edu) or call (717) 901-5115 or (717) 901-5100 x 1672.

We would like to remind students and their families that the filling deadline for the FAFSA is May 1. You may complete the 2020-2021 FAFSA online at <https://studentaid.gov/h/apply-for-aid/fafsa>.

**Office of Information Services:** Students that are experiencing technical issues should review the following site: <https://myhu.harrisburgu.edu/ICS/Technology/>. If you cannot find a resolution, reach out to either <https://ithelp.harrisburgu.edu> or 717-901-5177.

Here is a link an article on “How to submit a ticket  
<https://ithelp.harrisburgu.edu/a/solutions/articles/44001701457>