



## GET HELP WITH YOUR ONLINE COURSES

**Welcome** to Millersville's Online Learning Student Support Resources. Online learning contains many of the same elements of your face-to-face class, but they are delivered differently. You will be expected to interact with your professor and classmates, complete assignments, turn in papers, and perhaps take exams. Online courses are delivered synchronously (with an established meeting time) or asynchronously (on your own time) within each given semester. Here are some [Strategies for Student Success](#) to get you started.

In the online environment, your classroom learning can involve lectures, videos, classwork, group assignments, discussion boards, or other engaging activities. Engaging with your professor and peers in an online environment will include discussion boards, email, announcements, feedback on assignments, grades, and group work/discussions in breakout rooms. Each professor will use a different mix of activities to engage you with the course content, with your professor, and with your classmates. Most courses will take place in D2L, Millersville's learning management system. We recommend that you log into D2L every day to stay on top of your work and those pesky deadlines. If your professor has chosen to use a different platform for your online course, you will be notified through your Millersville email.

Professors typically identify due dates in the course syllabus to provide a set amount of time to get homework or projects done. This allows you some flexibility to plan when you will complete your work amongst your other responsibilities. We also recommend engaging with your professor via phone or email if you do not understand something or are experiencing a problem.

Millersville has identified the following resources to help you be successful. Please take advantage of the many online resources Millersville provides to help you get ahead in your courses. This includes tips for Student Success, D2L and technology resources, tutoring, counseling, library support, among other services. We invite you to visit our many support services below. We have provided direct links so you can get to the resource you need as quickly as possible.

### Online Student Support Resources

#### Academic Advising

Your Academic Advisor is always available via email to answer your questions. This information should be listed in your myVILLE portal. If this information is not located on your Degree Audit, please contact one of the following offices:

- [College of Arts, Humanities and Social Sciences](#)
- [Lombardo College Of Business](#)
- [College Of Education And Human Services](#)
- [College Of Science And Technology](#)
- [College Of Graduate Studies And Adult Learning](#)
- [Honors College](#)
- [Department Of Academic Advisement & Student Development](#)

#### Academic Support & Tutoring

- **Tutoring Center**
  - Current drop-in, group tutoring offered by the tutoring center will be delivered via Zoom Meetings. *Please e-mail the Tutoring Center at [Tutoring.Center@millersville.edu](mailto:Tutoring.Center@millersville.edu) to receive a link to join zoom tutoring sessions.*
- [Departmental Tutoring](#)

- Chemistry Peer Learning Hours and Tutoring
  - Drop-In Chemistry Peer Learning Hours are available Tuesdays from 2 – 4 pm and 5 – 7 pm in Roddy 153, Wednesdays from 2 – 4 pm in Caputo 212 and from 5 – 7 pm in Roddy 153, and Thursdays from 2 – 4 pm and 5 – 7 pm in Roddy 153.
  - Your chemistry professor holds 5 office hours each week (visit their webpage or course information)
  - Students looking for additional tutoring beyond Peer Learning Hours for their chemistry courses should contact their chemistry professor or [Dr. Dan Albert](#) (717-871-7391) to arrange for individual or small-group sessions.
- The [Writing Center](#) offers face-to-face and online tutoring:
  - Face-to-face:
    - Monday-Thursday: 1:00-9:00 and Sunday: 6:00-9:00
    - Recommended: Call ahead and make an appointment ([Writing.Center@millersville.edu](mailto:Writing.Center@millersville.edu)).
    - Walk-ins are welcome and can receive tutoring if a tutor is available.
  - Online
    - For an online session, please e-mail the Writing Center at [Writing.Center@millersville.edu](mailto:Writing.Center@millersville.edu), attach a copy of your work and a copy of the assignment for which the work was completed, and a tutor will review your work and send it back to you with guided feedback and comments within 48 hours.
  - You can also connect with them at:
    - [Twitter](#)
    - [Facebook](#)
    - [Instagram](#)
  - [Writing Center Handouts & Resources](#)
- [Math Assistance Center](#)

The [Math Assistance Center](#) will be conducting in-person tutoring for Fall 2021 in Wickersham Hall room 100, starting Monday, 08/30/2021. The schedule is as follows:

- **Monday: 12-3, 6-8**
  - **Tuesday: 10-3, 6-8**
  - **Wednesday: 11-4, 6-8**
  - **Thursday: 1-3, 6-8**
  - **Friday: 12-3**
- If you are having difficulty accessing math assistance, please contact: Kevin S. Robinson, PhD at [krobinson@millersville.edu](mailto:krobinson@millersville.edu).
- Smarthinking Online Tutoring (available 24/7) – over 25 subjects: live drop-in, schedule an appointment, submit writing for review)
  - [Getting Started Visual](#)
  - How to Access Smarthinking
    - Log in through D2L, university resources, Smarthinking
    - Our "Accessing Smarthinking" page is in the wiki, so if you do not have a class in D2L, click the following link: <https://wiki.millersville.edu/x/L4DpBw> It does direct everyone into D2L for Smarthinking, but there's no requirement that you're enrolled in a D2L Brightspace course in order to click through to Smarthinking.
  - [Smarthinking Video Tutorial](#)

## Career Services

The Office of [Experiential Learning and Career Management \(ELCM\)](#) will continue to offer online career services, including the option of scheduling an online career counseling appointment.

- Career Tests & Assessments
- Career Exploration
- Virtual Career Fairs
- Four Year Career Plan
- Employment Opportunities (MU Career Connections)
- Job Search
- Graduate School

## [Class & Registration Services](#)

- UG & GR catalogs
- Web Schedule & Registration Guide
- Register for Classes

## **Counseling & Support Services**

The [Office of Counseling and Health Services](#) offers teletherapy services along with other online resources.

- Counselor Contacts
- Counseling Services
- Therapy Locators
- Managing Concerns and Emotions
- **If you are in crisis, please call: Crisis Intervention** at 717-394-2631, **911**, or text **HELLO** to 741741 to be connected to a crisis counselor.

## [Office of Learning Services/Disability Services](#)

- [Online Skills Workshops](#) are provided to help you improve note-taking, study skills, time management, and organizational skills
- Accommodations for Students with Disabilities
- Kurzweil 3000

## [D2L](#)

- [Getting Started with D2L Video](#)
- [D2L username and password](#)
- [Submitting Assignments](#)
- [Discussion Boards](#)
- [Exams and Quizzes](#)
- [Zoom Closed Captioning](#)

## **Information Technology Department - IT Remote Resources**

Millersville's Information Technology Department offers a host of [IT Remote Resources](#) from how to access the software you need as a student to directions on how to use many tools like Office365, Zoom, Virtual Desktop, and Adobe Creative Cloud.

- [Activate your MU Account](#) and setup your email.
- [Logins page](#)
  - Help Desk, Wiki, Office 365, Zoom
- [Virtual Desktop](#)

- [Adobe Creative Cloud](#)

## **Library**

As a Millersville student, you have 24/7 remote access to Millersville's library resources. Learn more about utilizing library resources, finding information, research help, and much more.

- All of the library's [electronic resources](#) and services (ie. LibrarySearch and discipline specific research databases, electronic items on [Course Reserves](#), ejournals, ebooks, and streaming video) are available via remote access to members of the university community using their university credentials.

The library will offer *remote* services during these hours:

### **RESEARCH ASSISTANCE ("Ask a Librarian"):**

- **Monday – Thursday:** 9 a.m. to 5 p.m. and 7 to 9 p.m.
- **Friday:** 9 a.m. to 12 p.m.
- **Sunday:** 6 – 9 p.m.

Students can schedule virtual meetings with a specific librarian through the [library's website](#).

### **General**

#### ***Upon the start of the spring 2021 semester:***

- The library building is operating on a [reduced hours schedule](#).
- Individual reservable study space and computer use is available in the library on a [by-appointment only basis](#). (*Note: Use seat maps to identify location that best meets your needs.*)
- A quick service PrintAnywhere station is available for use in the library lobby without prior reservation. Please submit your print before arriving or use [PrintAnywhere](#) for Wireless Printing. We also have a PrintAnywhere station available for reserved computer seats.
- Access to the shelving containing physical items is restricted however items including books and interlibrary loan items can be requested ahead of time and are available through [Curbside Pickup](#).
- Returns - Most items may be returned via the outside "book bin," unless otherwise directed.
- Returned material quarantine protocols have been established.
- Currently, food is not allowed to be consumed in the building. Covered drinks are allowed.

### **Remote Support Services**

- Library services, including [research appointments](#) and [Ask a Librarian- research assistance](#) are available remotely through the library website.
- [Archives and Special Collections](#) will continue to offer services virtually: research appointments, instruction sessions, research and scanning requests, [digital collections](#), and chat services (1-5pm, M-F). Check out our website to explore our extensive online resources and contact us with your questions -- we are here to help you with your research!
- The [Digital Learning Studio](#) offers remote assistance with multimedia projects including presentations, video, audio and websites.
- [Government Documents](#) offers remote assistance in accessing and utilizing government information to Millersville University students, faculty and staff as well as to community residents.