



**MIDDLE
TENNESSEE**
STATE UNIVERSITY

JONES COLLEGE OF BUSINESS

2021

**STUDENT
RESOURCE
GUIDE**

STUDENT SUPPORT

Computer & Technical Support

The MTSU [Help Desk](#) can assist with technical problems related to your MTSU online class. For assistance, call 1-615-898-5345 or click on the link above.

Additional services are available at the [ITD webpage](#).

Computers Access - MTSU's Information Technology (ITD) has laptops, Chromebooks, and Wi-Fi hotspots available to loan to students. While the University will cover the cost of the hotspot access fees, students are expected to return the equipment in good condition once the University returns to normal operations. Contact ITD's Robin Jones at Robin.Jones@mtsu.edu or 615-898-2214 to secure equipment.

Counseling Services

Personal counseling, assisting students in their emotional, intellectual and social growth.

[Online Counseling Services](#) - The MTSU [Center for Counseling and Psychological Services](#) is pleased to provide online counseling services to MTSU online and distance education students who meet certain criteria.

[Disability & Access Center](#) - serves the campus community by providing accommodations that level the academic playing field.

James E. Walker Library Resources

[The Walker Library hours can be found here.](#)

Students continue to have access to millions of full-text journal, magazine, and newspaper articles, and more remotely. Directions on how to access library resources from off-campus are [here](#). If you have any questions, you may use the [Ask Us virtual reference service](#) or use the [Chat Reference service](#). For more details, visit: <https://library.mtsu.edu/remote-services>.

Jones College Undergraduate Advising Appointments

In keeping with [MTSU's message in response to COVID-19](#), the Jones College Advising Center is transitioning appointments to one of the following formats: email, phone, Skype, and Zoom. Methods for scheduling advising appointments have not changed. Students who call 615-904-8063 to schedule appointments will be asked for their preferred appointment method and those who use the online scheduling system, [Navigate](#), are asked to type this preference in the comments section.

Preparing for your appointment:

- Know your advisor's name, [email, and direct office phone number](#).
- Consistently check your MTSU email for updated instructions for your email, phone, Skype, or Zoom appointment.
- Set up and/or check voicemail in the event you miss an advising appointment call.
- Familiarize yourself with [DegreeWorks](#), the degree-audit system available in your PipelineMT account.
- Make a list of classes you think you need for the summer and/or fall terms.
- Gather advising questions and any previous advising materials.
- Be ready with computer access in the event we need to guide you using online resources.
- Have paper and a pen or pencil available for notes.

[Student Success - Crisis Aid](#)

[Emergency Aid for Students](#) - While the University is not able to solve every financial crisis that may emerge, resources may be available to help students manage temporary, unexpected set-backs that threaten their ability to complete their college degrees.

[MTSU Student Food Pantry](#) - Available to any active, currently enrolled MTSU student in need of short-term assistance. Non-perishable, canned, boxed and dried items are generally available. Located in the Student Services and Admissions Building in the MT One Stop, Monday–Friday, 8:00 a.m. - 4:30 p.m. The Food Pantry is now using an [online request form](#).

[Southern Land Student Emergency Fund](#) - Students of the Jones College of Business have access to the SLSEF. The following includes typical expenses that may be covered under the fund. This list is not exhaustive:

- Emergency or temporary housing assistance;
- Medications or costs related to emergency medical care (not covered by insurance);
- Assistance with rent or utilities due to an emergency situation;
- Emergency transportation costs; and
- Safety related needs (i.e. changing a lock).

For more information on the SLSEF, please contact Carolyn.Tumbleson@mtsu.edu

SLSEF Application form:

<https://www.mtsu.edu/business/scholarships.php>

Note: The maximum amount awarded is \$250, however in some instances up to \$1000 can be approved.

Tutorials and Tutoring

[University Writing Center](#) - Free assistance for any writing assignment in any class. [Online resources](#) are available. The UWC is open with **[online only appointments until further notice](#)**. Appointments will be conducted in real time through [WCONLINE](#). Please see our [Appointments](#) page for more information about WC Online sessions.

All UWC face-to-face workshops have been suspended due to MTSU's COVID-19 precautions. The UWC is currently building digital workshops to aid in the transition to remote learning.

[Student Success Program Tutoring](#)

[Smarthinking](#) - (for "D" section courses) provides 24/7 access to online tutoring for students in several educational areas. If you have questions about this service please contact the Student Services department at (615) 898-5332.

- Username: full MTSU email address (example imm2r@mtmail.mtsu.edu)
- Password: MTSU

[LinkedIn Learning](#) - MTSU students, faculty, and staff have access to the online training video library, [LinkedIn Learning](#).

[Video Tutorials for Online Courses](#)

[Online Course Demo](#)

username: mtsu_student / password: mtsu_guest

Additional Resources

[MTSU News](#) - For general updates, please go to <https://www.mtsu.edu/coronavirus/>

[Student Handbook](#) - MTSU students will find additional resources and services in the [Student Handbook](#).