

Student Support List

During this period of limited access to our physical locations, Cleveland State is still dedicated to making sure you can be successful in your classes. This resource page outlines how to access all of the academic support resources we're continuing to make available to you.

Academic Needs

Free Internet Access Has Been Made Available

- Charter
 - Available for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription at any service level
 - Call 1-844-488-8395 to enroll.
- Comcast - <https://corporate.comcast.com/covid-19>
 - New subscribers get 60 days free
 - To sign up, visit www.internetessentials.com. The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

Math Lab

- We're still open! If you need computer/Internet access, or if you need testing services or tutoring services related to Math courses, you're welcome to come utilize these labs during the following hours:
- Cleveland Math Lab
 - Monday, Tuesday, Wednesday, Thursday - 10:00 am to 2:00 pm
 - Monday, Tuesday, Thursday - 4:00 pm to 8:00 pm
- Athens Math Lab
 - Monday and Wednesday - 9:00 am to 1:00 pm
 - Tuesday and Thursday - 4:00 pm to 8:00 pm
- Monroe
 - Tuesday and Thursday - 9:00 am to 1:00 pm
- Students must be free of Covid-10 symptoms in order to utilize the math lab. Attendance in the Math Lab is COMPLETELY OPTIONAL.

Library

- Librarians will answer your questions via the chat window on the library homepage or via cougarnet.
 - The chat window will be moderated by a librarian during the following hours:
 - Monday - Thursday, 10:00 am to 8:00 pm
 - Friday, 10:00 am to 4:30 pm
 - Saturday, 10:00 am to 2:00 pm
 - Librarians will also be monitoring the library's email address (library@clevelandstatecc.edu) during the following hours:
 - Monday - Thursday, 8:00 am to 8:00 pm
 - Friday, 8:00 am to 4:30 pm
 - Saturday, 10:00 am to 2:00 pm

- To access, sign in to CougarNet and click on the Library tab on the left side of the page. In the right column, you will see “Ask a Librarian.” A chat box will show up during operating hours. You can type your question directly into that chat box.
- You can also text your questions to 423-212-5428 and they will be answered as soon as a librarian is monitoring the chat window.
- While our physical space is closed, you can still access ebooks, databases, and other electronic resources via our library page in CougarNet!

Help Desk

- We’re still open!
- Call 423-478-6210 or email helpdesk@clevelandstatecc.edu for help!

Tutoring Center and Tutor.com

- If you’re a regular in the Tutoring Center, have no fear! These services are still available for you!
- In place of on-site tutoring, one of our main CSCC writing tutors, Mr. Richard Ogle, will be available to answer questions and check writing assignments.
 - He will be online from Monday to Friday 4:00PM-7:00PM and ready to give immediate assistance within this time range.
 - For assistance, email him at rogle@clevelandstatecc.edu.
- We also have online tutoring services provided by Tutor.com. This is FREE and available 24/7 available to all of our students in every subject except Music!
 - To access Tutor.com for free:
 - Log into myCS courses
 - Select one of your courses from the drop-down menu
 - Click on the orange Tutor.com icon
 - See free available services (8 hours/semester/student)
 - Each student has access to 8 hours of free tutoring. If you need more hours, please email Eni Major at emajor@clevelandstatecc.edu. She will try to secure you more free hours.

Advising for Summer 2020 and Fall 2020

- Advising for Summer and Fall 2020 will begin on March 23, and you should be able to see the schedules for those two semesters then. Your advisor is still available for students via other communication methods than face-to-face. Please email your advisor for further information. Registration will open on April 6.

Service-Learning

- If you have a service-learning question or need assistance with SRVC (srvc.tbr.edu) email Sherry Holloway, Service-Learning Director sholloway@clevelandstatecc.edu.
- Be sure to include the name of the course where the service-learning assignment was made, your professor/instructor’s name, and the agency/community partner you are serving with or want to sign-up to service with.

If you need further accommodations for specific classes, please contact the Dean of that division:

- Susan Webb-Curtis, Business and Healthcare (scurtis@clevelandstatecc.edu)
- Karen Wyrick, STEM (kwyrick@clevelandstatecc.edu)
- Dr. Ryan Thompson, Humanities, Social Sciences, Education, and Fine Arts (rthompson@clevelandstatecc.edu)
- Dr. Victoria Bryan, Honors College and Academic Enhancement (vbryan@clevelandstatecc.edu)

Personal Needs

Student Life

- When you feel isolated, find a way to connect with other people - text a friend, play a community game online, post to some discussion boards. Please take care of yourself - you are important to us. Counseling and Career Services has resources if you are having difficulties beyond what you can handle yourself.
- If social distancing or more intense mandates continue into April we will organize virtual social activities for students. Keep an eye on your email and CougarNet for information. This could include virtual game nights, chat rooms, etc. If you have an idea for a virtual student activity that you'd like to see happen, or if you have a strong need for this to happen before April, please contact jmarx@clevelandstateecc.edu.
- We've encouraged your club advisors to maintain regularly scheduled meetings via Zoom, if possible. Watch your campus email and regular club communication channels for links and schedules.

Food Pantry

- Our food pantry, the Cougar Den, is still available to our students. They won't be maintaining regular hours, but Judy Nye (our Success Center Director and manager of the Cougar Den) will be happy to meet any student who requests access to this resource.
- To set up an appointment to utilize the Cougar Den, please send an email to jnye@clevelandstateecc.edu. Please bring your Cleveland State ID to your appointment.
- Many people will be influenced by school closures, including families who depend on public school for breakfast and lunch for their children. To make a donation to the Cougar Den and help us support our student community, please email jnye@clevelandstateecc.edu. (Monetary donations may be sent to the Cleveland State Foundation Office. Please be sure to designate these donations specifically for the Cougar Den.)

Breakfast and Lunch for Area Students 18 or Younger

- Beginning March 17th, Bradley County and Cleveland City schools are making free breakfasts and lunches available to any student 18 or younger.
- Locations:
 - Ocoee Middle School
 - Parkview Elementary School
 - BCHS Food Trailer (Food City, McGrady Drive)
 - Cleveland High School
 - Blythe-Bower Elementary
 - Candy's Creek Cherokee Elementary
- Drive-Thru Hours:
 - Breakfast - 7:45 am to 9:00 am
 - Lunch - 10:30 am to 1:00 pm