

OTHER RESOURCES TO ASSIST WITH ADVISING:

KEAN UNIVERSITY REGISTRAR'S OFFICE WEBSITE

(<https://www.kean.edu/offices/registrars-office>)

Here you can find the services offered and contact information as well as links to the [Program Curriculum Sheets and Four Year Plans](#). Under their [Forms and Policies Link](#) you will find the form for Course Withdrawal (currently students must download this, print it, fill it out, snap a photo of the completed form and email it to regme@kean.edu from their Kean email account) and Major-Minor Status Change form (similarly, students must download and print this, complete it, snap a photo of it, email it to the appropriate ED/Chair, who will approve it and then email it to regme@kean.edu, cc'ing the student so they have a record of it).

NANCY THOMPSON LEARNING COMMONS

Nancy Thompson Learning Commons website (<http://libguides.kean.edu/NTLC>) This site provides support for faculty and students with remote education, as well as how to access library, tutoring, writing, public speaking, and other services remotely. *24/7 support Chat is available.* Faculty may use (<https://kean.libcal.com/calendar/faculty>) to register for the training(Blackboard, Google and more). Students may use (<https://kean.libcal.com/calendar/student>) to register for the training(Blackboard, Google and more). Multiple resources (including video tutorials and self-help videos) are available for use by the Kean Community and directed towards course support, Open Educational Resources, and Blackboard.

OFFICE OF STUDENT SUCCESS AND RETENTION

Office of Student Success and Retention website (<http://www.kean.edu/success>) This site provides information regarding the following support services for students in addition to support for [CRM Advise](#): the [Step-It-Up](#) program (academic coaching and workshops for students on probation); [Supplemental Instruction](#) (peer-facilitated review sessions for historically difficult courses); [First Gen Scholars](#) (alumni mentoring program for first-generation students); the [Cougar Climb](#) (co-curricular guided path); support for the [College Student Inventory and Mid-Year Student Assessment](#); and guidance for students regarding the academic dismissal and appeals processes. All services are currently being offered remotely for the duration of the spring 2020 term.

SCHOOL OF GENERAL STUDIES

School of General Studies website (<https://www.kean.edu/academics/college-liberal-arts/school-general-studies>) **School of General Studies website** This [site](#) provides information regarding GE program requirements, testing and course placement information, descriptions of GE Math courses, the approved list of GE Distribution courses, as well as a pages dedicated to advisement resources for faculty, staff and students. For additional information or questions, please email ge@kean.edu.

STUDENT HEALTH SERVICES: FOR HELP WITH MEDICAL ISSUES OR URGENT HEALTH CARE

Student Health Services will maintain office hours for students who are residing on campus and have sick or urgent healthcare needs.

Appointments must be made by calling the office, prior to visit. A provider will offer instructions over the phone. Students who live off-campus can call with questions but might be directed to visit their primary care provider or urgent care.

- Contact: Robin Mansfield
- Hours: Monday through Friday, 9 AM -- 5 PM; Saturday/Sunday, 9 AM -- 2 PM
- 908-737-4880
- hsnurses@kean.edu
- Downs Hall, Rm. 126

COUNSELING CENTER AND ALCOHOL AND OTHER DRUG SERVICES

Counseling Center and Alcohol and Other Drug Services: For help with urgent consultations and psychiatric medication management: Clinical staff will continue to provide essential clinical services during our regular business hours. These services include urgent triage screenings, regular triage screenings, consultations, and psychiatric medication management. *These services will be provided remotely by phone.*

- Contact: Vincent Keifner
- Temporary Number: 908-737-4850
- Hours: 9:00 AM – 7:00 PM, Monday – Friday, Saturday - Sunday 10 AM - 4 PM
- counseling@kean.edu
- Location: Remote (telephone and email) only

CENTER FOR LEADERSHIP AND SERVICE

For issues of food insecurity: Students who are experiencing extreme housing - related financial hardship or food insecurity as a result of COVID-19 disruptions should contact the Center for Leadership and Service for assistance by phone at (908) 737-5170 or by email at cls@kean.edu.

- Contact: Scott Snowden
- Hours: 9 AM - 5:PM
- cls@kean.edu

DISABILITY SERVICES

Disability Services Disability Services staff will continue to work with students in need of academic accommodations.

- Contact: Barbara Moran
- Hours: 9 AM - 5:PM
- disabilityservices@kean.edu

RESIDENTIAL STUDENT SERVICES

Residential Student Services: For help with housing or dining needs: Residential Student Services staff will maintain an emergency on call rotation 24 hours a day. Live in staff will provide students updates about dining services as well as implement virtual programming.

- Contact: Denis Castanon 908-737-6800
- Hours: 9 AM - 5:PM, 24 Hour on-call schedule
- reslife@kean.edu

CENTER FOR INTERNATIONAL STUDIES

CIS is available to assist F-1 International Students with any questions related to their immigration status by email, phone and virtual appointments. CIS will also continue to work with students interested in studying abroad in the future. CIS will continue to offer services M-T 8:00- 6:00pm, F 8:00am-5:00pm and is also available outside operating hours to meet the needs of our students. Students should contact the office by emailing cis@kean.edu. CIS is in close contact with governmental agencies and will continue to update important immigration related information to our international community regarding coronavirus (COVID-19).

VETERANS' STUDENT SERVICES: SUPPORT FOR ACTIVE MILITARY, VETERANS AND THEIR DEPENDENTS

Veterans' Student Services: Support for Active Military, Veterans and their Dependents: The Office of Veterans Student Services has been setup to act as a virtual office. All veterans, service members and dependents have been contacted through Remind texting service. Remind has been set to "open" status 24/7 until the campus comes back to normal. Veteran Services students have been made aware we are still offering the same in-person services. All active duty service members have been contacted in case they are called to duty. Please email Vito Zajda (vzajda@kean.edu) if you are aware of any issues with your advisees who may be active military, veterans, or their dependents.

- The VA VITAL Program, VET Center and VSOC Programs are all supporting our veterans through telehealth, Webex, or in-person VA Hospital services.
- Vet-to-Vet tutoring will be handled through Blue Jeans, or via Skype, and in collaboration with the Learning Commons.

- Veterans Anon Chat will still be held in conjunction with the VETS Center to help assist with any problems. Our concern will be those veterans with PTSD and being isolated.
- Mentors will be performing a weekly check on their appointed mentees to support a successful online transition.

QUESTIONS

For additional support, help and questions, please email Dr. Steve Kubow (skubow@kean.edu) or Solman Ahmed (soahmed@kean.edu), and for support questions regarding CRM Advise, please contact Gilly Scott (gscott@kean.edu) in the Office of Student Success and Retention. Together we will have a successful remote advising period. Thank you for your help and cooperation with this.