

CARING FOR OUR STUDENTS AND OURSELVES RESOURCES FOR A REMOTE LEARNING ENVIRONMENT

As we settle into the “new normal” of remote instruction and learning, many CSU community members have questions regarding changes in campus support services, how to identify students who may be in distress, and how to care for ourselves during this time of uncertainty. The information below is intended to help and guide us in our remote work and care.

CARE Management

Community Assessment Response & Evaluation (CARE) is available for students, faculty, and staff. We are committed to supporting your academic goals by connecting you with resources and services that address barriers and challenges that may distract from and interfere with your progress.

We provide advocacy, mediation, resource connection, referral services, risk evaluation and follow-up, and case management. CARE promotes success within the [now virtual] classroom by helping those who may be struggling with external factors including, but not limited to housing and food insecurity, family crisis, mental and emotional wellness, stress, anxiety, health concerns, interpersonal conflicts, resource needs, and academic progress. CARE makes connections across campus and in the community to services CSU members need. Additionally, CARE is collaborating with other offices to maintain a list of resources specifically geared towards supporting individuals during this time including discounted and on-line services.

CARE Managers are available via email, phone, and Zoom appointments during business hours, 8:00am – 5:00pm, Monday through Friday. To reach out to CARE or to make a referral, you can email magnusacts@csuohio.edu or call 216-687-2048. All individuals referred to CARE will receive outreach from one of three CARE Managers.

CARE email and phone is not monitored outside of business hours. CARE responds to emails and voicemails left afterhours during the next business day. If you are experiencing a crisis or looking to report an emergency, please contact the CSU Counseling Center at 216-687-2277 or call 911.

Center for International Services and Programs

The Center for International Services and Programs (CISP) has transitioned to remote services.

All CISP staff continue to be available to support you. We are available via phone, email, and Zoom. The phone line (216-687-3910) is staffed from 8:00am – 5:00pm, Monday – Friday. Or you can email CISP at intlcenter@csuohio.edu.

We invite you to schedule a virtual advising appointment. Once confirmed, you will be emailed a Zoom meeting link to access on the date and time of your appointment. Drop-In Advising is available virtually via Zoom from 1:00pm- 3:00pm, Monday - Friday. Additionally, there are International Student Peer Wellness Coaches who work in partnership with Health and Wellness Services. Please contact Denise Keary at d.keary@csuohio.edu for additional information or sign up here: <https://www.csuohio.edu/studentwellness/wellness-coaching>

NEW! CISP has a Virtual Front Desk which is staffed from 9:00am – 4:00pm, Monday – Friday. To access the virtual front desk, click this link: <https://csuohio.zoom.us/j/828170209>

Counseling Center

The Counseling Center is here for you! For students, we have group and individual counseling, psychiatry, and case management available online. Contact us at 216-687-2277. Additionally, our Crisis Call-In Hours have stayed

the same: Monday – Friday, 1:00pm – 3:00pm. Because we are working remotely at this time, students may need to leave a voice mail message. We will respond to messages left during business hours quickly. Students will get a call back from a blocked number or receive a prompt email response.

For students looking for something different, consider joining our new drop-in Zoom Group, **“Mindful Coping: Supporting Each Other during the COVID-19 Pandemic.”** To get the link, just email Dr. Brittany Sommers at b.sommers52@csuohio.edu.

As always, after-hours phone counseling is available 24/7 for students in crisis by calling: 216-687-2277. Additional resources for anyone feeling hopeless or helpless include:

- **Crisis Text Line:** Text 4hope to 741-741
- **National Suicide Prevention Lifeline:** 1-800-273-8255
- **Frontline Services:** 216-623-6888

Faculty, we encourage you to invite a Counseling Center staff person to present to your class for 10 minutes about coping with stress from COVID-19 and Counseling Center services. To arrange a class visit, email Dr. Bruce Menapace at b.menapace@csuohio.edu.

Lastly for staff and faculty, remember as a CSU employee, there is emotional support available through [IMPACT Solutions](#), CSU’s Employee Assistance and Work/Life Program.

Health and Wellness Services

For health care emergencies, please call 911.

For non-emergencies, Health and Wellness Services remains available to support you. We will be working remotely until further notice, providing telehealth care which should be able to address the majority of your health care needs. Our CSU telehealth visits should not cost you anything out of pocket as it is fully covered by CSU Student Health Insurance and most other insurances.

To contact Health and Wellness, please call 216-687-3649 between 8:00am - 4:30pm, Monday through Friday. You may also email questions to Health & Wellness at healthandwellness@csuohio.edu. We will respond during business hours. For afterhours teledoc needs, contact 855-281-6556.

Peer Wellness Coaching is now available and free for undergraduate and graduate students. Wellness coaching uses a person’s own motivations and strengths to identify and support behavior change(s) through a collaborative, non-judgmental partnership. Coaching will focus on creating achievable goals and plans to stay balanced. This is an educational approach to overcoming barriers and is not a therapy or counseling session. Students can submit a request [online](#) or contact Denise Keary at d.keary@csuohio.edu. Concerns with anxiety, depression, and mental health are best addressed by the CSU Counseling Center at 216-687-2277.

Office of Disability and Testing Services

The Office of Disability Services (ODS) recognizes that the shift to remote learning may result in students with disabilities requiring additional support. Whether it is a student who is currently registered but needs to adjust their accommodations, a student looking to register for the first time, or a student with a temporary disability (breaks, sprains, concussions, etc), ODS is available and operating remotely via Zoom and phone. We are still here for you and happy to assist!

Students can apply for accommodations through the online application, which can be found on our website at: <https://www.csuohio.edu/disability/register>. Once the application is complete, an ODS staff member will review the application and request a remote intake appointment by phone or Zoom with the student.

It should be noted that some accommodations may be implemented differently due to the change in course format during the COVID-19 response. Any questions about the applicability of an accommodation or best method for implementation can be directed to testingservices@csuohio.edu.

Additionally, ODS staff have created a site with helpful information regarding Blackboard and other basic trouble shooting which can be found at: <https://www.csuohio.edu/disability/onlinetransition>.

Students and faculty with questions can opt to connect with staff via the virtual front desk using the following link: <https://zoom.us/j/7568177894>, pass word “301705”. The desk is available 8:30am – 5:00pm, Monday through Friday.

Students with quick questions can also take advantage of a 15-20 minute meeting with an ODS staff member using the new virtual “drop-in” hours. For more information regarding the day, time, link, and Zoom password for the drop-in meetings students, should be directed to the ODS website at: <https://www.csuohio.edu/disability>.

RECOGNIZING STUDENT NEEDS IN REMOTE ENVIRONMENTS

Assessing student needs in remote in environments can be challenging. We have provided some suggestions intended to be helpful. Please reach out directly to offices with specific or unique questions.

Potential Signs of Students in Distress in the Remote Learning Environment

Note changes in behavior from the on-ground to online environment

- Student no longer logs into Blackboard or other e-learning platforms
- Student suddenly fails to turn-in assignments or complete assignments
- Student is not engaging with now required discussion board posts
- Student is sharing contact that indicates they are struggling or that raises concerns
- Student is not attending virtual classes
- Other students in the course express concerns about a student
- Parent or other family member reaches out, expressing concern

Items to look for in e-mail communications

- Student sends multiple, panicked emails, perhaps one right after another
- Student fails to respond to course, TA, or instructor emails when required
- Student sends emails at unusual hours, perhaps the middle of the night, consistently
- Student emails frequently include requests for extensions or to offer odd explanations for late submissions or missed live sessions
- Student indicates issues with technology, internet, or lack of other resources such as food or housing
- Student discloses feelings of stress, anxiety, hopelessness, or challenges with our changing environment

Methods for Checking-in with Students

- Send a weekly reminder of available campus resources
- If you note a student has failed to turn in an assessment, send a check-in email
- Invite Counseling Center staff to speak with your class for 10 minutes about resources and coping tips for dealing with stress related to COVID-19. Please email Dr. Bruce Menapace at b.menapace@csuohio.edu with requests for a brief presentation
- Send an email to the entire course, acknowledging the uncharted territory we’re in. Remind them of virtual office hours and provide contact information. An example of an outreach email is provided at the end of this document

- Refer students to CARE Management to aid them with critical resources and problem solving by emailing magnusacts@csuohio.edu or calling 216-687-2048
- Refer students to the CSU Counseling Center where they can receive confidential mental health treatment and crisis response. There is currently no wait for services. Call 216-687-2277

Other Available Resources

Some tips for stress management at this time can be found here:

- Coping during School Closure – Active Minds: <https://www.activeminds.org/blog/coping-and-staying-emotionally-well-during-covid-19-related-school-closures/>
- Coping during Coronavirus Pandemic - CDC: https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html
- Taking Care of Your Behavioral Health during an Outbreak - SAMHSA : <https://store.samhsa.gov/product/Taking-Care-of-Your-Behavioral-Health-During-an-Infectious-Disease-Outbreak/sma14-4894>

Sample Resources Email to Students

CSU cares about your wellbeing and wants you to know about resources that you may find personally helpful.

- Check out CSU’s [Keep Learning](#) website for resources and support services available to assist students with the transition to remote learning.
- **There is support for the emotional stress of the pandemic.** The [CSU Counseling Center](#) is providing services remotely. Group counseling, individual counseling, psychiatry, case management, and couples’ counseling are all available via online teleconferencing. Students seeking services may call **216-687-2277**, leave a confidential message, and your call will quickly be returned. Crisis counseling hours are Monday-Friday from 1:00 - 3:00. After-hours phone counseling is always available for crises at our number: 216-687-2277. **Mindful Coping: Supporting Each Other during the COVID-19 Pandemic** is a new drop-in group meeting online. To join, send an email to b.sommers52@csuohio.edu.
- CSU’s [CARE](#) (Community Assessment Response & Evaluation) Managers **are available to support students, remotely. CARE is available M-F, 8:00am – 5:00pm and is setting up meetings with individuals over the phone or using Zoom. Should you have questions about CARE or wish to refer a student to CARE, please email magnusacts@csuohio.edu or call 216-687-2048.**
- Request a [Peer Wellness coach](#) to create achievable goals and stay balance. Follow [VikesWellTips](#) on social media for ideas to help cope during this time.
- [Download CSU’s Reach Out App](#) - a “one-stop” connection point for campus and community mental health services, including emergency contacts, tips and videos that can provide help and hope.
- [What to Do if You’re a Student Displaced or Disrupted by the Coronavirus Pandemic](#) is a helpful online resource for university students.
- [The Crisis Text Line](#) is here for you 24/7, whether you’re feeling anxious about the current situation or anything else. Text “4hope” to 741741.
- [The Coronavirus Anxiety Toolkit](#) has resources for taking care of your mental health amid the pandemic.
- See these [Tips on how to view coverage of the Coronavirus](#) from the American Psychological Association.
- Lastly, it may be helpful to be able to view [all of CSU’s Coronavirus Updates](#) in one place.