

# Cincinnati State is Helping Students Safely Stay on Course

## Note:

- Cincinnati State is moving all academic and student services to remote delivery. Some changes are still in process, so this list will be updated frequently.
- If a service you need is not listed below, please send a message to [covid-19@cincinnati-state.edu](mailto:covid-19@cincinnati-state.edu)
  - Please include all relevant details that will help us assist you.
  - All messages are read and responded to, but sometimes it might take a little while, so please be patient.
- We want to help you to stay on course while you stay home and stay safe!

## TECHNICAL SUPPORT

### Information Technology Services (ITS) Help Desk

- **Help Desk Phone support - 513-569-1234, option 1** (Hours are subject to change)
  - Monday - Thursday - 7 a.m. – 10 p.m.
  - Friday – 7 a.m. – 7 p.m.
  - Saturday – 7 a.m. - 2:30 p.m.
- **Help Desk Email support - [itshelpdesk@cincinnati-state.edu](mailto:itshelpdesk@cincinnati-state.edu)**

### ITS Frequently Asked Questions

- How do I set up College e-mail (SurgeMail) on my phone?
  - [Android](#)
  - [iOS](#)
- How do I download Microsoft Office applications for free?
  - [Downloading Microsoft Office for Free](#)
- How do I access the Z-Drive and OneDrive from off-campus?
  - Your **Z-drive** is a personal storage space where you can keep all of your College-related files.
  - You can access your z-drive off-campus using the [Horizon Virtual Desktop](#). Student Z-drive files are deleted after the semester ends.

- Note: The Virtual Desktop may be slower since more students are using it.
- Your **OneDrive** is a part of Microsoft Office that allows you to access and edit files from all of your devices.
- You can access OneDrive from off-campus. After you log into your SurgeMail, click the App launcher icon in the top right corner of your browser. Then click OneDrive.
- Get more information about OneDrive: [OneDrive overview](#)

## ACADEMIC SUPPORT

### Library

- Visit the Library web page: [www.cincinnati-state.edu/students/library](http://www.cincinnati-state.edu/students/library)

### Math Center

- For help send email to [debbie.greenlee@cincinnati-state.edu](mailto:debbie.greenlee@cincinnati-state.edu)

### Tutoring Center

- For help send email to [debbie.greenlee@cincinnati-state.edu](mailto:debbie.greenlee@cincinnati-state.edu)

### Writing Center

- Students taking English Composition courses (ENG 101,102, 103, 104, 105) in Spring Semester: Watch for Virtual Writing Center information from your composition instructor
- For other help send email to [terence.endres@cincinnati-state.edu](mailto:terence.endres@cincinnati-state.edu)

### Career Center

- Schedule a virtual appointment via Starfish
- Send email to [careerservices@cincinnati-state.edu](mailto:careerservices@cincinnati-state.edu)
- Check on Facebook (Cincinnati State – Career Center)

### Transfer Center

- Call 513-569 4884
- Send email to [myshamil.walker@cincinnati-state.edu](mailto:myshamil.walker@cincinnati-state.edu)

### Registrar's Office

- Send email to [ro@cincinnati-state.edu](mailto:ro@cincinnati-state.edu)

### Financial Aid Office

- Send email to [fam@cincinnati-state.edu](mailto:fam@cincinnati-state.edu)

### Testing Center

- If you need to take (or retake) Accuplacer, contact your advisor, who will schedule an appointment for you when the Testing Center re-opens.

## GOAL Workshops

- Contact your advisor, who can register you for an online workshop

## OTHER STUDENT SUPPORT SERVICES

### Disability Services (ODS)

- Send email to [disabilities@cincinnatiastate.edu](mailto:disabilities@cincinnatiastate.edu)

### International Student Affairs Office

- Send email to [internationalstudentaffairs@cincinnatiastate.edu](mailto:internationalstudentaffairs@cincinnatiastate.edu)
- Call 513-569-4769

### TRiO Student Support Services (SSS)

- Wait for a message from your Coach
- Send general questions to [gretchen.cook@cincinnatiastate.edu](mailto:gretchen.cook@cincinnatiastate.edu)

### Veteran Student Affairs

- Send email to [Carla.jordan@cincinnatiastate.edu](mailto:Carla.jordan@cincinnatiastate.edu)
- Call 513-569-1498

### Student Activities

- Send email to [sarah.knight@cincinnatiastate.edu](mailto:sarah.knight@cincinnatiastate.edu)

### Surge Cupboard Food Pantry

Services suspended – for food help & resources visit [ohiofoodbanks.org](http://ohiofoodbanks.org)

## COUNSELING SERVICES/RESOURCES

### Cincinnati State Counseling Center

- Call 513-569-5779 for help
- Counselors will also offer confidential online appointments via Zoom—call for more info

### Online resources to help you cope:

- **Mental health and coping advice** - Centers for Disease Control
  - [https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus](https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus)

[%2F2019-ncov%2Fabout%2F coping.html](#)

- **Coping with stress related to COVID-19** – Univ. of Washington Counseling Center
  - <https://www.washington.edu/counseling/covid-19>
- **Staying emotionally well during COVID-19 related school closure** – activeminds.org
  - <https://www.activeminds.org/blog/coping-and-staying-emotionally-well-during-covid-19-related-school-closures/>
- **Taking care of your mental health** – SAMHSA (Substance Abuse & Mental Health Services Administration)
  - <https://store.samhsa.gov/system/files/sma14-4894.pdf>
- **Protecting your mental health during social distancing** – Talkspace
  - <https://www.talkspace.com/blog/coronavirus-social-isolation-working-from-home-tips-advice/>
- **Mental Health America**
  - <https://mhanational.org/covid19>
- **Women Helping Women Cincinnati**
  - <https://www.womenhelpingwomen.org>
- **Relaxation & breathing exercise** – You Tube – The School of Self
  - <https://www.youtube.com/watch?v=aXltOY0sLRY>
- **Meditation apps** - Wirecutter
  - <https://thewirecutter.com/reviews/best-meditation-apps/>
- **Online workout classes to help with stress and anxiety** – The Guardian
  - <https://www.theguardian.com/lifeandstyle/2020/mar/15/from-yoga-to-crossfit-the-10-best-online-home-workouts>
- **20 Questions to help with COVID-19 anxiety** – Dr. Kathleen Smith
  - <https://tinyletter.com/theanxiousoverachiever/letters/20-questions-to-help-with-covid-19-anxiety>