

Frequently Asked Student Questions

3.27.2020

1. **Question:** Are laptops available for students to use while the college is closed?

Response: Yes. Mid-State has a limited number of laptops that are available to be loaned out to students while the college is closed. These laptops have Microsoft Office installed and can be used to access classes delivered in virtual formats. Students who need a laptop to complete their classes should complete the laptop request form at [Student Lap Top Request](#).

2. **Question:** Will fall registration still open on April 16th/17th?

Response: Yes. Shopping carts open March 30th as planned and registration will open April 16th for priority service members and April 17th for all students. Summer registration is open now.

3. **Question:** How do I get my books for classes starting the week of March 30th?

Response: You can order your books through the Mid-State Bookstore at <https://bookstore.mstc.edu/> and they will be shipped to you.

4. **Question:** How can students receive academic support and tutoring if the college is closed?

Response: Academic support and tutoring will be available starting March 30th in a virtual format. You can find directions for getting drop-in assistance at: <https://www.mstc.edu/sites/default/files/2020-03/Accessing-the-LiNK-Virtual-Lobby-Student-Directions.pdf>. Online tutoring is still available through Brainfuse, as well.

5. **Question:** How do I reach my advisor?

Response: Students have several options to contact their advisor. You can find more information at <https://www.mstc.edu/student-resources/academic-advising>.

- Email – advisors will respond within 24 hours
- Phone – leave a message for your advisor and they will return your call within 24 hours
- Microsoft Teams – all students have access to Microsoft Teams as part of their Office 365. Send your advisor a chat or call them through chat. Instructions for downloading Teams to your mobile device can be found here: <https://www.mstc.edu/sites/default/files/2020-03/Instructions%20for%20Downloading%20Microsoft%20Teams%20App.pdf>

6. **Question:** Are advisors taking appointments during the COVID-19 college closure?

Response: Yes, advisors are available for phone or virtual Microsoft Teams appointments. You can schedule an appointment by choosing your advisor at <https://www.mstc.edu/student-resources/academic-advising>.

7. Question: What if I can't view PowerPoints on the device I am using from home?

Response: We are aware that this can be a problem for some students. Information on how to address this was emailed to all students and faculty last week. This information is also posted in the Access to Microsoft Office module on the Blackboard homepage.

8. Question: How do I contact the Financial Aid Office?

Response: Email: financial.aid@mstc.edu – a financial aid staff member will respond within 24 hours
Phone: Leave a message and they will return your call within 24 hours (call may come from an Unknown or Private caller)

- Ed Kraimer: 715-422-5503
- Brandi Zeman: 715-422-5540
- Gail Prochnow: 715-422-5501
- Jamie Thompson (Veteran School Certifying Official): 715-422-5522

9. Question: Will financial aid disbursements continue to be made?

Response: Yes, financial aid disbursements will continue to be made as scheduled.

10. Question: Are there any changes to how financial aid is processed and disbursed due to COVID-19?

Response: There are no changes at this time. Mid-State continues to monitor all guidance that is released by the Department of Education and will respond accordingly.

11. Question: I am receiving Veterans Benefits. If my in-person class is changed to an online class due to COVID-19, will I still be able to receive my Monthly Housing Allowance (or BAH)?

Response: Yes, we have received guidance from the Department of Veterans Affairs that the Monthly Housing Allowance will not change.

12. Question: The uncertainty related to this situation is increasing my anxiety, is counseling available?

Response: Yes, counseling is available by phone or Microsoft Teams. Please visit www.mstc.edu/student-services/counseling and email a counselor of your choice to schedule an appointment.

13. Question: I might need accommodations for online learning, is that an option?

Response: Yes, Patti Lloyd is available to discuss online learning accommodations. You can click [here](#) to schedule a phone or virtual Microsoft Teams meeting.