

March 27, 2020

Hello Mid-State Students,

As we all get ready to start classes (in virtual formats) again next week, I want you to know that you're not alone in this. We are here to help you navigate these changes and support your educational and career goals. Mid-State has new virtual student services starting Monday, March 30 to help you through this time. You likely have questions about financial aid, registration, technology, and more. Here's an overview of how you can access our services. Additionally, here is a list of Frequently Asked Questions that may help you: <https://www.mstc.edu/sites/default/files/2020-03/Student%20FAQs%203.27.2020.pdf>.

- General Questions and Registration
 - Online Chat – Starting Monday, 3/30/2020, go to www.mstc.edu and click the chat icon in the bottom left corner. Chat with a Student Services and Information Center (SSIC) staff member during the hours of 7:30 am and 5:00 pm, Monday through Friday.
 - I-CARE Support Line – Call 715-422-5430 to leave a message. Someone will call you back within 1 business day (call may come from an Unknown or Private caller).
- Academic Advising
 - Virtual and phone advising are available. To schedule an appointment with your advisor, go to <https://www.mstc.edu/student-resources/academic-advising>. Hover over your advisor's picture, and click the Schedule Appointment link. The advising web page above will also show you your advisor's email address and phone number for contacting your advisor.
- Bookstore
 - You can order your books through the Mid-State Bookstore at <https://bookstore.mstc.edu/> and they will be shipped to you.
- Disability Services
 - Patti Lloyd, Disability Services Coordinator, is available to discuss online learning accommodations. You can click [here](#) to schedule a phone or virtual Microsoft Teams meeting with Patti.
- Counseling
 - Counseling is available by phone or Microsoft Teams. To schedule an appointment with a counselor, go to <https://www.mstc.edu/student-services/counseling>.
- Financial Aid and Veteran Services
 - Financial aid is available by email or phone.
 - 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

- Payments
 - You can make payments using the eAccount Management system. Please see <https://www.mstc.edu/tuition/pay-your-tuition> for more information.
- Technology Support
 - Contact our IT Helpdesk at <https://mstckb.blackbelthelp.com/> or call 877-469-6782.
- Tutoring and Academic Support
 - The LiNK is available in a virtual format through Microsoft Teams. Drop-in hours are Monday-Thursday 9am-6pm, Friday 9am-2pm - [Click Here To Join The Virtual LiNK Lobby](#).
 - You can also access 24/7 tutoring resources through Brainfuse which can be found in your Blackboard account.

This information is also online at <https://www.mstc.edu/covid-19-coronavirus>. Please don't hesitate to reach out if you have any questions.

Thanks,
Mandy

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