Dear Spartan Students and Families:

News is rapidly changing in regard to the novel coronavirus (COVID-19). As you know, Michigan State University has made the decision to deliver all classes and instruction virtually and to support social distancing through the end of the semester. The University, however, does remain open. The purpose of this communication is to provide some important information to support your continued success.

We understand many of you are experiencing fear, stress and anxiety during this global outbreak. Know that you are not alone, even if you are feeling isolated from others at the moment. We will be sharing ways to “hang out” and “visit” with others using virtual tools in upcoming messages.

Such times emphasize the importance of remembering our MSU community is one that values diversity, equity and inclusion. There are members of our community who are concerned about and experiencing xenophobia in relation to the novel coronavirus. This does not align with our institutional values. Please visit the Office of Institutional Equity (OIE) website to report any instances and to reach out to staff and faculty who can support you and direct you to helpful resources. Please know, we stand with you and are here to support you. We are all Spartans.

Serving students
Student Affairs and Services remains open to serve our students. The office of the Vice President for Student Affairs and Services (SSB 150) is open during our normal business hours, 8 a.m. to 5 p.m., Monday through Friday. If you need assistance, please drop in, call 517-355-7535 or email studentaffairs@msu.edu and we will get you to the right place. All other Student Affairs and Services offices are open virtually and staff are available during normal business hours.

For those members of our community who need help to resolve disability-related challenges, the staff at the Resource Center for Persons with Disabilities (RCPD) remain ready to assist. Staff are working remotely and remain intent on ensuring MSU remains a model of accessible education. The listing of staff including contact information and online meeting options can be found at https://www.rcpd.msu.edu/teamrcpd.

Staying connected
Given the move to virtual instruction, knowing where Wi-Fi is available matters. Following is a list of buildings on campus that have Wi-Fi and are open regular hours, unless otherwise indicated:

- Student Affairs and Services, VP Office and open areas
- The International Center
- Brody Hall will be open until 10 p.m., beginning Wednesday, March 18.
- MSU Union - open 7 a.m.- 8 p.m. Monday-Saturday and 9 a.m.-8 p.m. Sunday
- General residence hall Wi-Fi is available to students remaining on campus

Please be mindful of maintaining social distancing when using these spaces.

The Michigan Association of State Universities has advised us that two internet service providers, Comcast/Xfinity and Charter/Spectrum, have announced they will provide two months of free service for broadband internet access to households with K-12 and college students and/or low-income households. More information is available for Comcast/Xfinity and for Charter/Spectrum. While MSU is a member of this Association, MSU is simply providing this information and does not endorse either
service. As with any service provider, review the terms of service and any contracts carefully to avoid unwittingly committing to a paid continuation of the service or other unwanted terms.

If you are near a college campus, that is not MSU, you may be able to use your MSU credentials to access Wi-Fi via eduroam, which is a world-wide roaming access service developed for the international research and education community. Visit https://www.eduroam.org/where/ to find a map of global locations and learn how to use this resource. If you choose to use this resource and visit a location where eduroam may be available to you, it is important that you ensure that this location is safe and you are able to maintain social distancing.

Dining and food
Gov. Gretchen Whitmer’s executive order temporarily closed eat-in restaurant service, which transitioned MSU open dining locations to takeout only. Students remaining on campus can continue to visit open locations for takeout only. Diners are able to request up to three takeout containers per visit. We ask in an effort to avoid food waste that you take only what you are able to promptly refrigerate and reheat later. For information on locations and services, please visit eatatstate.msu.edu.

Anyone needing help with food outside of campus dining should contact the MSU Food bank at (517) 432-5136 or send an email to foodbank@msu.edu.

In addition, East Lansing Public Schools Meal Distribution began Monday, March 16, and is distributing bagged breakfast and lunch meals Mondays, Wednesdays and Fridays from 9:45-10:15 a.m. at the University Village Community Center.

Housing
Residential and Hospitality Services will be offering a credit to on-campus students, including those in on-campus apartments, who have checked out by 5 p.m. April 12. For details, please visit https://liveon.msu.edu/coronavirus. We understand home means different things to different Spartans. If you not able to leave because you are an international or out-of-state student, MSU is the safest living situation for you or your family, or MSU is your permanent home, please know you continue to be welcome on campus. We are here, open and ready to serve our Spartan community. For additional questions about housing and dining, please email liveon@msu.edu.

Students living off campus should contact their individual leasing company with any questions.

Health care and counseling
This is a time when you must continue to care for your health. To that end, Olin Health Center is open 8 a.m.-5 p.m. Monday-Friday. Please call 517-353-4660 first if you would like to see a medical provider. If you need to have a prescription filled, please use the MyMSUHealth patient portal to make the request: https://mymsuhealth.hc.msu.edu

Counseling & Psychiatric Services (CAPS) offices at Olin Health Center, MSU Student Union and the Neighborhoods are closed.

- **Students in crisis:** Please call 911, go to your nearest emergency room, or call CAPS anytime day or night at 517-355-8270 and press "1" at the prompt to receive assistance from a crisis counselor over the phone.
- CAPS counseling and psychiatry staff will work remotely to help meet the needs of MSU students. Please note the following information:
Established clients with scheduled appointments will be offered phone or Zoom sessions. Clients will be contacted and given instructions.

All group counseling services have been canceled. Group co-leaders will reach out to students to discuss alternative options, such as phone consultations.

Established psychiatry patients can contact their provider through the MyMSUHealth patient portal at https://mymsuhealth.hc.msu.edu (patients concerned about potential cost should mention this to their provider).

Patients needing a prescription refill prior to their next appointment can use the MyMSUHealth patient portal to make the request: https://mymsuhealth.hc.msu.edu

Students not in crisis: If you do not have a scheduled appointment, and/or are not already established with CAPS, you have the option to complete a CAPS-Phone-Request for a phone consultation appointment to discuss your needs and assist with connecting you with available resources.

URL: https://msu.co1.qualtrics.com/jfe/form/SV_9GNsDVC3VlH3wnr

- CAPS Phone (517-355-8270) has a voice prompt with 3 options:
  - (Press 1) To talk with a crisis counselor,
  - (Press 2) to leave a message with the CAPS Nurse which will be responded to within one business day, or
  - (Press 3) for general messages.
- CAPS Connect sessions and Outreach Services are canceled through the spring semester.

Collegiate Recovery Community services is still hosting its All Recovery Meeting Thursday nights at 8 p.m. Please email CRC Coordinator Dawn Kepler at dkepler@msu.edu for more information.

Activities
Intramural (IM) facilities were closed as part of the Governor’s executive order that included closing indoor recreation areas, indoor sports facilities and indoor exercise facilities. We understand exercise is important, not only to physical health, but in reducing stress, especially during these challenging times. Our Recreational Sports and Fitness Services team is currently reviewing opportunities to promote “virtual” fitness. In the interim, we encourage you to find ways to care for yourself. Consider adding walks or runs to your activity while normal exercise routines are interrupted.

Financial concerns
Many students are inquiring about financial assistance. We are working with Financial Aid to determine how best to address these concerns and will share this information when it becomes available.

Campus safety
The MSU Police Department remains available 24/7, continuing to provide protective services to campus and responding to calls.

- Call 911 if you are in danger or see a crime in progress, or if you need emergency medical attention.
- There are also 170 greenlight emergency phones on campus with a direct connection to 911.
- Call MSU Police Department at 517-355-2221 for non-emergencies.
- For more information, visit the MSU Police Department website: http://police.msu.edu

We encourage you to take the usual precautions during your daily routine, including:

- Be aware of your surroundings.
Walk and/or travel in well-lit areas, if possible.
Park in well-lit locations.
Have a plan for where you are going and how you are getting there, as well as a return plan.
Tell friends where you are going and when you expect to return and share your route with them.

**Information**
To stay up to date on the novel coronavirus and MSU visit [msu.edu/coronavirus](http://msu.edu/coronavirus) or call our toll-free coronavirus hotline at 888-353-1294. Continue to use the [Keep Learning](http://keeplearning) website to support virtual instruction.

Please do not hesitate to reach out to Student Affairs and Services with any questions or concerns.

Sincerely,

*Denise B. Maybank*

Denise B. Maybank, Ph.D.
Vice President and Associate Provost
for Student Affairs and Services