

MSU Denver Supplemental Instruction (SI) Online FAQs

Topics:

- [Online SI Sessions](#) – How to participate in online SI Sessions
- [Technology Use and Troubleshooting](#) – Zoom, Microsoft Teams, internet and computer needs
- [Student Resources](#) – Tips for taking remote classes, time management, effective study spaces, etc.
- [Campus and Community Resources](#) – Food pantry, health center, mental health/wellness, etc.
- [MSU Denver Updates on COVID-19](#) – Where to go to stay in the know

ONLINE SI SESSIONS

How will I participate in online SI Sessions?

SI Sessions will be held through either Zoom, or Microsoft Teams – look for information specific to your class from your SI Leader. Like MSU Denver, the SI Program is working to make the online learning experience as smooth as possible for all students on almost any device students have access to (computer, laptop, tablet, smart phone). We are learning together, so we will likely continue to learn new ways to make using these different devices better for online SI Sessions.

SI Sessions are created to be engaging, interactive, and collaborative for students, and the same is true for online SI Sessions! We have had online SI Sessions for several courses the past couple semesters and can use what these SI Leaders and their students have learned to ensure the most effective learning in online SI Sessions. See the information in the question below for how to most effectively participate online, which is based on what they've learned, too.

How can I get the most out of participating in online SI Sessions?

- Use your camera to help everyone communicate with each other and make everyone more comfortable meeting virtually – even if it feels awkward at first for you, after trying it with everyone else, it will feel “normal”!
- Use your microphone and talking to each other also helps with communication, is faster than always typing, and ensures that you are getting the most benefits of discussing class and content with your peers.
- Find a quiet and distraction-free area for participating. Just as you wouldn't plan to multi-task during an in-person study group or SI Session, plan to only focus on the online SI Session – this will make sure you get the most out of the SI Session but also help make sure your peers in the session with you do, too!
- Most importantly, just participate! The reason that students who participate in SI Sessions earn higher grades is because of the benefits of collaborating, discussing, and interactive with the material, so continue to do that with online SI Sessions.

What if my class/section does not have an SI Leader?

Start by reviewing the [SI Session Schedule](#) to find an SI Leader that's holding sessions during times that fit within your schedule. Click on their name (it's hyperlinked) and send them an email requesting info about their SI Sessions – specifically, ask them to add you to their student email list and to share any instructions for participating in their online SI Sessions 😊.

What technology will I need to participate in online SI Sessions?

Some online SI Sessions will be held on Zoom, and others will be held on Microsoft Teams. Both are great virtual meeting tools and are beneficial to learn and use (using these tools can even give you an advantage professionally!), and their functionality is similar. Your SI Leader will share specific information about which one will be used for your class.

Hardware needed for Zoom or Teams:

- A computer, tablet, or smart phone (if you have access to a computer or tablet, we suggest using one of these – if you do not have access to a computer or tablet, your smart phone should work and support most of the same features)

Software needed for Zoom or Teams:

- On a computer or tablet – you can use your browser to participate (without downloading the app), or you can download the app
- On a smart phone – you will need to download either official *free* app for iOS or Android

Internet for Zoom or Teams:

- If you do not have internet access, but can use cellular data, this should work
- If you have the option of wired or wireless internet, wired tends to work better than wireless, but either should work
- Learn more about the supported browsers for [Zoom](#) and [Microsoft Teams](#) by clicking on these links

How can I practice/learn using Zoom or Microsoft Teams?

Your SI Leader will provide some basic instructions and guidance for using either Zoom or Teams. In addition, you can always explore either on your own. In addition to the included links and resources, google has many other available resources to help learn about both. If using online meeting tools is new to you, that is no problem and you are not alone! This will be new for many students, so feel free to ask your SI Leader (and even other students!) questions as you are building your skills in navigating these online tools.

Zoom

- [Getting Started Guide](#) (from Zoom)

Microsoft Teams

- [MSU Denver's online guide to using Teams](#)

Where can I get general help with technology in my classes and/or in SI?

- ITS Helpdesk: <https://www.msudenver.edu/technology/helpdesk/>
- ITS Over the Phone Assistance, 24/7: 303-352-7548
- MSU's Ready for Online Learning Site: <https://www.msudenver.edu/technology/onlineready/>

Where can I get general help with using Canvas, Teams, and OneDrive?

- MSU Denver ITS page: <https://www.msudenver.edu/technology/onlineready/>

Where can I find general troubleshooting help with using Zoom?

- [Video/camera isn't working](#)
- [Audio isn't working for iOS or Android on my phone](#)
- [Other troubleshooting topics for Zoom](#)

STUDENT RESOURCES

What can I do if I'm not used to online learning and remote classes?

- 1 **Know that you aren't the only student new to online/remote classes!** It's new for many students and even for many faculty – we're all learning and growing in this together ☺.
- 2 **Actively participate!** Even if it feels "weird", the best way to get the most out of any class is to actively engage in your learning.
- 3 **Set a new schedule and hold yourself accountable** as you start creating a new set of routines for remote classes. Create a schedule of your classes and when you will work on readings, projects, homework, studying, etc. to help get in the groove. Set goals for each week and each day to help stay on top of your assignments in the same way as when you went to class in-person – it may feel like you have fewer verbal or visual reminders of assignments and due dates coming up.
- 4 **Improve your time management skills.** Constantly check your syllabus and updates from your professors. Create weekly and daily schedules to follow. Check out the time management resources.
- 5 **Create a regular study space and keep it organized.** Choose and set up a dedicated learning place for studying – repeatedly working there will help establish a routine, whether it's at a desk, in a corner, or at the kitchen table. Keep your required books and materials close by as well as headphones for class, lectures, and blocking out distractions.
- 6 **Be mindful of and eliminate distractions!** If you're working from home you will likely have Netflix and social media as well as the dishes and laundry calling your name while you need to work on school. Consider turning off your phone or switching to airplane mode while you work. Turn yourself to face a wall so you can't see other people. Figure out what you need and do it!

Where can I find resources specifically related to...

Creating an Effective Study Space?

- Check out these tips on [Improving Concentration](#).
- Use applications like [Cold Turkey Freedom](#) to help block distractions that tend to compete for your focus, like Twitter or Facebook.

Time Management?

- Take this Quiz – [Do I use my time wisely?](#)
- Take this Quiz – [Do I organize and plan well?](#)
- [Ideas for time management for school](#) – modify them to meet your needs.
- Here are [10 Tips for Better Time Management](#).
- Check this out for help on [Overcoming Procrastination](#).

Studying Effectively?

- Check this for some [Note Taking Tips](#).
- Check out [The Study Cycle](#) to maximize your learning and retention for your classes.
- Read about [Bloom's Taxonomy](#) to help more deeply understand the material.
- Here are some [College Reading Strategies](#) to help ensure you're comprehending what you read.
- Steps for Remembering What You Read.
- Here are some tips for [Overcoming Perfectionism](#).

CAMPUS AND COMMUNITY RESOURCES

Where can I find campus updates for students on the transition to online learning?

- FAQ for MSU Online Learning: <https://www.msudenver.edu/coronavirus-update/resource-documents/>
- MSU Student Support for Learning Online: <https://www.msudenver.edu/technology/onlineready/>

Where can I find information about different virtual support services on campus?

Virtual Student Services at MSU Denver: <https://www.msudenver.edu/online-learning/virtualstudentservices/>

How can I access free online tutoring 24/7?

MSU Denver is offering free 24/7 online tutoring. To access, view these instructions on the Tutoring Center's webpage: <https://www.msudenver.edu/tutoring/onlinetutoring/>

What if I don't have a laptop or tablet... or wifi or wired access? (Answer from FAQ for MSU Online Learning)

Even though you may not have wifi, you may be able to access wifi or a hotspot through your cellular plan. Those with a plan that allows for their cell to serve as a hotspot should research how to use this functionality (also known as wifi tethering), which connects any computer or tablet they have to the internet through their cellular plan. Please note that this may cost extra, so be sure to review your plan or contact your cell provider.

Comcast is also offering [60 days of free internet](#) to low-income customers who live in a Comcast service area. Check Comcast's Internet Essentials program for more information and to see if you qualify. If you don't have a personal device other than a cell phone, the hotspot option doesn't work, and you've tried using your cell phone for class but it isn't working, <https://www.msudenver.edu/technology/hardware-services> or call 303-352-7548 to request use of a loaned device. Note that these resources are limited and will be provided to those in greatest need.

The University's computer lab space will also remain open for students who do not have access to a computer or internet access for as long as the campus is open. These spaces will be cleaned/sanitized often to reduce any health risks. We will provide updates as they are available.

Where can I go if I may have hardware needs in this transition (ex. I don't have a computer at home)?

- ITS Hardware Services: <https://www.msudenver.edu/technology/hardware/>

How can I contact the Health Center at Auraria?

- <https://www.msudenver.edu/healthcenter/>
- 303-615-9999

How can I contact the Counseling Center?

- <https://www.msudenver.edu/healthcenter/>
- 303-615-9988
- The Counseling Center is offering remote sessions— please call the main line for more information.
- Please call 303-615-9911 to contact MSU Denver's Counseling Center for an urgent crisis.

How can I contact the Student Care Center if I am in need of other personal supports or have other extenuating circumstances and need help?

- 303-615-0006
- studentcarecenter@msudenver.edu
- File a [Care Referral](#)

Is the Roadrunner Food Pantry open?

The Roadrunner Food Pantry (Tivoli 262) is currently closed. Contact the Student Care Center above for referrals to other community resources.

Can I use the Auraria Library?

The Auraria Library is initiating a phased reopening plan, which you can read in more detail here:

<https://library.auraria.edu/news/2020/auraria-library-safe-return-plan>

- Access materials online from [Off-Campus Access & Help](#)
- Chat 24/7 via [Ask Us](#)
- [Schedule a virtual consultation](#)

What other community resources exist if I am experiencing increased stress, anxiety, or depression from COVID-19?

Colorado Crisis Services is offering free, confidential, professional, 24/7 support for Colorado during this time.

- Call 1-844-493-TALK (8255)
- Text TALK to 38255

What if I'm a Veteran? Post 911 GI Bill?

Moving to online classes affects GI Bill benefits. While Congress and the VA are working to alleviate this, it is a very fluid situation. Reach out to our [Veteran and Military Student Services](#) for the most up to date information.

MSU DENVER UPDATES ON COVID-19

Where can I find MSU Denver's latest information and updates about COVID-19?

- <https://www.msudenver.edu/coronavirus-update/>

Where can I find information if I have questions about COVID-19 and my own health and safety?

- [Center for Disease Control](#)
- [Colorado Department of Health and Environment](#)

Where can I find information about managing stress/anxiety related to COVID-19?

- [CDC's guidance](#)