

Dear Students,

We understand that the transition to an online/remote schedule in the middle of the semester is unexpected and will be new for many students. Southeast faculty have been preparing for your return and are here to help you complete the semester successfully. At the same time, several University staff have trained to work alongside you as a Staff Mentor, should you want a little extra support.

You can think of a Staff Mentor as a resource and guide through the remainder of the spring semester. Staff Mentors are approachable and encouraging professionals who will be there for you, both when things are challenging and to celebrate with you as you achieve your goals.

If you would like the support of a Staff Mentor, login to [supportnet.semo.edu](https://supportnet.semo.edu) (or from Portal -> Student SS -> SupportNET Login). From the Menu, select "Request Help", then select "\*\*\*Request a Staff Mentor\*\*\*".

This is also a good time to remind you that you can request help at any time. Here are a few suggestions:

1. Email faculty with questions regarding course expectations and assignments.
2. Use [SupportNET](#) to request help from your faculty, advisor, and others.
3. Email the Dean of Students at [deanofstudents@semo.edu](mailto:deanofstudents@semo.edu). The Dean's office can direct you to the individual on campus who can best help you resolve your concerns.

We are here to help. In this temporary telework environment, you will likely reach us in a different way than normal. Visit the [COVID-19 information page](#) for a list of university departments and the best way to reach these departments during this period of teleworking.

We are doing everything possible during this challenging time to help you stay healthy and continue your success. Let us know how we can help you!

Debbie Below  
Vice President for Enrollment Management and Student Success

## **Southeast SupportNET**

*Login:* [supportnet.semo.edu](https://supportnet.semo.edu)

*SupportNET Help:* [www.semo.edu/supportnet](http://www.semo.edu/supportnet)

*Email:* [supportnet@semo.edu](mailto:supportnet@semo.edu)