



Sandburg services are available via phone or online during this time.

New students

Please call 309.345.3500 or email welcomecenter@sandburg.edu

Current students

To make a registration appointment, call 309.341.5237 or email studentservices@sandburg.edu

If you need to drop a class or for other advising questions, email your academic advisor. You can find their email addresses below.

If you have questions about your class, please email your instructor.

For all other questions, please see the services listed below along with their contact information.

Academic Advising and Counseling

Your academic advisor is available through email and phone to answer your questions and to help plan for your summer and fall classes. We will continue with registration appointments via phone appointments. You may call or email your advisor to schedule a phone appointment for the next couple of weeks. At this point, we will continue with opening fall registration on Monday, April 6.

- The advising and counseling phone number 309.341.5237 will be answered Monday – Friday 8 AM – 5 PM. If we are on the other line with a student, please leave a voicemail and we will return your call.
- You can email your academic advisor for questions or concerns.
 - Mike Bailey mbailey@sandburg.edu
 - Donna Bradford dbradford@sandburg.edu
 - Jennifer Holmes jholmes@sandburg.edu
 - Jenn Johnson johnson@sandburg.edu
 - Vicki McMullin vmcmullin@sandburg.edu
 - Dan Yassenko dyassenko@sandburg.edu



Dual Credit advisors

- Megan Jones mjones@sandburg.edu
- Heather Hillhouse hhillhouse@sandburg.edu
- Linda Thomas lthomas@sandburg.edu

Carthage advisors

- Linda Thomas lthomas@sandburg.edu
- Barb Clem bclem@sandburg.edu

Personal counseling – this is a stressful time for everyone. If you need to talk with someone about your concerns, our personal counselors are available. Please call 309.341.5237 to schedule a phone appointment.

Admissions & Records/ Registrar

- Outgoing transcripts requests will be accepted and processed by email. Please email the transcript requests to transcripts@sandburg.edu. The Transcript Request form can be found at <http://www.sandburg.edu/Services/Registrar/index.html> If you have questions on transcript processing status, please contact Margaret Kidd, mkidd@sandburg.edu
- If you have questions about Sandburg receiving your transcript, please contact Margaret Kidd, mkidd@sandburg.edu.
- For questions in regards to midterm or final grades, please contact Margaret Kidd, mkidd@sandburg.edu
- For questions in regards to in-school deferments, please contact Angela Snow, asnow@sandburg.edu
- For questions regarding transcript evaluations (transferring of credit to Sandburg), please contact Angela Snow, asnow@sandburg.edu
- For enrollment and degree verification questions, as they relate to employment, insurance discounts or related issues, please email Margaret Kidd, mkidd@sandburg.edu
- For questions related to graduation petitions, please contact Angela Snow, asnow@sandburg.edu
- Questions related to International Admissions should be directed to Rick Eddy, reddy@sandburg.edu
- If you are a student graduating in May and have questions about transferring, please contact Rick Eddy, reddy@sandburg.edu
- For questions related to the Registrar's office but not listed above, please contact Rick Eddy, reddy@sandburg.edu

Business Office

- If you need to make a payment log in to your [MySandburg](#) account. Then under the Self-Service Menu select Student Menu. Click My Account and then select View Account and Pay Tuition.



Online Student Services

- For student account or payment questions e-mail Lynn Fields at lfields@sandburg.edu or Tami Bowen at tbowen@sandburg.edu, or call 309-341-5210.
- To enroll in the payment plan for summer 2020 classes through Nelnet: Log in to your [MySandburg](#) account. Then under the Self-Service Menu select Student Menu. Click on My Account and then select Sign up for the payment plan/manage my plan.
- For Nelnet payment plan questions email Lynn Fields at lfields@sandburg.edu or call 309-341-5210.
- 1098-T tax forms-Current students can view and print their 1098-Ts by logging in to their [MySandburg](#) account. Then under the Self-Service Menu select Student Menu. Click on My Account and then select View My 1098-T Forms. For questions about 1098-Ts please contact Nora Austin at 309-341-5220 or naustin@sandburg.edu. Please leave a message and you will receive a response within one business day.

Career Services

- Students who have resumes that need reviewed can send their rough drafts to tengstrom@sandburg.edu. All resumes will continue to be reviewed during campus closure and all correspondence sent through email in a timely fashion.
- If you have an interview coming up and need assistance with how to answer tricky questions and how to make a strong, first impression, please send all questions to tengstrom@sandburg.edu for a timely answer.
- Jobs will continue to be updated on the Career Development website at <http://www.sandburg.edu/Services/Career-Development>. Click on Career Opportunities to see who is hiring. Questions related to filling out job applications can be directed to tengstrom@sandburg.edu.
- All other questions for the Career Development office can be directed through email to tengstrom@sandburg.edu. Email is being checked periodically throughout the day.

Disability Support

- Disability Support remains ready to assist in any way possible. Please contact Jake Runge, Coordinator of Academic Support, at jrunge@sandburg.edu with any questions or concerns regarding your accommodations.
- For students requiring extended test timing, your exam time should be increased even when your exams move online. Please be sure to check in with your instructor in advance of any exam to ensure that your extended time remains in-place.
- For students requiring an exam reader who would like an Academic Support Services staff member to read their exam, please contact us at least one business day prior to the exam and we will work to provide a reader via video chat or phone.

Diversity and Inclusion

Please contact Anthony Law at alaw@sandburg.edu or connect with him through social media.



Financial Aid

Financial Aid is available via phone 309.341.5283 and email finaid@sandburg.edu. We can answer questions about the student's account, help individuals complete the FAFSA, and answer general questions.

- Forms can be mailed to Sandburg Financial Aid, 2400 Tom L Wilson Blvd, Galesburg, IL. 61401. We will pick up forms weekly for processing.
- Financial aid awarding, document processing and disbursements will continue with off-campus processing. Loan processing for the current year is ongoing. 2020-2021 loan processing will begin in May. Loan requests are submitted online.
- Students also are encouraged to monitor their student account via mySandburg for updates.
- We are finishing the setup to announce financial aid offers for 2020-2021. We will email the student's Sandburg email starting early April to let you know when your offer letter is available. Students will be able to view their awards via mySandburg.
- We are working with the Business Office to ensure timely disbursements.

GI Bill recipients - legislation is pending regarding GI Bill benefits to address colleges changing to an online format for many courses. We will communicate the final decision to impacted students through Sandburg email once the changes are final.

Talk before your drop - Federal rules require that students repay federal student aid when they do not complete 60% of the semester. For Spring 2020, repayment could be required if the student totally withdraws prior to March 26. Please contact our office if you are considering dropping so we can discuss your options.

Library Services

- Database and citation assistance will still be available virtually. Please contact Marla Turgeon at mturgeon@sandburg.edu for general questions or to set up a virtual appointment.
- Sandburg Library is working to create electronic copies of reserve materials and send them to faculty to make available for students. If you need to request an electronic copy of a reserve material, please contact library@sandburg.edu or call 309.341.5257.
- To prevent the spread of COVID-19, interlibrary loan services for physical items are suspended until further notice. However, please keep in mind that you still have access to all [library databases](#) from home through the Sandburg portal. Databases include access to e-books, newspaper and journal articles, and streaming video. Contact Rebecca Eaton at reaton@sandburg.edu if you have any issues logging in.
- Some of our online stuff can also be used for fun during this stressful time—visit the library's [Digital Media](#) page in your mySandburg portal to stream educational and family-



Online Student Services

friendly films with [Kanopy](#) and [Feature Films for Education](#) or to read popular e-book titles on [OverDrive](#).

- Plus—look for the new Library Services and Resources class, showing up soon in your Moodle account! All of this information and more will be in the classroom!

Student Life

- We are brainstorming ways to transition some in-person events into online formats as well as looking for new ideas that can engage our students virtually as we move forward in the coming weeks! Students who would like to keep involved and share suggestions are welcome to contact Genny Stevens, Coordinator of Student Life, at gstevens@sandburg.edu
- **Student Trustee Elections** for 2020-2021 will be held online this coming April. Information will be sent out via social media and email
- **Student Government Association Elections** for the officer positions of President and Secretary will be held online this coming April. Students interested in running for one of these officer positions should contact Genny Stevens, SGA Advisor, for an officer packet and details about the positions and elections. gstevens@sandburg.edu
- **Ambassador Nominations/Applications** are open for the 2020-2021 year via an online submission form. More details about Student Ambassador Program can be found at http://sandburg.edu/Campus-Life/Student_Ambassadors.html If you would like to **nominate a student**, visit <https://www.surveymonkey.com/r/AmbassadorNominations>. If you are a **current student and would like to apply**, visit <https://www.surveymonkey.com/r/SandburgAmbassadors>. All interviews for the program will be completed on either phone or Skype until further notice.
- **CLUBS** – Do you know about Microsoft Teams? You have access to this app through your Office 365 account and can hold group chats and meetings online! Keep in contact with your club members to stay engaged, maintain contact with your friends, and discuss things you can do online or remotely for your organization. Login to your Office 365 account and add your club members easily to create a “Team” or create chats one-on-one.

Technology Help Desk

- If you need to check out a Chromebook, please email support@sandburg.edu
- If you need technology support so that you can keep up with your classes, please email support@sandburg.edu to create a support ticket. Please include an email and a call back number, if possible, and someone will assist you as quickly as they can. You can also call TechHelp at (309) 341-5446. We will do what we can to help.
- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should



select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.

Testing Services

- We are currently in the process of exploring other options to meet the testing needs of our students. Please stay tuned.
- Testing Center staff are still available via both phone and email to provide answers regarding the process of testing at Carl Sandburg College.
- We will answer emails and text messages as promptly as possible. Phone: 309-341-5323 or Email: mray@sandburg.edu

TRIO Student Support Services

- We are offering non-face-to-face appointments, **including fall registration**, general advising, transfer assistance, and more. Please reach out to us via text (Remind) or Sandburg email and we will find a time that works for you to talk with us.
- We are developing formats to offer additional services, such as workshops, academic coaching, financial literacy, and counseling in a virtual format. Stay tuned for details coming soon!
- Check your Sandburg email, Remind texts, and our TRIO page (www.sandburg.edu/trioss) for regular TRIO updates.
- We are accepting applications to join TRIO SSS for the 2020-2021 academic year. Please fill out the PDF application (<http://sandburg.edu/Services/TRIO-Programs/TRIO-SSS/Assets/2020%20PDF%20application.pdf>) and email it to smorgan@sandburg.edu.
- We will answer emails and text messages as promptly as possible! Please reach out when you have questions or concerns.

TRIO Upward Bound

- All our staff remain available to help our students, as well as any questions parents have. Please email us or call any time!
 - Erin Carder, Advisor: ecarder@sandburg.edu; 309-341-5305
 - Jason Stalides, Director: jstalides@sandburg.edu; 309-341-5448
 - Veronica Marasa, Administrative Assistant: vmarasa@sandburg.edu; 309-341-5268
 - We will get back to you right away (or first thing in the morning if after normal business hours).
- We will be continuing our weekly meetings with our students remotely: we are contacting all our students to set up a weekly meeting time:
 - If you have not heard from us yet, we have not been able to get a hold of you, so please contact us via email, phone Facebook, Remind, or Snapchat.



Online Student Services

- Our first priority will be to help connect our students and their families with resources they may need, including internet access, transportation, food concerns, etc.
- We also want to help ensure our students have some kind of daily schedule structure in place to continue the learning process at home and to help them through obstacles they may encounter in studying and learning from home.
- We will also be developing additional remote services and online workshops for College Saturdays and other events/activities, including Senior Seminars, that we aren't currently able to provide face-to-face:
 - Seniors and parents of seniors: we need to continue with work we have been doing to help you start college classes in the fall.
 - We will be continuing remotely with all other services we normally provide, including SAT Prep, FAFSA support, tutoring; advising, courses selection, financial planning, etc.
- TRIO Upward Bound is continuing to accept applications for next year--click on the link to fill it out and submit our online interest form TODAY!: <http://bit.ly/UB-UBMS-Interest-Form>

TRIO Upward Bound Math-Science

All of our staff remain available to help our participants and their parents.

- Stephanie Woodard, Director: swoodard@sandburg.edu; 309-341-5272
- Randi Torrance, Advisor: rtorrance@sandburg.edu; 309-341-5278
- Nicole Gengenbach, Administrative Assistant: ngengenbach@sandburg.edu; 309-341-5228

We will continue our weekly meetings with our students through online interactions. Staff are contacting all students to set up a weekly meeting time.

- Students and parents are always able to contact us via email, phone, Facebook, Remind, or Snapchat.
- We will continue to notify our students and their families of resources that are available in the community.
- We also want to help ensure our students have some kind of daily schedule structure in place to continue the learning process at home and to help them through obstacles they may encounter in studying and learning from home.

Staff are currently developing additional online workshops to assist our students! Juniors will specifically focus on resumes and our seniors will begin college transitional topics. Our staff will continue to provide students with access to SAT prep, FAFSA support, online tutoring, financial resources as well as academic advising.

TRIO Upward Bound Math-Science is continuing to accept applications for next year--click on the link to fill it out and submit our online interest form TODAY! <http://bit.ly/UB-UBMS-Interest-Form>



Tutoring

- Face-to-face tutoring will remain available on a by-appointment basis via video chat. Please allow extra time to get connected with a tutor. To schedule an appointment, email Jake Runge, Coordinator of Academic Support, at jrunge@sandburg.edu.
- Please also feel free to reach out via email with specific class-related questions or requests for resources.
- Brainfuse online tutoring remains available to all students 24 hours per day. Brainfuse has increased the number of tutors they have available at any given time in order to accommodate increased traffic from college students during these closures. Feel free to use Brainfuse as often and as much as you need to!

Welcome Center

Prospective students may still complete an [application](#) online.

- Applicants should still expect to receive a Welcome Letter within one week from the date of application.
- [Welcome Center staff](#) (Director of Recruitment, Admissions Recruiter, Coordinator of Recruitment and Dual Credit, and Enrollment Services Specialist) are available via both phone and email to provide answers and counseling regarding enrollment at Carl Sandburg College. This includes, but is not limited to: [Program selection](#) (including limited enrollment programs), [Dual Credit](#), questions related to the application process, [steps to enroll](#) (next steps after applying), and [Accuplacer](#) (placement testing).

Contacts:

- Zoe Kudla-Polay (zkudla@sandburg.edu):
 - Event invitations.
 - Questions regarding travel, events, and contact point for school counselors.
- Katie Meeker (kmeeker@sandburg.edu):
 - CTE and Transfer programs.
- Megan Jones (mjones@sandburg.edu):
 - Allied Health programs.
 - Limited enrollment programs.
 - Dual Credit.
- Amy Brooks (welcomecenter@sandburg.edu):
 - General questions.
 - Questions regarding the application process.
 - Steps to enroll.
 - Accuplacer.



Carthage Branch Campus Services

- We are offering non-face-to-face appointments, **including fall registration**, general advising, transfer assistance, and more. Please reach out to us via phone at 217.357.3129 ext. 0 or Sandburg email at lthomas@sandburg.edu or bcllem@sandburg.edu and we will find a time that works for you to talk with us.
- Student Services is available via phone and email. We can answer all student related questions about accounts, classes, and FAFSA completion.
 - Dual Credit advisors
 - Linda Thomas lthomas@sandburg.edu
 - Carthage advisors
 - Linda Thomas lthomas@sandburg.edu
 - Barb Clem bcllem@sandburg.edu
 - Financial Aid
 - Linda Thomas lthomas@sandburg.edu or 217.357.3129 ext. 7243
 - Accuplacer Testing
 - Barb Clem bcllem@sandburg.edu or 217.357.3129 ext. 0
- Technology Support is available. If you need technology support so that you can keep up with your classes, please email aallend@sandburg.edu. Please include an email and a call back number, if possible, and someone will assist you as quickly as they can. You can also call 217.357.3129 ext. 7246. We will do what we can to help.