

## Overview

This guide serves as an overview of support services for Information Technology majors at TUNE for the Spring 2026 semester.

## Part 1: Key Academic Contacts

**Tim Schneider**, Advising Specialist and Information Technology TUNE Program Coordinator

[tschneider@towson.edu](mailto:tschneider@towson.edu)

410-704-4918

## Part 2: Information Technology Major at TUNE

[ITEC Major Overview at TUNE](#)

[Academic Resources at TUNE](#)

## Part 3: Tips for Success in This Major

- **Master the core concepts.** Focus on foundational subjects like networking, databases, operating systems, and programming. Aim for understanding, not memorization — apply what you learn through hands-on work.
- **Get comfortable with tools and tech.** Practice using tools such as Active Directory and Group Policy if interested in pursuing system administration; AWS & Google Cloud are good to practice if interested in cloud computing. GitHub is a great tool to find coding and project examples.
- **Do internships or get real-world experience.** Seek out internships early or volunteer for IT work (even on campus). Real experience helps reinforce classroom learning and boosts your resume.
- **Join study groups and network.** Learn collaboratively to reinforce material and share knowledge. Build relationships with professors, peers, and professionals — they can open doors.

## Part 4: Academic Support Resources

### Academic Support

Academic support services are offered at TUNE through Jaclyn Coates, the Assistant Director. Students are encouraged to make an appointment with Jaclyn for assistance with writing, research, course concepts, tutoring support, and academic success such as time management, goal setting, test taking skills, etc. **All the services presented below can be facilitated through Jaclyn so TUNE students are directly connected to the proper resource based on their needs.** Students can reach out to Jaclyn by email at [jrcoates@towson.edu](mailto:jrcoates@towson.edu) or by visiting her in her office in the Library Suite behind the front desk.

## Tutoring Services

The [Tutoring and Learning Center](#) on main campus offers *free, virtual* tutoring services. Course-specific tutoring is available for a wide variety of [ITEC courses](#) and [math courses](#). Students in the ITEC program commonly seek out tutoring for **MATH263**, for which there are plenty of tutoring options. All tutoring session appointments can be made online at the links above and can be completed virtually.

The Department of Computer and Information Sciences also has a [resource hub](#) for students with access to information about advising and degree completion, scholarships, peer assistance, jobs and internships, and specific transfer student information.

## Workshops & Academic Coaching

[Academic coaching](#) is a one-on-one student interaction with either Jaclyn at TUNE or through a Tutoring & Learning Center coach. These sessions can be done *in-person* at TUNE or *virtually* through TLC. You can address a variety of topics including study tips & skills, organization, time management, and transfer student needs.

Prefer support in a group setting? Academic success workshops are offered throughout the academic year with the [Tutoring & Learning Center](#) and also at [TUNE](#). The schedule for workshops can be found on both websites.

## Writing & Communication Support

The TUNE Peer Writing Tutor, Hope Goedeke, has weekly office hours for the spring semester on **Mondays & Tuesdays from 3:30pm-5:30pm in Room 340**. Hope can assist students at any stage of the writing process (brainstorming, writing introductions, grammar, APA format, organization, sentence structure, etc.). If you are unavailable to meet during her office hours, contact Hope at [hgoedek2@students.towson.edu](mailto:hgoedek2@students.towson.edu) to schedule a meeting or to get support asynchronously via email.

The [Writing Center](#) on main campus is also an optional resource and they offer virtual meeting times.

The [Public Communication Center](#) (PCC) provides speech advice to improve public speaking skills to prepare for in-class presentations. Hope is also available to provide this service for TUNE students.

## Tech & Tools

The [Client Services Computer Lab](#) at TUNE is available to students for walk-in computer access and on-site support to answer general technology questions and access to digital media software. [TechHelp](#) is a great resource for any tech-related questions, Blackboard concerns, etc.

Taking online classes? Check out these [student resources for remote learning](#).

## Course Registration

Registering for TUNE courses is a unique process compared to registering for classes offered on the main campus. TUNE courses are added to a student's cart using a four-digit class code, rather than utilizing the class search function. The course schedules for each semester can be found on our [website](#).

Students can also utilize our [step-by-step guide](#) on how to register for classes located on the same webpage as above. This guide includes a [video](#) that shows the process visually.

## Part 5: TU Department Resources & Information

### Library & Research

Cook Library offers research & resource guides for each major. The [information technology guide](#) offers access to research articles and databases, books, business information and more. This guide also has information on properly citing sources for an academic paper.

#### Contact Information for Cook Library's Data Science Librarian:

**Songyao Chen**

[schen@towson.edu](mailto:schen@towson.edu)

410-704-5169

Students can also check out books at [Cook Library](#) and have them sent to TUNE for pickup. Simply change the *pickup location* to **TU Northeastern** during the checkout process. You will receive an email from Jaclyn Coates, TUNE's Assistant Director, to pick up your book from the front desk when it arrives. **Questions about checking out books?** Contact **Jaclyn** at [jrcoates@towson.edu](mailto:jrcoates@towson.edu).

### Career Resources

TU's [Career Center](#) offers a variety of information to support students preparing for a career in computer science and information technology. The website has specific information about finding an internship, job search information, and/or preparing for interviews.

#### Contact information:

**Tanja Swain**, Assistant Director STEM Education

[tswain@towson.edu](mailto:tswain@towson.edu)

410-704-3224

TUNE students are also encouraged to meet with Jaclyn for resume reviews, internship and job search support, graduate school application guidance, and other career-related supports. Jaclyn is a great first-stop in your journey to planning post-graduate life so you can be directed to the most accurate resources for your needs.

Students should take the time to make an account on [Handshake](#) to search for internships, jobs, and connect with alumni online. Handshake also has information about upcoming career events such as the [Mega Job & Internship Fair](#) and program-specific hiring events.

[Harford County Public Library](#) offers lots of free career resources on their website including job search tools, local job openings and more. They also have a [school support resource hub](#) that offers access to resources on building new skills, learning a language, test prep resources, and more.

### Mental Health Support

All TU students have access to free, virtual counseling services through the [Counseling Center](#).

Appointments can be made online or over the phone and are made for the same day that the student is seeking support.

[Togetherall](#) is a free, 24/7 communication platform for students to have conversations with their peers anonymously about topics related to mental health. Togetherall offers tools and courses to help students find creative strategies for taking care of themselves.

[Welltrack Boost](#) is a mental health self-help app that helps students take inventory of their own wellbeing. The app is free and offers courses, trackers, schedulers, quizzes, and more.

## Academic & Disability Support Services

[Accessibility and Disability Support Services](#) collaborates with students, faculty, and staff to ensure equal opportunities and accessibility for students in the classroom. For students interested in getting set up with accommodations, please review the [Getting Started](#) guide. For assistance with this process, contact Allison Frey, the Director of Student Services at TUNE, at [afrey@towson.edu](mailto:afrey@towson.edu).

## Emergency Resources

For students who need support navigating a significant life challenge, reach out to [Student Outreach and Support \(SOS\)](#). SOS helps with academic issues, financial concerns, emergency health issues, mental health crises, and more. You can submit a form to SOS for yourself or for a friend.