Faculty Online Transition Assistance Guide

Location of information regarding teaching your course remotely:

- Workshops and Training
- Lost Instructional Time Assistance for Faculty
- Teaching Online Orientation
- Telecommuting and Remote Working
- Virtual Teaching & Learning at FAU

For assistance with moving your course online please contact the following:

- **OIT’s Help Desk** 561-297-3999 or [Submit a Ticket](#)
  - Technical and course assistance
  - WebEx and Mediasite

- **Center for Online and Continuing Education and OIT’s Instructional Technologies Team:** Request [COCE Help Form](#)
  - Online course migration
  - Course and pedagogical assistance

- **Online Student Support Services:**
  - eSuccess
    - Students can email eSuccess@fau.edu
    - Skype: eSuccess_fau.edu
    - Patrick Dempsey pdempse2@fau.edu
  - Center for Online and Continuing Education (COCE)
    - Student can contact Us: 1-855-903-8575 (Toll Free)
      - Email: fauonline@fauelearning.com
      - [https://fauelearning.com/students/online-help/](https://fauelearning.com/students/online-help/)
    - Distance Learning Student Advocate
      - Amarae Blyden Richards ablydenr@fau.edu

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Class and Academics

Faculty Support

Online Course Facilitation

1. **Question**: Who should I contact if I am having technical difficulties with moving my course online?
   a. **Answer**: Office of Information Technology helpdesk
      i. Submit an OIT Helpdesk ticket
      ii. OIT Helpdesk at 561-297-3999

2. **Question**: How can I get assistance in moving my materials online?
   a. **Answer**: Contact Center for Online and Continuing Education
      i. Request COCE Help Form

3. **Question**: How do I move my face-to-face meetings/lectures online?
   a. **Answer**: Utilize tools such as WebEx and Mediasite
      i. Need Help?
         ● OIT Helpdesk at 561-297-3999
         ● Submit an OIT Helpdesk ticket

4. **Question**: How do I hold office hours virtually?
   a. **Answer**: You can use Skype, MS Teams, phone, or WebEx
      i. For information about how to use the tools mentioned above contact: 561-297-3999
         ● WebEx: OIT Helpdesk Ticket for WebEx
         ● Mediasite: OIT Helpdesk Ticket for Mediasite Support

5. **Question**: How do I monitor attendance online?
   a. **Answer**: Canvas Roll Call
      i. Review: How do I take roll call using the Attendance tool?

6. **Question**: How do I know the pedagogical basics of teaching online?
   a. **Answer**: 4-hour Teaching Online Orientation (Self-paced with stipend opportunity)
      i. Submit the form to sign for the workshop

7. **Question**: Where can I learn more about the tools for teaching online?
   a. **Answer**:
      i. Attend training or help session via Tech Events
      ii. Request COCE Help Form

8. **Question**: How can I provide my students with the information they need to complete the course?
Student Accommodations

1. **Question**: How do I know if my students need accommodation on an exam?
   a. **Answer**: Login to the [SAS Instructor Portal](#)

2. **Question**: How do I provide extended time for a student in a Canvas exam?
   a. **Answer**: Please reach out to one of the following:
      i. Canvas Support +1-833-334-2841
      ii. [Canvas Guide on Providing Extended Time](#)

3. **Question**: What are some ways I can accommodate students?
   a. **Answer**: Utilize the Accessible Format Materials Portal from SAS.
      i. Access at [https://www.fau.edu/sas/Accessible_text.php](https://www.fau.edu/sas/Accessible_text.php)

4. **Question**: What do I do if my student requires closed captions?
   a. **Answer**: Contact SAS at [sasinfo@health.fau.edu](mailto:sasinfo@health.fau.edu) for information on Doc Soft.

5. **Question**: What are some useful apps I can provide to students with accommodations?
   a. **Answer**: Review the [Useful Apps for SAS Student website](#)

Exams

- **Question**: How to reopen a closed exam for makeup?
  o **Answer**: Canvas Guide on [How to assign an assignment for an individual student](#)

- **Question**: How do I ensure academic integrity in my online exams?
  o **Answer**: Use proctoring tools such as:
    ■ [Respondus LockDown Browser](#)
    ■ Respondus Monitor
    ■ Testing Center Review of Respondus Monitor videos

Grading

- **Question**: What do I do if I need to provide extra credit in a course?
  o **Answer**: Use the Canvas gradebook
    ■ Review: [How do I give extra credit in a course?](#)

- **Question**: How do I grade within Canvas?
  o **Answer**: Canvas gradebook or Speedgrader
    ■ Review:
● How do I enter and edit grades in the Gradebook?
● How do I use Speedgrader?

● Question: How do students upload their work?
  ○ Answer: Students can upload their work via Canvas Assignments.
    ■ Review: How do I create an assignment?

● Question: How do I excuse a student from an assignment?
  ○ Answer: Within the Canvas grade book
    ■ Review: How do I change the status of submission in the Gradebook?

Student Support

Connectivity

1. Question: What do I do if my students cannot connect to my Canvas course?
   a. Answer: Connect the student with any of the following resources:
      i. Canvas Student Support helpline 1-855-691-7827
      ii. Office of Information Technology helpdesk/ticket
         1. Canvas Student Helpdesk Ticket
      iii. eSuccess Online Student Support
         1. Students can email eSuccess@fau.edu
         2. Skype: eSuccess_fau.edu

2. Question: What do I do if my students cannot access the internet?
   a. Answer: If the student cannot access the internet to connect them with helpdesk to offer support.
      i. eSuccess Online Student Support
         1. Phone: 561.297.3590
         2. Students can email eSuccess@fau.edu
         3. Skype: eSuccess_fau.edu