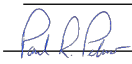


 FLORIDA ATLANTIC UNIVERSITY	COURSE CHANGE REQUEST Graduate Programs		UGPC Approval _____ UFS Approval _____ SCNS Submittal _____ Confirmed _____ Banner _____ Catalog _____
	Department School of Accounting College Business		
Current Course Prefix and Number BUL 6455		Current Course Title Business Law and Applied Ethics	
Syllabus must be attached for ANY changes to current course details. See Template . Please consult and list departments that may be affected by the changes; attach documentation.			
Change title to: Change prefix From: _____ To: _____ Change course number From: _____ To: _____ Change credits* From: _____ To: _____ Change grading From: _____ To: _____ Academic Service Learning (ASL) ** Add ☐ Remove ☐		Change description to: This course presents legal and ethical issues that arise in employment settings and provides students with ethical decision-making tools to identify and manage ethical issues. The goal is that once students become aware of the complexity...See addendum for complete description. Change prerequisites/minimum grades to: Change corequisites to: Change registration controls to:	
* See Definition of a Credit Hour . ** Academic Service Learning statement must be indicated in syllabus and approval attached to this form.		Please list existing and new pre/corequisites, specify AND or OR and include minimum passing grade.	
Effective Term/Year for Changes: Fall 2023		Terminate course? Effective Term/Year for Termination:	
Faculty Contact/Email/Phone Robert Pinsker/rpinsker@fau.edu/561-297-3422			
Approved by Department Chair  College Curriculum Chair <u>Anita Pennathur</u> College Dean <u>Ken Johnson</u> UGPC Chair <u>Mihaela Cardei</u> (Mar 6, 2023 22:20 EST) UGC Chair  Graduate College Dean <u>Walter D. Karlins</u> UFS President _____ Provost _____		Date 2/2/23 2/13/2023 2/13/2023 Mar 6, 2023 Mar 7, 2023 Mar 7, 2023 _____ _____	

Email this form and syllabus to UGPC@fau.edu 10 days before the UGPC meeting.



BUL6455-002 (CRN 18255)

Applied Ethics, Business Law

M, In-Person Live Remote, 6:30 PM, Room BU-409
1.5 credits

Fall, 2022 Second Half Term
Daniel S. Weinger, Esq.
Office hours: by appointment
Telephone: 954-806-2235
Email: dweinger@fau.edu

Course Description

Old: Presents legal and ethical issues that arise in business. Emphasizes contractual and employment issues and the ethical concerns related to them. Students develop skills and tools to lead or manage a business while creating and maintaining an ethical environment.

New: This course presents legal and ethical issues that arise in employment settings and provides students with ethical decision-making tools to identify and manage ethical issues. The goal is that once students become aware of the complexity of the various issues, they will have a greater tendency to be more deliberate in decision-making. Working with cases, students will articulate basic principles of ethics, develop the skills to think and write critically, and clarify inconsistencies in their own ethics and value systems.

Instructional Method

This course is designated as “In-Person Live Remote.” This means “In-person class. Instructor will live stream the class for remote synchronous attendance. In-person attendance not required” but student web cameras “on” is required. This course is a “discussion” course, not a “lecture” course; recordings are not permitted without instructor permission. In each live class session, we will engage in case discussions and debate covering, *inter alia*, the subjects in your assigned reading. All in-person class sessions will meet on the specified meeting day and time and will not be recorded by the instructor. Students not attending in-person, are required to attend synchronously at the regularly scheduled meeting time via Zoom with web cameras “on”.

Prerequisites/Corequisites

Prerequisites: Graduate students only. Co-requisites: BUL 4421 and BUL 4422, recommended.

Credit hours: 1.50

Class Time Commitments: This is a reading intensive course. Students are expected to devote several hours per week to reading, note taking, completing homework, and preparing their notes for live in-person or Zoom class sessions which emphasize student centered learning and class participation. Students must have **regular access** to a computer and **reliable internet source**. See, Minimum Technology and Computer Requirements, below.

Course Objectives/Student Learning Outcomes

Upon successful completion of this course, the student will be able to:

- **Sensitivity:** Identify ethical issues in the business environment and in their professional interactions.
- **Skill Building:** Use ethical decision-making tools to think through ethical issues and to respond sensibly and accountably when faced with ethical challenges.
- **Integration:** Gain skills with which to effectively integrate their personal values and ethical decision-making into their professional environment.
- **Practice:** Articulate basic principles of ethics, to think and write critically and clarify inconsistencies in their own ethics and value systems.
- **Understanding:** Define the role the student plays in forming organizational structure and how they can impact it in a positive manner.

Instructor Teaching Philosophy

A. In addition to the foregoing objectives, an equally important objective and why attendance and quality class participation are important, is your development of critical thinking skills. Critical thinking is the ability to address issues from different viewpoints, to evaluate the best arguments of each side, and to arrive at conclusions based upon a systematic analysis of these arguments. Critical thinking requires students to uncover bias, viewpoints, and perspectives that affect the accuracy and persuasiveness of oral or written arguments, and, ultimately, allow students to identify errors in reasoning or logical fallacies. Students who become critical thinkers are better able to defend their viewpoints, to evaluate issues and analyze new information, and to reach ethical conclusions.

B. Students are responsible for their learning and learn from each other through discussion. Case study—the primary teaching method in this course—is a shared responsibility and students who do not attend class or are unprepared, deny their classmates the opportunity to learn from them. A critical part of student success is following the **4 Ps of student involvement:**¹ **Preparation, Presence, Promptness, and Participation.** Preparation means students will complete all assignments and readings prior to class sessions and appear in the classroom/Zoom prepared to discuss the case(s) assigned. Presence means to attend class in both mind and body. Promptness reflects the professional expectation and respect of arriving to the classroom before the start of the lecture or signing on to the course prior to the start of instruction, so as not to disturb the learning environment. Participation means taking an active role in your education and developing your confidence by speaking up and challenging yourself to articulate your thoughts, opinions, and ideas. The classroom is a safe place to express your thoughts and your opinions.

Course Evaluation Method

Students will access the course materials through the University's learning management system, Canvas. You must log into Canvas with your FAU ID and Password to access the materials and assignments in this course. If you do not know your FAU ID or Password, [contact OIT for help](#). Whenever a time is shown in this course it is based on Eastern Standard Time zone ("EST").

The instructor will calculate your grade based on the following weighted distribution:

Weighted Assignment Group / Assignments

Class Participation

20%

- Syllabus Quiz
- In-class participation

¹ The Student Participation Grading Rubric is in Canvas Modules, Supplemental Materials.

Written Assignments

20%

Final Exam

60%

TOTAL:

100%

Class Participation – Preparation and Participation (20% of final grade)

Syllabus Quiz (mandatory)

The online syllabus quiz located in the Assignments menu is **mandatory**, graded, and has a due date; you can take the syllabus quiz as many times as necessary to achieve 100%. Skipping this quiz will negatively impact your class participation grade and NO makeups are permitted for any reason whatsoever.

In-Class Participation

Students are first exposed to the subjects through assigned readings and note taking. Readings include cases in the textbook and/or case studies posted in the Assignments tab in Canvas. Case study is an important feature of this course. Quality participation requires preparation and for students to proactively engage in discussions about the assigned cases. See Instructor Teaching Philosophy, above. The instructor expects students to take ownership of the in-class discussions. Students who routinely: (i) do not participate in class discussions, (ii) come to class unprepared or (iii) arrive late, may receive a “0” for this portion of their grade. **Attending class, alone, will not earn any class participation points.**

Papers /Discussion Forums (20% of final grade).

Following live class sessions, assignments are given according to the Course Schedule, below. The Papers are to be completed in Word doc file and are due no later than the start of the class session on Monday at 6:30 PM. Late assignments will **not** be accepted for any reason.

Final Exam (60% of final grade).

There will be a rigorous closed book/closed note final exam given on the last day shown in the Course Schedule starting at 7:00 PM. The exam will consist of multiple-choice and true-false questions. An exam review will be conducted during the live lecture session preceding the exam date. The exam will be administered through Canvas using Lockdown Browser with Respondus Monitor (webcam). Students will complete a mandatory Practice Quiz and Attestation before taking the final exam.

Course Grading Scale

The instructor uses a weighted percentage system to calculate your final grade using the below grading scale. Students are responsible for confirming their actual grade and should not rely upon the grade showing in Canvas.

A	B+	B	C+	C	D+	D	F
90-100	87-89	80-86	77-79	70-76	67-69	60-66	0-59

College of Business Minimum Grade Policy Statement

The minimum grade for College of Business requirements is a “C”. This includes all courses that are a part of the pre-business foundation, business core, and major program. Course syllabi give individualized information about grading as it pertains to the individual classes.

Policy on Makeups Tests, Late Work, or Incompletes

Late Assignment Policy: Late assignments will NOT be accepted and there will be no late exams given. A “0” will be awarded for anything late. Look at the Course Schedule and make whatever arrangements you must to ensure you will be able to complete your work on time. You have more than enough time here to make the arrangements. Students shall complete and submit all work **not later than** the assigned time.

- Exceptions may be made here, of course, for emergencies (see below), religious observances, and participation in university-approved activities.
- The ability to submit work on time is a skill that employers expect you to have. I expect you to have it for this course as well.

This course is structured so that class session materials are taught up through the week prior to the final exam. Your instructor cannot create and provide you with customized pre-recorded lessons. Objectively verifiable documentation will be necessary.

Emergencies: I understand that life (and death) happens and that there may be times when it would be inappropriate to enforce the policies outlined in this syllabus to the letter. If you or an immediate family member (spouse, partner, child, or parent) is having an emergency, please let me know as soon as it is convenient to do so (by email). Objectively verifiable documentation will be required (doctor note, hospital bill, obituary notice, etc.).

Emergencies do not include work needs or vacations. Late exams will only be permitted under extraordinary circumstances or university approved absence.

Technology Issues: Technology issues are not an excuse for late work. However, the instructor reserves the right to accept or decline tickets from the Help Desk or Canvas based on individual submissions. Upon experiencing technical difficulty, students are directed to immediately contact FAU’s Office of Information Technology (“OIT”) 24-hour help desk, Canvas Student Support, or West Academics customer Support, as the case may be. Please notify your instructor of the issue but do not wait for assistance as the instructor cannot access a student’s account or provide technical support. Students are encouraged to responsibly manage their time.

Incomplete Grade Policy

The University policy states that a student who is passing a course but has not completed all work due to exceptional circumstances, may, with consent of the instructor, temporarily receive a grade of incomplete (“I”). The assignment of the “I” grade is at the discretion of the instructor but is allowed only if the student is passing the course. The specific time required to make up an incomplete grade is at the discretion of the instructor. However, the College of Business policy on the resolution of incomplete grades requires that all work required satisfying an incomplete “I” grade must be completed within a period of time not exceeding one calendar year from the assignment of the incomplete grade. After one calendar year, the incomplete grade automatically becomes a failing (“F”) grade.

Required Texts and Materials

In this course, you will need the following text and/or materials which has been listed online and can be purchased at the FAU bookstore. You may also purchase it directly from West Academics.

Law and Ethics in the Business Environment 9th Edition, Terry Halbert and Elaine Ingulli (Cengage Learning) ISBN: Print ISBN-13: 9781305972490; EBook ISBN-13: 9780357698594

Classroom Etiquette/Disruptive Behavior Policy Statement

Disruptive behavior is defined in the FAU Student Code of Conduct as “... activities which interfere with the educational mission within classroom.” Students who disrupt the educational experiences of other students and/or the instructor’s course objectives in a face-to-face or online course are subject to disciplinary action. Such behavior impedes students’ ability to learn or an instructor’s ability to teach. Disruptive behavior may include, but is not limited to late arrival, non-approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or other violations of an instructor’s expectations for classroom conduct. For more information, please see the [FAU Office of Student Conduct](#).

Policy on the Recording of Lectures

This is a case study/discussion course, not a class lecture course. As such, unless the instructor expressly notifies the student that a specific class session will be a class lecture, recording classes is expressly prohibited and students are not permitted to record video or audio for their own personal educational use. The one exception being for accommodation purposes pursuant to notification from Student Accessibility Services. A class lecture is defined as a formal or methodical oral presentation as part of a university course intended to present information or teach students about a particular subject. Recording class activities other than class lectures, including but not limited to student presentations, class discussion (except when incidental to and incorporated within a class lecture), academic exercises involving student participation, test or examination administrations, field trips, and private conversations between students in the class or between a student and the lecturer, **is prohibited**. Recordings may not be used as a substitute for class participation or class attendance and may not be published or shared without the written consent of the faculty member. Failure to adhere to these requirements may constitute a violation of the University’s Student Code of Conduct and the Code of Academic Integrity.

University Attendance Policy

Students are expected to attend all their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance. Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances and debate activities. It is the student’s responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student’s final course grade as a direct result of such absence.

Instructor Attendance Policy

Class begins **promptly** at 6:30 PM. An accurate record of attendance is kept. **Arrive late?** Please quietly enter the classroom or sign-in making sure to mute your microphone so not to disrupt the learning environment. Students are considered late if they appear or sign-on after the class session instruction begins. Students should sign-in at least ten (10) minutes before the start of class in case of technical difficulties. **Two or more unexcused absences or repeated tardiness will negatively impact a student's class participation grade.** Vacations and work-related absences are not considered excused.

Communication Policy

Expectations for Students

Announcements

Students are responsible for checking Canvas regularly for announcements, changes in assignments, assessments, and/or syllabus, and for other course related announcements. "Regularly" means not less than several times per week including the weekend and each time that a student signs into Canvas. **Instructor reserves the right to change/alter the weekly assignments. Any such changes will be included in an announcement, to be issued contemporaneously with an updated syllabus.**

Email/Video Conferencing

Students are responsible for reading all course email and responding in a timely manner. Unless otherwise instructed, for all course related matters, please communicate with the instructor through Canvas Inbox, not regular FAU email.

Course-Related Questions

Please post course-related questions to the Student Q & A discussion board. This allows other participants with the same question to benefit from the responses. Also, make sure you review this forum prior to posting a question. Someone may have already asked and answered the question in previous posts. If your question is of a personal nature that you wish to remain private, please use Canvas Inbox to message your instructor directly.

Learning Management Systems and Publisher Software/Platform

We will primarily use Canvas and its internal applications (TurnItIn, discussion boards, InBox) and the publisher's website for online vignettes throughout the semester. Students are responsible for being competent and familiar with this software. If you are unfamiliar with Canvas platform, there are online tutorials available. Your instructor provides multiple support links in Canvas as does the University's website.

Support Services and Online Resources

- [Center for Learning and Student Success](#)
- [Center for eLearning](#)
- [FAU Libraries](#)
- [Office of Information Technology Helpdesk](#)
- [Office of International Programs and Study Abroad](#)
- [Office of Undergraduate Research and Inquiry](#)
- [University Center for Excellence in Writing](#)

Faculty Rights and Responsibilities

Florida Atlantic University respects the rights of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede their exercise.

To ensure these rights, faculty members have the prerogative to:

- Establish and implement academic standards.
- Establish and enforce reasonable behavior standards in each class.
- Recommend disciplinary action for students whose behavior may be judged as disruptive under the [Student Code of Conduct](#).

Counseling and Psychological Services (CAPS) Center

Life as a university student can be challenging physically, mentally and emotionally. Students who *Life as a university student can be challenging physically, mentally and emotionally. Students who find stress negatively affecting their ability to achieve academic or personal goals may wish to consider utilizing FAU's Counseling and Psychological Services (CAPS) Center. CAPS provides FAU students a range of services – individual counseling, support meetings, and psychiatric services, to name a few – offered to help improve and maintain emotional well-being. For more information, go to <http://www.fau.edu/counseling/>*

Disability Policy

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS) and follow all SAS procedures. SAS has offices across three of FAU's campuses – Boca Raton, Davie and Jupiter – however disability services are available for students on all campuses. For more information, please visit the SAS website at www.fau.edu/sas/.

Code of Academic Integrity

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see:

- [University Regulation 4.001](#).
- [College of Business Academic Honesty Policy](#)

Instructor Academic Integrity Policy

Each student in this class shall be familiar with and adhere to the University's policies and procedures regarding student conduct, academic integrity and honesty below. Any student caught violating the Academic Integrity Policy (plagiarism, cheating) will receive a "0" in the course. Your instructor takes academic integrity very seriously.

University Approved Absence Policy Statement

In accordance with rules of the Florida Atlantic University, students have the right to reasonable accommodations to participate in University approved activities, including athletic or scholastics

teams, musical and theatrical performances and debate activities. It is your responsibility to notify the instructor at least one week prior to missing any course assignment.

Course Schedule

This following course schedule is subject to change. Students are required to check their FAU email and Canvas regularly for announcements about assignments, changes to the syllabus or class schedule, and other course related matters. **STUDENTS ARE EXPECTED TO PREPARE CASE BRIEFS FOR ALL CASES WITHIN THE ASSIGNED READING AND BE READY TO DISCUSS SAID CASES.**

Date	Topics Covered/Assignments
3/11-3/20	Complete Syllabus Quiz by 3/20/23 @11:59 PM – no late makeups for any reason whatsoever.
3/13	Read Chapter 1 – Law, Ethics, & Business: An Introduction ² Read Appendix A (pg. 400) – How to Read and Brief a Case
3/20	Read Chapter 2 – The New Economy: Revisioning Work
3/27	Read Chapter 3 – Whistleblowing: Conflicting Loyalties
4/3	Read Chapter 4 – Privacy: Technology, Surveillance, & Freedom
4/10	Read Chapter 6 - Health & Safety: Workers Rights as Human Rights
4/17	Read Chapter 9 – Product Liability: Allocating Risk & Responsibility
4/24	Read Chapter 10: - Intellectual Property: Ownership, Creativity, & Innovation Final Exam Review
5/1 open from 7:00 PM to 9:30 PM	Complete remote Final Exam (This exam will be administered only using Lockdown Browser with Respondus Monitor (webcam/microphone). You have 90 minutes to complete this exam once you begin the exam. You are to comply with all the rules for online exams contained in Module 8 to avoid a violation. You are required to read all materials in Module 8, including watching two videos, and to complete the Pre-Final Exam Practice Quiz in Module 8. If you experience technical difficulties, you are required to seek the appropriate support from Canvas and/or OIT (FAU Help Desk). Notify your instructor by email but do not wait for assistance. Your instructor does not provide technical support and cannot access or fix your computer or internet connection. Avoid attempting to take this exam on a weak or shared WiFi system. See Module 8 for Exam Environment and expected Behavior during the exam.
12/14	Semester ends
12/19	Final grades due

Accessibility Policy Statement

In compliance with the Americans with Disabilities Act (ADA), students who require special accommodations to properly execute coursework due to a disability, must register with Student Accessibility Services (SAS) located in the Boca Raton, Davie, and Jupiter campuses and follow all SAS procedures. For additional information, please consult [Student Accessibility Services](#).

Contact

- **Boca Raton:** (561) 297-3880
Fax: (561) 297-2184, TTY: 711
- **Davie:** (954) 236-1222
Fax: (954) 236-1123, TTY: 711

² “Read” means read and be prepared to discuss the materials in the assigned chapters **in advance** of the scheduled Monday class session.

- **Jupiter:** (561) 799-8721
Fax: (561) 799-8721, TTY: 711

Grade Appeal Process

You may request a review of the final course grade when you believe that one of the following conditions apply:

- There was a computational or recording error in the grading.
- The grading process used non-academic criteria.
- There was a gross violation of the instructor's own grading system.

[Chapter 4 of the University Regulations](#) contains information on the grade appeals process.

Religious Accommodation Policy Statement

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs regarding admissions, registration, class attendance, and the scheduling of examinations and work assignments. For further information, please see [Academic Policies and Regulations](#).

HARDWARE & SOFTWARE REQUIREMENTS; TECHNOLOGY SKILLS

Required technological skills

- Basic Skills in computer use
- Access to the internet
- Basic Canvas LMS skills
- Basic Skills for Office programs (word processing and presentation programs)

Required Software

- Microsoft 365 Suite [Link to download](#)
- Reliable web browser (recommended [Chrome](#) or [Firefox](#))
- Java – [Link to download](#) and/or [Link to verify Java](#) on your computer
- Adobe Flash Player: [Link to download](#)
- Mobile App: Instructions on how to download the Canvas App on an iOS device ([Link for iOS Instructions](#)) or Android device ([Link for Android instructions](#)).

Internet Connection

- Recommended: Broadband (high-speed) Internet connection with a speed of 4 Mbps or higher
- To function properly, Canvas requires a high-speed Internet connection (cable modem, DSL, satellite broadband, T1, etc.). The minimum Internet connection speed to access Canvas is a consistent 1.5 Mbps (megabits per second) or higher.
- To check your Internet speed, [click here](#).

Minimum Technical Skills Requirements

The general and course-specific technical skills a student must have to succeed in the course include but are not limited to:

1. Accessing Internet.
2. Using Canvas (including taking tests, attaching documents).
3. Using email with attachments.

4. Creating and submitting files in commonly used word processing program formats such as Microsoft Office Tools.
5. Copying and pasting functions.
6. Downloading and installing software.
7. Using presentation, graphics, and other programs.
8. Posting and commenting in an online discussion.
9. Searching the FAU library and websites.

Computer Requirement - Basic computer specifications for Canvas [Link to Specifications](#)

Operating System

- A computer that can run Mac OSX or Win 7.0 or higher.
- A backup option should be available to minimize the loss of work, such as an external hard drive, a USB drive, cloud storage, or your folder on the FAU servers.

Software

- Once logged in to Canvas, make sure your Internet browser is compatible.
- Other software may be required for specific learning modules. If so, the necessary links to download and install will be provided within the applicable module.

Technical Support

In the online environment, technical issues are always possible (e.g., lost connection, hardware or software failure). Many of these occurrences can be resolved relatively quickly, but if you wait until the last minute before due dates, the chances of these glitches affecting your success are greatly increased; please plan appropriately. If a problem occurs, it is essential that you take immediate action to document the issue so your instructor can verify and take appropriate action to resolve the problem.

Most issues in Canvas can be resolved by clicking on the “Help” tab located on the menu bar. Upon clicking the “Help” tab, you will be able to:

- Report a problem
- Search Canvas guides

Technical	Problem	Resolution	Procedure
In the online environment, there is always a possibility of technical issues (e.g., lost connection, hardware or software failure). Many of these can be resolved relatively quickly, but if you wait until the last minute before due dates, the chances of these glitches affecting your success are greatly increased. Please plan appropriately. If a problem occurs, it is essential that you take immediate action to document the issue so your instructors can verify and take appropriate action to	resolve	the	problem.

It is your responsibility to obtain the necessary information and skills to manage the hardware and software systems of this course. In addition, if your personal computer becomes unavailable for any reason, you are responsible for locating and operating other adequate computer resources to meet the course deadlines.

Remember, you can always go to any FAU computer lab to complete your work!

Click [here](#) to view a list of lab locations.

Recommended Browsers

Canvas supports the latest two versions of the most widely used browsers. We have learned that Canvas works better with Google Chrome and Mozilla Firefox than with Internet Explorer. If Internet Explorer is currently your only browser, consider installing Chrome or Firefox.

We highly recommend updating to the **newest version** of whatever browser you are using as well as updating to the most recent Flash plug-in.

For more details, see Which Browsers Does Canvas Support?

Getting Help

FAU has purchased Tier 1 support, provided by Canvas. What does this mean for you?

Canvas support is available **24/7, 365 days a year** in various forms. You can use the Canvas Guides to search for answers, call the support hotline to talk to a person, hit the chat link to message a Canvas support technician, or report an issue directly to Canvas. You can access all of these help options by clicking on the **Help** link in the bottom-left corner of the Canvas window and then selecting your preferred method of assistance.

If you call FAU's Help Desk, please be sure to select the option for Canvas.