

# 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](mailto:eSuccess@fau.edu)
    - Skype: eSuccess\_fau.edu
    - Patrick Dempsey [pdempse2@fau.edu](mailto:pdempse2@fau.edu)
  - Center for Online and Continuing Education (COCE)
    - Student can contact Us: 1-855-903-8575 (Toll Free)
      - Email: [fauonline@fauelearning.com](mailto:fauonline@fauelearning.com)
      - <https://fauelearning.com/students/online-help/>
    - Distance Learning Student Advocate
      - Amarae Blyden Richards [ablydenr@fau.edu](mailto: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?

- a. **Answer:** Canvas
  - i. Request [COCE Help Form](#)

## 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?
  - **Answer:** Canvas Guide on [How to assign an assignment for an individual student](#)
- **Question:** How do I ensure academic integrity in my online exams?
  - **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?
  - **Answer:** Use the Canvas gradebook
    - Review: [How do I give extra credit in a course?](#)
- **Question:** How do I grade within Canvas?
  - **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](mailto: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](mailto:eSuccess@fau.edu)
      3. Skype: eSuccess\_fau.edu