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/](https://fauelearning.com/students/online-help/)
    - Distance Learning Student Advocate
      - Amarae Blyden Richards [ablydenr@fau.edu](mailto:ablydenr@fau.edu)
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](https://instructor.sas.com)

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](https://helpx.canvas.net/article/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](https://www.fau.edu/sas/)

Exams

- **Question**: How to reopen a closed exam for makeup?
  - **Answer**: Canvas Guide on [How to assign an assignment for an individual student](https://instructor.sas.com)

- **Question**: How do I ensure academic integrity in my online exams?
  - **Answer**: Use proctoring tools such as:
    - [Respondus LockDown Browser](https://www.respondus.com)
    - 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?](https://instructor.sas.com)

- **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?
   - **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?
   - **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