

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/>
 - 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?

- 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
4. **Question:** What do I do if my student requires closed captions?
 - a. **Answer:** Contact SAS at 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
 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