

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
 - v Students can email eSuccess@fau.edu
 - v Skype: [eSuccess_fau.edu](https://www.skype.com/en/contacts/voice/eSuccess_fau.edu)
 - v Patrick Dempsey pdempse2@fau.edu
 - | Center for Online and Continuing Education (COCE)
 - v Student can contact Us: 1-855-903-8575 (Toll Free)
 - ” Email: fauonline@fauelearning.com
 - ” <https://fauelearning.com/students/online-help/>
 - v Distance Learning Student Advocate
 - ” Amarae Blyden Richards

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 earn 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.

” 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.

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