

REMOTE INSTRUCTION & LEARNING: STUDENT FAQ

INSTRUCTION

What is remote instruction?

Remote instruction allows classes to continue virtually, via an internet platform rather than via a physical class with set meeting times. There are two formats for remote instruction: synchronous and asynchronous, and students should expect to experience a mix of both when their studies officially resume on April 6.

Synchronous instruction involves faculty and students meeting virtually at a scheduled time. Most synchronous instruction will involve streaming audio/video, but a live text or group chat would also fall in this category. Faculty will often use video conferencing software such as Zoom and Google Hangouts Meet for delivering synchronous instruction. Other materials such as homework and instructions for projects will be made available on Canvas or by email.

Asynchronous instruction involves faculty providing material online, but does not include the faculty and class meeting virtually together at a particular time. Faculty might upload slide presentations (PowerPoint, Keynote, or Google Suite), video-recorded lectures accompanied by slides or notes, student assignments, etc. Students then access the material and complete work as required according to a schedule provided by faculty. Exams may sometimes be taken during a particular time window.

SAIC has recommended that faculty deliver the majority of their required course content and assignments via asynchronous instruction for the remainder of the spring 2020 semester. However, some faculty may use a combination

of synchronous and asynchronous instruction. It is left up to each faculty member's discretion as to how to most practically and effectively transition their course to remote instruction. Students should also anticipate that all faculty will seek to touch base with their students (individually, in small groups, or as an entire class) at least once per week.

What are the expectations during remote classes?

We are still an academic community and will continue to support each other and behave with compassion and integrity. Expectations of academic integrity remain the same and SAIC's Academic Misconduct Policy continues to apply. Remember that the expectations for how you conduct yourself in remote classes are the same as the expectations when taking classes on campus. All policies in the Student Handbook or on the original course syllabus are still applicable.

Additionally, with remote instruction, your living and school environments will become more merged, and you should be mindful about this when participating in synchronous activities. Your laptop or phone camera will display images and sounds of your home in the background. Consider blurring or adding a background image on videoconferences to add some privacy. Above all, place your computer such that it is only capturing and sharing yourself and any other images and sounds you are intentionally trying to communicate to the class. It is also a best practice to keep your microphone muted unless you are speaking, to minimize the collective noise coming from the group.

What will the weekly schedule be?

Instruction for all spring 2020 courses will resume on Monday, April 6 and proceed until the end of the semester: May 10. If your course is proceeding asynchronously, you can expect new work and work due roughly once a week around the time your course was previously scheduled. You can also anticipate that faculty will set up opportunities to work in synchronous fashion between April 6 and May 10.

Will faculty hold office hours?

Faculty may hold remote office hours as well as be available for questions via email or a videoconferencing platform. Your faculty member will let you know more about how best to ask questions and schedule meetings with them as instruction resumes.

How will we take quizzes and tests?

Faculty will let you know the plan for taking quizzes and tests. These may vary significantly from what was conveyed via the syllabus at the start of the semester, so it is important to ensure you know how the plan is changing. Expect this to be shared by faculty when classes resume.

Will students still receive grades?

Your faculty will update the requirements to their course so that students can work and complete them remotely. As always, faculty determine these requirements and evaluate student performance against them. Students who successfully complete course requirements per the usual standards will receive credit for the course as normal.

What about Independent Studies in progress?

If you are enrolled in a formal Independent Study, you will continue to work on your Independent Study project with remote guidance from faculty.

TECHNOLOGY

What computer applications will regularly be used?

Each faculty member will communicate to you what platform they will be using in your specific class for specific purposes. They will most likely use Zoom or Google Hangout/Meet for synchronous class activities, such as remote

office hours or group meetings, [Canvas](#), and Google Docs for asynchronous delivery and submission of assigned course work. Faculty will communicate via Canvas when posting announcements and making class material available, and you will utilize Canvas to submit a majority of your class work going forward. Please check your SAIC email and Canvas course page notifications regularly. You can find [notifications on your Dashboard](#) in Canvas, and set your email [notification preferences](#).

What should I do if I experience issues with technology?

If you experience any technology or internet access issues, please call the CRIT Help Desk, which remains open to support the SAIC community. The Help Desk can be reached at 312.345.3535 or at crithelpdesk@saic.edu. For any Canvas questions, email canvas-help@saic.edu.

What should I do if I experience internet connectivity issues that impact my academic work?

If you experience internet connectivity issues, please reach out first to the CRIT Help Desk, then contact your internet service provider for assistance troubleshooting the problem. Keep your faculty informed of when there are issues, including when they are resolved.

How will students log into a remote classroom?

For synchronous learning activities which involve video conferencing, the faculty member will be responsible for sending specific instructions for participating, including links to sessions. These can be developed well in advance, and faculty have been encouraged to share them as soon as possible.

ATTENDANCE

How will class attendance be taken when classes are meeting remotely?

Attendance will necessarily look very different for your courses, which for the most part will no longer be centered on a weekly in-class meeting as they did previously. All students are expected to be actively engaged in their remote learning experiences, as determined by faculty.

Demonstrations of active engagement will vary but these expectations will be shared with you in each of your classes once instruction resumes. You can expect to be required to be in at least weekly contact with each of your faculty members. If in any given week you are unable to participate in course activities or assignments for any reason, please let faculty know.

What should I do if I am experiencing issues which challenge my ability to focus on or complete my courses?

The Academic Advising office remains accessible to students, and your assigned academic advisor remains a great resource for you to consult if you are struggling to complete your work or are unsure what options you have in the event you are unable to complete one or more of your spring 2020 courses. You can contact your assigned academic advisor or contact the Academic Advising office via email at studenthelp@saic.edu or by phone at 312.629.6800.

RESOURCES

How do I notify SAIC if I am sick?

If you are sick, please contact Health Services at healthservices@saic.edu or 312.499.4288. A member of the Health Services team will respond to your message. Health Services will be providing phone triage and consultation to students between 9:00 a.m.–5:00 p.m. Monday through Friday. If you are experiencing a medical emergency, call 911 or Campus Security at 312.899.1230.

Will the Writing Center be available?

The Writing Center is open and tutors are available online to help students with their writing and brainstorming. Tutors can assist with artist statements, application materials, essays, presentation texts, thesis drafts, proposals, and creative projects. [Learn more about their services and tutors' particular specialties](#) and sign up for an appointment [here](#). To prepare for your appointment, please make sure that you have a functional internet connection; Google Hangouts ready to use; and writing ready to share with your tutor in a Google doc. If you have any questions, email wcenter@saic.edu.

Will the library be available?

The John M. Flaxman Library, Joan Flasch Artists' Book Collection, Fashion Resource Center, Roger Brown Study Collection, and Video Data Bank spaces are closed. All due dates for library materials have been extended, and no overdue fines will accrue during this time. Though the physical locations are not accessible, [many resources and services are available remotely](#). Please use the contact information shared below if you have questions.

- **Fashion Resource Center:** frc@saic.edu
- **Joan Flasch Artists' Book Collection:** jfabcc@saic.edu
- **John M. Flaxman Library:** flaxman@saic.edu
- **Roger Brown Study Collection:** rbcc@saic.edu
- **Video Data Bank:** info@vdb.org

Will individual counseling still be available?

Yes, SAIC counselors are still available to meet with students through online formats. You can reach them by emailing counselingservices@saic.edu or by calling 312.499.4271.

Will support related to disability accommodations be available?

Yes, the Disability and Learning Resource Center will continue to provide remote support for students and faculty around accommodations. You can reach them by emailing dlrc@saic.edu or by calling 312.499.4278.