SAC Online Courses

St. Augustine College uses Canvas and GoToMeeting for online instruction. To prepare for online courses, you should review the following guides before your first online course begins:

Canvas Student Guide:
- Spanish: https://community.canvaslms.com/docs/DOC-11282

GoToMeeting Guide: https://www.gotomeeting.com/meeting/resources/gotomeeting-quick-and-helpful-guide-for-attendees

Canvas and GoToMeeting trainings will be offered to students starting this week. Check your SAC e-mail for announcements.

What you Need for Online Learning

#1- Computer/Laptop with a Webcam and Microphone

If you do not have a personal computer or laptop with a webcam and microphone, you should create a plan for accessing one for the class before the start of the first online class. Possible options:

a. Is there a friend, family member, or neighbor who will let you use their computer for the class?
b. The public library has computers for use- check your local library for hours and computer-use policies.
c. If you are unable to find a computer to use, please contact your instructor for other possible solutions. Although you are able to access GoToMeeting through your phone, this is not encouraged since you will not be able to fully participate in the class using a cell phone (and you will need a way to submit assignments).

#2- Internet

If you do not have internet access, students should create a plan for accessing the internet. Possible options:

a. Is there a friend, family member, or neighbor who will let you use their internet?
c. The public library has free WiFi- check your local library for hours and internet-access policies.
d. Many cell phone services allow you to use your phone as a mobile WiFi Hotspot- this allows you to connect a laptop to the internet through your phone (note: using your phone as a hotspot will use up battery and data). Check with your phone service provider for more information.

#3- Headphone/Earbuds with a Microphone (Mic)

If you plan to attend your online class in a public space or there will be family around when you are online, you will need headphones/earbuds. There are many affordable headphone/earbud options (hint: Google cheap and good earbuds). Having headphones/earbuds with a microphone will allow you to actively participate in virtual discussions, however even without a microphone, you can participate through the chat function (by typing).
# Accessing Student Support Services from Home

You do not need to go to campus to get the support you need! You can access the following services from home while classes are cancelled and/or online during the Spring 2020 semester:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Services Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising</td>
<td>You can contact your advisor by phone or e-mail.</td>
<td>Students can schedule appointments to speak with their advisor over the phone.</td>
</tr>
<tr>
<td></td>
<td>If you do not know who your advisor is or do not have their contact info, you can e-mail <a href="mailto:advising@staugustine.edu">advising@staugustine.edu</a></td>
<td></td>
</tr>
<tr>
<td>Social Work Advising</td>
<td><a href="mailto:ldhines@staugustine.edu">ldhines@staugustine.edu</a></td>
<td>Social Work advising is available by appointment over the phone or virtually. Appointments can be made through e-mail.</td>
</tr>
<tr>
<td>Digital Bookstore</td>
<td>If you need assistance, please contact IT Support.</td>
<td>Students will automatically be enrolled in the “First Day” program which will provide all textbooks in a digital format and access to textbooks can be made on or before the first day of class through Canvas.</td>
</tr>
<tr>
<td></td>
<td>IT Support E-mail: <a href="mailto:helpdesk@staugustine.edu">helpdesk@staugustine.edu</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IT Support Phone: 773-878-3855</td>
<td></td>
</tr>
</tbody>
</table>
| Bursar (payments)        | 773-878-3525  
773-878-3606                                           | Students can make payments over the phone or by mail- sent to Argyle location.      |
| Career and Transfer Center (CTC) | Phone: 773-878-3357  
Text: 872-802-1384  
Email: virizarry02@iwe.staugustine.edu | The CTC will be available for students to contact via phone, text and email.        |
| Financial Aid            | 773-878-4661  
financialaid@staugustine.edu                                 | Financial Aid counselors are available by phone and email                           |
| Library Support          | Library Director  
Kathryn Webb  
773-878-7599  
kjwebb@staugustine.edu | Students can access all online library resources on the library website: http://library.staugustine.edu/home  

Virtual Workshops will be offered for both fall terms. A schedule will be sent to students who can access GoToMeeting links via the Workshop Calendar below (simply click which Workshop you would like to attend, and a link will appear for virtual entrance):  

https://outlook.office365.com/calendar/published/aef993e6e0cc4c7a4a9f0fe69b3bfee55@staugustine.edu/13705eb2c3e343759c28a62229c976d616854672604285429462/calendar.html  

https://vimeo.com/365779353/e2448cbf3c
<table>
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<tr>
<th>Service</th>
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<th>Description</th>
</tr>
</thead>
</table>
| Registrar (transcripts) | 773-878-5824  
773-878-7989 | Students can request transcripts online.  
To request transcripts, go to [www.staugustine.edu](http://www.staugustine.edu) → STUDENT RESOURCES → OFFICE OF THE REGISTRAR → scroll down all the way to the online form, fill it out, and click SUBMIT. Once we receive the request we will call the student to make the payment over the phone. |
| Special Needs    | Office of the Dean of Students: [odos@staugustine.edu](mailto:odos@staugustine.edu)   | Students can contact their advisor or the Dean of Students with questions or concerns about a special, documented need for a reasonable accommodation based upon a permanent, temporary or episodic disability in order to perform to the expectations of college work online (or in general).                                         |
| Technology Support | IT Helpdesk:  
773-878-3855  
[helpdesk@staugustine.edu](mailto:helpdesk@staugustine.edu)  
Canvas Support: [CanvasSupport@staugustine.edu](mailto:CanvasSupport@staugustine.edu) | Technology support is available by phone or e-mail through the IT Helpdesk. Canvas Support is available for students with questions or concerns about Canvas.                                                                                           |
| Tutoring         | Tutoring Director  
Kathryn Webb  
tutoringcenterdirector@staugustine.edu | For Tutoring support or to make a tutoring request please visit our Tutoring Services website:  
[https://library.staugustine.edu/c.php?g=796314&p=7310562](https://library.staugustine.edu/c.php?g=796314&p=7310562)  
Virtual Group Tutoring sessions will be offered for both fall terms. A schedule can be found with GoToMeeting links via the Tutoring Center Calendar below (simply click which Tutoring session you would like to attend, and a link will appear for virtual entrance):  
[https://outlook.office365.com/calendar/published/3ea3e7e645f4ab0bbb16929f555bee4@staugustine.edu/0ed9d09ad83343b283489abbb003bf7f705369004686085296/calendar.html](https://outlook.office365.com/calendar/published/3ea3e7e645f4ab0bbb16929f555bee4@staugustine.edu/0ed9d09ad83343b283489abbb003bf7f705369004686085296/calendar.html) |
| Coronavirus at SAC | Office of the Dean of Students: odos@staugustine.edu | Students can contact the Dean of Students with questions about Coronavirus at SAC. |