

ONLINE SP21 FAQ

Spring courses will operate much like the fall classes and you will have both face-to-face and online classes. Below are some common questions students have asked about the online part of the courses and we hope you find the answers useful.



How do I start the course? There is no classroom listed so what should I do?

Go to your [D2L course page](#) and read your [SYLLABUS](#). It is particularly important you read this when in an online class. Dates, times and expectations are all here. Check your [@augusta.edu email account](#). There is a good chance your faculty will email you before the class starts to let you know some expectations, such as when, where and how to meet for the first class.

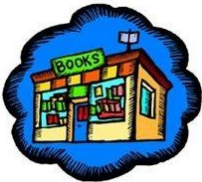


Explore D2L. You are probably somewhat familiar but do a quick review and refresh your memory. Look here for student [FAQ](#). Ask your instructor if you have questions. If you need support go to our [D2L / Brightspace support](#) page.



How do I know what books and supplies I need?

Again, [your syllabus on D2L](#) is the best source for information. Here you will see the textbook and any other readings or supplies you need for the course.



Is the bookstore open? How do I get my supplies?

Yes. [The bookstore is open ONLINE](#). Students may use Mastercard, Visa, and Discover online. Students who have financial aid/loans available may also charge their summer books directly to their student account at [jagstore.net](#) on these dates: 5/1/2020 - 5/29/2020 and 6/22/2020 - 6/26/2020."



What does synchronous and asynchronous actually mean?

If your professor says your class is synchronous they mean you will meet online at your regular scheduled class time. You will need to be at your computer at this time to meet with your professor and classmates via Microsoft teams or WebEx or a similar platform. If your class is described as asynchronous then you work at your own pace and you don't have to meet during class time.

However, many classes are a blend of the two – meeting in real time some days but not others – so it is important to check your syllabus and other course information. For example, you might be working at your own pace to cover a topic but then the exam is at a scheduled class time. Or you meet for a lecture then work independently in small groups. Get your calendar organized ahead of time and make sure you don't schedule other activities (like work) when you need to meet for class or take an exam.



How do I join Microsoft Teams or WebEx for the class?

The good news is the software is really easy to use and AU has lots of support available. Check this link for instructions and details on [Teams](#) and this one for more on how to use [WebEx](#).



What if I have technology problems? Who do I contact?

We have LOTS of resources for you. To receive technical support on a software or online service used in your online courses, call our IT Help Desk at (706)721-4000 or visit the [ITS website](#), or visit the [Student Quickstart Guide to Digital Resources](#) for more information.



Can I talk to someone about managing my time for the spring?

Absolutely! The Academic Success Center has [online peer coaching](#) available all term to help get you situated and stay on track with your online classes. Working from home takes a little more self-discipline and planning but nothing you can't handle. Make an appointment and they will help with time management tips as well as some online study strategies.



Are there tutoring or study sessions available for my class?

Check the [Academic Success Center](#) for updated information on your particular course. Most of the introductory courses have tutors available and you can meet with a peer tutor via Microsoft teams to review material, study for an exam or work on an essay.

[The Writing Center](#) is also open, as is the [Math Assistance Center](#).



What if I am having problems with the course generally?

Talk to your professor as soon as you find yourself doubting your ability to be successful in the course. They want to help you, so do not hesitate to reach out.



What if I just get overwhelmed with everything? I want to be successful but I am a little concerned about the summer, given everything that is happening.

There is a lot going on. We have people you can talk with if things get too much. FREE ONLINE services at [Student Counseling and Psychological Services](#) (SCAPS) are available during the day. Do not hesitate to reach out. If you need to talk with someone after 5pm, please call the Georgia Crisis and Access Line at 1-800-715-4225.

You can always check in with your advisor or a professional coach at the ASC for a chat too. Again, talk to someone and talk to them sooner rather than later.

If you have any questions or concerns about how to start your term please email us asc@augusta.edu and we will do our best to help you out! We've got this!