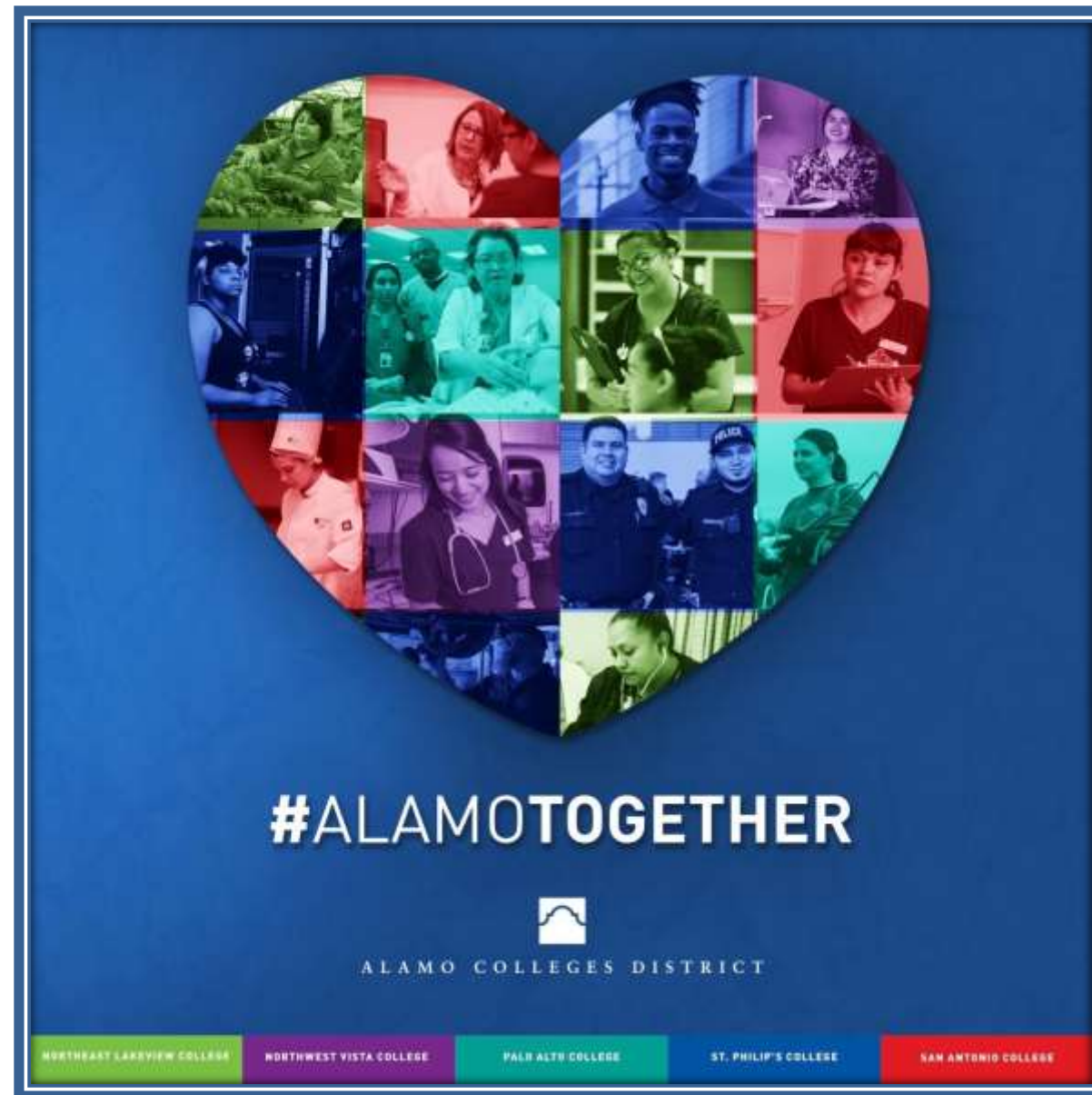


My Digital Backpack

How Do I Access...

- Support Services
- Health & Well-being
- Registration & Enrollment
- Technology
- Having Fun Staying In
- COVID-19 Response
- My Rights & Responsibilities





ALAMO
COLLEGES
DISTRICT

Continuity of Student Support Services Plan



How do I access...

Alamo Colleges Support Services

- Online Student Resources
- My Certified Advisor
- Choosing a Career
- DACA Students
- Disability Services
- Tutoring
- Assessment
- Financial Aid
- Advocacy Centers
- Counseling

Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



Students are always first at the Alamo Colleges District!





Online Student Resources

To provide access to higher education for our remote community, all five Colleges offer access to support services for students who cannot come to the campuses.

[Northeast Lakeview College](#)

[Northwest Vista College](#)

[Palo Alto College](#)

[San Antonio College](#)

[St. Philips College](#)

Please let your instructor and/or your academic advisor know if you cannot access your courses remotely.

Your Certified Advisor is your guide to success.

A Team Effort...

Your advisor will:

- Keep you informed - online updates and support, text messaging, phone calls and video conferencing.
- Send weekly text messages and respond to your text within 24-48 hours

You will:

- Reach out via email using your student ACES email.
- Text back or call with questions or requests for assistance.

Advising Appointments Go Remote

- Advising appointments are through video and phone conferencing tool called Zoom.
- You will receive a Zoom calendar invitation through email.
- Complete the one-hour training called *Remote Ready Boot Camp: Student* through your Canvas course list in ACES.
- Communicate with your advisor as to your access to technology; appointments can be conducted through several options.

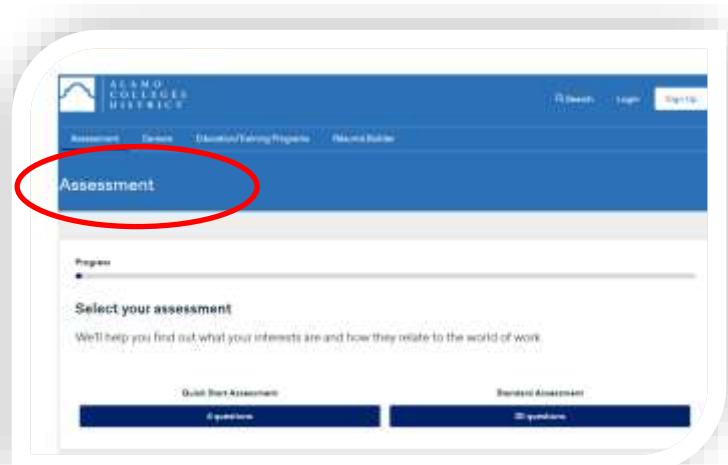


Not quite sure what you want to do yet?

We have a tool for that!

Discover in-demand careers and educational goals based on your interests!

Take the [Career Coach Assessment](#) to find your career.



Choosing A Career Path

Access Career Coach at
Alamo.edu/careercoach

Undecided on your career?

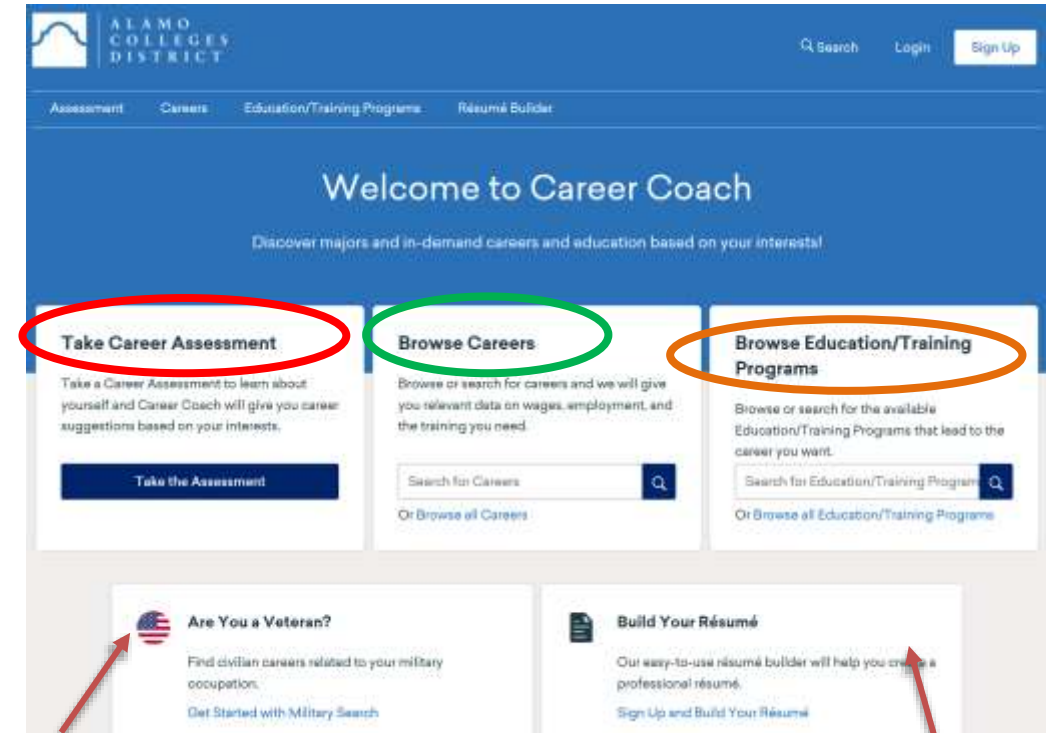
✓ **Take a Career Assessment**

Researching your career?

✓ **Browse Careers**

Ready to choose a program?

✓ **Browse Education/Training**



Are you a Veteran - search using
military occupation codes

Build Your Resume - create
a resume



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DISTRICT

Continuity of Student Support Services Plan



DACA & Undocumented Students



Undocumented student DREAMers who are needing assistance with any enrollment processing steps, particularly with admissions and applying for state aid, feel free to reach out to the Education & Training Center team members:

- Brackenridge (eastside)
- Harlandale (southside)



Carmen De Luna-Jones
mdeluna-jones@alamo.edu

Yesenia Fernandez
yfernandez16@alamo.edu

April Vallejo
avallejo20@alamo.edu

[Immigration Law Help in Texas](#)

Accommodations

Disability Assistance

If you have a documented disability and require additional support, please contact your instructor and Disability Services at your home institution:

1. [Northeast Lakeview College](#)
2. [Northwest Vista College](#)
3. [Palo Alto College](#)
4. [San Antonio College](#)
5. [St. Philip's College](#)

INTERPRETER & CLOSED CAPTIONING SERVICES

Contact: Jo Hilton at Phone: 210-486-1110

Email: chilton@alamo.edu

To request services: dst-interpreting@alamo.edu (Email monitored 24/7)

ADAPTIVE COMPUTER PROGRAMS & EQUIPMENT

Contact your DSS Office for assistance with the following:

- DRAGON DICTATE: Access keyboard by voice.
- AccessText: Obtain accessible textbooks
- [Kurzweil Web-based Chrome Extension](#)
Kurzweil Instructions: Select "Read the Web - Google Chrome" / "Add To CHROME" / "Add Extension" / Sync
- [Chromevox Extension](#)
Chromevox Extension Instructions: Select "Add to Chrome" / "Add Extension" / Sync
- NVDA (for blind/low vision)
[For NVDA Instructions, follow this link.](#) [Download NVDA here.](#)



Get Started! Connect with live tutoring services!

1. Log into ACES.
2. Select the My Courses tab.
3. Click on the *Brainfuse* Online Tutoring link.

In Your Canvas Course

Click on the *Brainfuse* Online Tutoring Link on the left-hand side.

For technical issues, contact *Brainfuse* directly:
1-866-Brainfuse or use the "Contact Us" Link
inside *Brainfuse*.



Military & Veteran Benefits



[Military & Veterans](#)

[COVID-19 & Veteran Benefits updates](#)

[Military Base locations](#)



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Continuity of Student Support Services Plan



Assessment / Testing Center

Northeast Lakeview College
alamo.edu/nlc/Assessment

Northwest Vista College
alamo.edu/nvc/admissions-and-aid/testing-center

Palo Alto College
alamo.edu/pac/testing-center

St. Philip's College
alamo.edu/spc/testing-center

San Antonio College
alamo.edu/sac/assessment-center

NEW MULTIPLE MEASURES



ALAMO
COLLEGES
DISTRICT

Continuity of Student Support Services Plan



Paying for College



Financial Aid
Answers 24/7

[Free Application for Federal Student Aid](#)

[Student Financial Aid](#)

[Scholarships and Other Aid](#)

[Veterans Benefits](#)

[Alamo Colleges Foundation Scholarships](#)



ALAMO
COLLEGES
DISTRICT

Continuity of Student Support Services Plan



Advocacy Centers

During this trying time, Alamo Colleges Student Advocacy Centers will continue to assist students with issues that can negatively impact stress, focus, and student performance. We will provide case management support as well as emergency aid and access to community resources.

We offer...

- Food
- Health Services
- Counseling
- Social Services
- Emergency Aid
- Referral to community agencies

-Services may vary by college-



Counseling

Counseling and mental health support services are provided via a secure online environment. Brief, solution-focused mental health counseling can be scheduled.

- Free short-term counseling
- Counselors can guide you:
 - Identify your education and career goals
 - Transition to college
 - Promote personal and social wellness
 - Adjust to remote learning
 - Strengthen relationships
 - Build your job skills

Connect with your college [Advocacy Center](#)



How do I access...

Health & Well-being

- Food Assistance
- Housing Assistance
- Utility Assistance
- Medical Resources
- Mental Wellness
- Stay Safe
- Children & Parents
- Employment
- Military & Veterans

Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



Food Assistance



FOOD RESOURCES

- [San Antonio Food Bank](#) - Network of food pantries and mobile food distributions remains fully operational and open to the public for help.
- [School Meals Map](#) - shows students where they can find breakfast and lunch near them for free. Please check with your school district for regular updates.
- [Supplemental Nutrition Assistance Program](#) - provides money for food, and the Special Supplemental Nutrition Program for Women, Infants and Children provides resources for pregnant women and people with children younger than 5.
- [Meals on Wheels](#) - is providing meals to at-risk senior's in the community.
- [Little Free Pantry](#) - is a grassroots, crowd sourced solution that facilitates feeding neighbors and bringing attention to food insecurity.



Housing Assistance



HOUSING

- [Rental Assistance](#) - Assists individuals and families who are struggling to pay their rent. The Salvation Army is often able to assist those facing eviction.
- [SAMministries](#) - Offers rental assistance, utility support and long-term housing assistance.
- [Fair Housing and Emergency Assistance](#) - Effective March 18, 2020, the City's Fair Housing Division is accepting emergency rent and mortgage assistance referrals.
- [Request for Utility Assistance](#) - Assists with utility assistance for CPS Energy and assists with an Affordability Discount Program Application. Seniors, families with young children, individuals with disabilities, and individuals using critical medical care equipment are eligible to apply.
- [Fair Housing Council](#) - Offers programs and services, such as complaint investigation, advocacy, and education & outreach are available to consumers living in this South Texas service area.

EVICCTIONS

FAQ's (PDF - [English](#) | [Español](#))

Bexar County - Bexar County suspended evictions on March 23rd for 30 days. Get more information about Judge Nelson Wolff's Executive Order NW-03 [here](#).

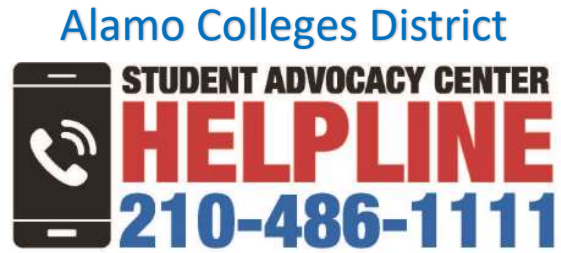


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Continuity of Student Support Services Plan



Utility Assistance



Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



- **CPS** - CPS Energy announced on March 11, 2020, they will suspend energy disconnects for their customers in support of a request by Mayor Ron Nirenberg and the San Antonio City Council. CPS Energy will continue to follow the guidance of the Mayor and City Council as they're leading our city through this pandemic.

- **SAWS** - San Antonio Water System is temporarily halting disconnections due to non-payment. Service interruptions will resume at a later date, as SAWS continues to work with Mayor Ron Nirenberg and the City Council.

See **How Do I Access...Technology** in *My Digital Backpack* for Internet & Wifi access.



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Continuity of Student Support Services Plan



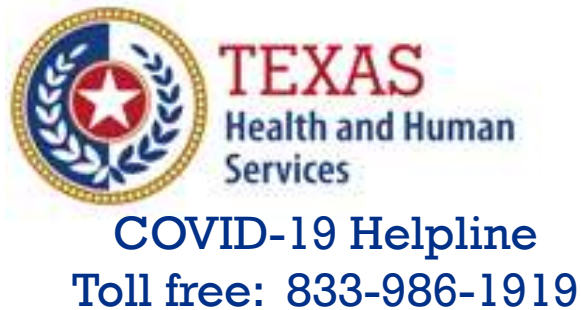
Medicaid and CHIP



<u>Community Medical Clinics</u>	<u>Community STD/HIV Testing</u>	<u>Local Hospitals & Emergency Rooms</u>	<u>Community Resources</u>
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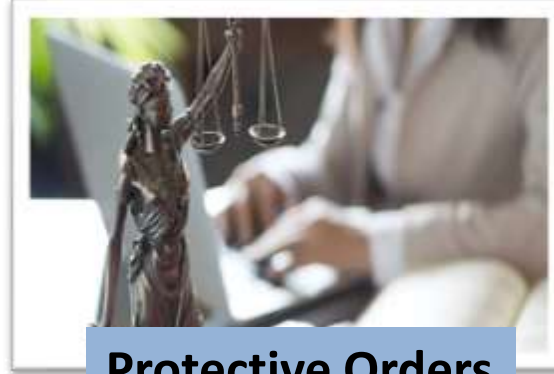
Mental Wellness



Stay Safe



24 Hour Crisis and Substance Use
Helpline **800-316-9241**



Protective Orders



Bexar County
Family Justice Center



National Sexual Assault Hotline

No matter what stage of recovery you're at, confidential, anonymous support is available 24/7 for survivors & loved ones.

 **Telephone**
800.656.HOPE

- Talk to a trained staff member or connect with a local sexual assault service provider.
- Get direct, personal, one-on-one support.

 **Online chat**
online.rainn.org

- Chat one-on-one with a trained support specialist.
- Secure technology, accessible from any device.



In a crisis?

Text HOME to 741741
connect with a Crisis
Counselor

Free 24/7 support at your fingertips



THE CODE GREEN CAMPAIGN

First Responders Support



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Continuity of Student Support Services Plan



Children & Parents



Medicaid and CHIP

FAMILY SERVICES

- [COVID-19 Childcare Assistance](#) - The United Way of San Antonio and Bexar County are providing emergency childcare assistance for residents who qualify.
- [EMERGENCY CHILD SERVICES](#) - "Our City Cares" funding is allocated by City Council to assist San Antonio residents with short term child care during an emergency or extenuating circumstance.

[Early Education Child Care](#)

[After School Challenge](#)

[Child Care Assistance](#)

[Head Start](#)



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Continuity of Student Support Services Plan



Employment



UNEMPLOYMENT BENEFITS INFORMATION

[Texas Unemployment Insurance Information for Individuals \(PDF\)](#)

On 3/17/20, Texas Governor Greg Abbott instructed the Texas Workforce Commission to waive the waiting week, for Unemployment Benefits.

Those seeking to apply for [Unemployment Benefits](#) will need to [submit an application](#).



- [Student & Parent Career Tools](#)
- [Texas Career Check](#)
- [Texas Work Prep](#)
- [Texas CREWS](#)
- [Counselors & Teachers](#)
- [Texas OnCourse](#)



Student work opportunities



Welcome to Career Coach

- [Careers Are Everywhere](#)
- [Career Success](#)
- [High School Endorsement Bulletins](#)
- [Texas Reality Check Career Planning Tool](#)
- [Resources for Career Hunters](#)
- [Vocational Rehabilitation for Youth & Students](#)

Military Connected Resources

- **Army, Navy, Marine, and Coast Guard Joint Service Transcripts** – <https://jst.doded.mil/smart/>
- **College for all Texans** – www.collegeforalltexans.com
- **DD214 or other Official documents** – <http://www.archives.gov>
- **Hazlewood Registration** – <https://hazlewood.tvc.texas.gov/students/>
- **State & Local Resources** - https://www.va.gov/landing2_locations.htm
- **Texas Veterans Commission** - <http://www.tvc.texas.gov/Home.aspx>
- **Veterans Benefits** – www.va.gov
- **VA | Vets.gov – applications** - <https://www.vets.gov/education/apply/>
- **VA Forms** – <http://www.va.gov/vaforms> or <http://www/gibill.va.gov>
- **VA | Vets.gov** - <https://www.vets.gov/>
- **WAVES** - <https://www.gibill.va.gov/wave/index.do>



How do I access...

Registration & Enrollment

- Student Forms Library
- Registration
- Academic & Registration Calendars
- College Catalog
- Paying My Bill
- Holds
- Transcripts





Start Here! Steps to Enrollment Checklist

<https://www.alamo.edu/admission--aid/how-to-apply/>

During Stay Home / Work Safe orders, students should follow the [ONLINE STUDENTS CHECKLIST.](#)

First-Time Students

A student who is a high school or home school graduate or has obtained a GED.

[Learn more](#)

Former Students

A student who has previously attended the Alamo Colleges District but has not enrolled for more than one year.

[Learn more](#)

Transfer Students

A student who plans to attend the Alamo Colleges District and completed coursework or is currently enrolled at another college/university.

[Learn more](#)

Online Students

A student earning a degree, certificate, or completing a transfer advising guide online at Alamo Colleges.

[Learn more](#)

Dual Credit

A student who is currently in high school.

[Learn more](#)



Registration Starts				
Time-Ticketed Registration				
REGISTRATION TIME TICKETING	Fall 16 Week	Fall Flex I	Fall Start Two	Fall Flex II
46+ hours and Veterans/Active Military	April 6-7, 2020	April 6-7, 2020	N/A	April 6-7, 2020
31+ hours	April 8-12, 2020	April 8-12, 2020	N/A	April 8-12, 2020
9+ hours	April 13-14, 2020	April 13-14, 2020	N/A	April 13-14, 2020
All Students	April 15, 2020	April 15, 2020	N/A	April 15, 2020
Start II Registration Begins	N/A	N/A	August 17, 2020	N/A

Fall 2020 Registration begins on April 15, 2020 and proceeds according to time-ticketing. Time-ticketing is based on the total number of hours earned from colleges in the Alamo Colleges District plus any transfer hours that have been posted to your record, as reflected in the Student [ACES](#) System. Additional registration and payment information is available on the Alamo Colleges District [Registration/Payment Calendars](#).

All first-time-in-college students are encouraged to begin the enrollment process early in order to complete all admissions, testing, and registration requirements by the posted deadlines. The [Steps to Enrollment](#) provides a checklist of requirements.





REGISTRATION, PAYMENT DEADLINES and ACADEMIC CALENDARS



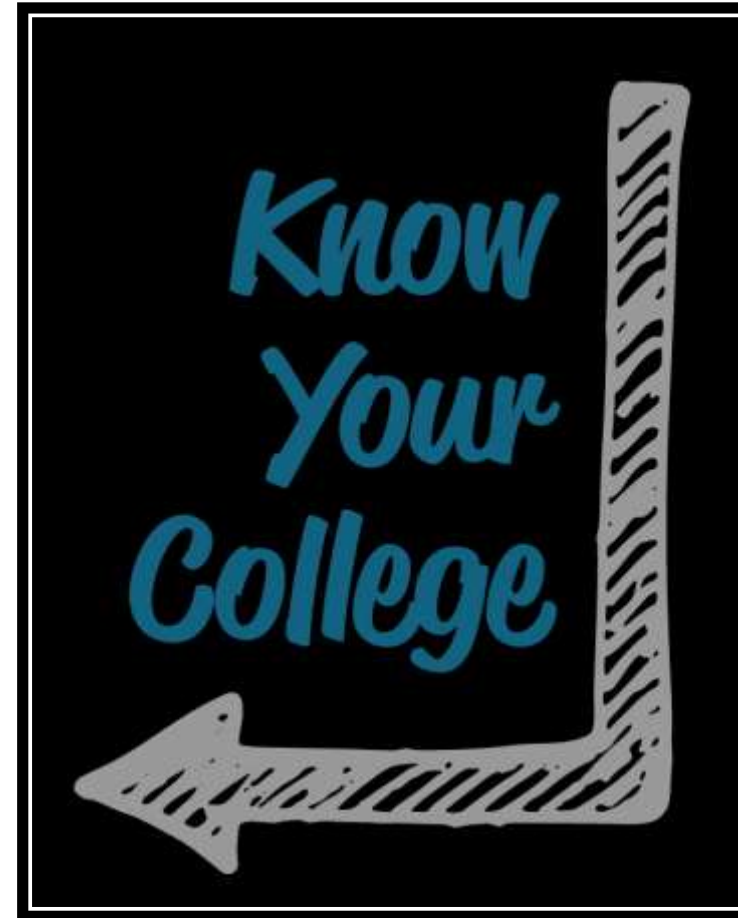
Find These Forms in the [Student Forms Library](#)

- Disability Support Services
- Veterans
- Enrollment
- Counseling
- International Students

Note: some forms are in development, check back regularly



Degree Plans
Tuition
Financial Aid
Registration
Policies
Services
Contacts



PAYMENT

In order to alleviate any additional financial burdens, we are offering extensions on payment plans and overdue balances and eliminating late fees until further notice.

In addition:

- ▶ Students on payment plans will NOT be required to make the next payment until May 1. Recent \$10 late fees will be removed.
- ▶ NO holds will be placed on accounts at this time.
- ▶ Students CAN register for Maymester, Summer and Fall when the registration dates open.

Thank you for your patience in this matter. We will do all we can to assist you in completing your educational endeavors.



PAYMENT OPTIONS

- ▶ Pay online through ACES using personal check or credit card.
- ▶ Set up a Payment Plan.
- ▶ Pay cash (Alamo Colleges is still working on a process to pay by cash. Check [website](#) for updates.

Virtual Business Office



Why do I have a hold?

How can I remove it?

Who can help?



Find out at Alamo.edu/admissions-aid/how-to-apply/comeback/holds



Transcripts

Alamo Colleges District is now using Credentials, Inc. to accept transcript requests online.

- All transcripts are printed and mailed from an off-site location after a request is made.
- Transcript requests take 3 to 5 business days to be processed.

[Request](#) or [Submit](#) a transcript



How do I access...

Technology

- Alamo Colleges Wi-Fi
- Technology Access
- Technology Support

Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



Technology in Convenience of My Car



Free: Access the Internet

Designated parking lot hotspots are available for students to access campus Wi-Fi. Students are encouraged to stay in vehicles and practice social distancing. Directional signage will guide students to the locations.

Wi-Fi Hotspot Location Maps:

[NLC](#)

[NVC](#)

[PAC](#)

[SPC](#)

[SAC](#)

WI-FI

- [AT&T](#) - Waiving all home internet data overage fees for current customers. Offering two months of free service to new customers who order access by April 30, 2020. \$5/mo or \$10/mo thereafter, depending speed. Expanding eligibility based on income to households participating in National School Lunch Program/Head Start.
- [Free Wi-Fi](#) There is free Wi-Fi at several City of San Antonio parks. Citizens can bring their laptops and other electronic devices to the park to research, apply for jobs and browse the internet. Students also have the opportunity to complete homework, check college blackboards for assignments, and connect with friends and family via social media. **Note: Community Centers are not open to the public.**
- [Spectrum Free Wi-Fi](#) Spectrum offers free access to broadband and Wi-Fi for 60 Days for students K-12 and College Households.



Technology Support

Contact Us - District Helpdesk Information

Help Desk is the central point of contact for all technology needs. Contact us by phone or email. Other resources are posted here on the Technical Information page. (The page opens in a new window.)

Phone: 210-485-0555 Option 4

Out of Town Students: 866-493-3947 (toll free)

Email: helpdesk @alamo.edu

Hours of Operation

Monday – Friday 8 am – 12 am

Saturday 9 am – 9 pm

Sunday 11 am – 12 am

Caller Checklist

When calling, have the following information readily available:

Last four digits of SSN

ACES ID

Date of Birth

Student Banner ID



Technology Support

Contact Us - College Helpdesk Information

College Helpdesks

San Antonio College Helpdesk
210-486-0777

St. Philip's College Helpdesk
210-486-2777

Palo Alto College Helpdesk
210-486-3777

Northwest Vista College Helpdesk
210-486-4777

Northeast Lakeview College
210-486-5777

Caller Checklist

When calling, have the following information readily available:

Last four digits of SSN
ACES ID
Date of Birth
Banner ID

Hours of Operation

Monday – Friday 8 am – 12 am
Saturday 9 am – 9 pm
Sunday 11 am – 12 am



How do I access...

Have Fun Staying In

- Learning Together
- We Love SA
- Virtual Field Trips
- Stay Fit



Children & Parents – Learning Together



Live Cams



The Best Educational Webcams

Smart Social
Learn How to Shine Online

AdaptedMind MATH READING



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DISTRICT

Continuity of Student Support Services Plan





Witte Where You Are



Children & Parents – Virtual Vacations

Virtual Field Trips

- [Virtual Museum Tours](#)
- [Virtual National Park Tours](#)
- [Virtual Tour of Mars](#)
- [Live Feed of Monterey Bay Aquarium](#)
- [Live Feed of the San Diego Zoo](#)
- [15 Virtual Field Trips Kids Can Take From Your Living Room](#)



[Park activities you can
do from the comfort
of your home](#)



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Continuity of Student Support Services Plan



Get Fit Activities

Free On-Demand Physical Activity Resources

- [Online Yoga and Meditation Classes](#)
- [CorePower on Demand](#)
- [Women's Health Magazine Workouts](#)
- [Men's Journal 8 At-Home Workouts](#)
- [Blogilates At Home Pilates and Barre Workouts](#)
- [Fitness Marshall At-Home Dance Workouts](#)
- [POPSUGAR At-Home Workout Channel](#)
- [Just Dance Workout Videos](#)



How do I access...

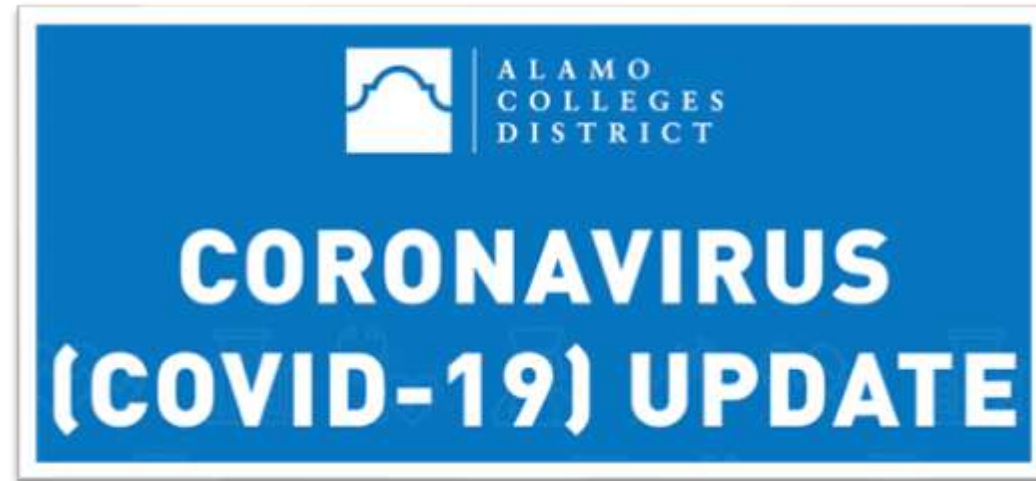
- Alamo Colleges COVID-19 Updates
- San Antonio COVID-19 Response
- COVID-19 Resources

COVID-19 Response

Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



Stay Home. Work Safe.



[COVID-19](#)

[FAQs](#)

[Student Resources](#)

- Check the [website](#) regularly for important updates!
- Updates for both work-study and financial aid students are posted as they become available on the [financial aid homepage](#). (scroll down to the news section for the latest information)



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Continuity of Student Support Services Plan





[COVID-19 Questions?](#)

Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



San Antonio's response to COVID-19 is the first in our history. We're stronger than ever, and we will get through this. One day soon, we'll come together again. Until then, let's do our part to keep one another safe, because we are all in this together.

COVID-19 Hotline

210.207.5779

Email: COVID-19@sanantonio.gov

Mon. - Fri., 8:00 AM - 7:00 PM

Sat. & Sun., 8:30 AM - 4:30 PM

Services

See a complete listing of our [Clinics & Locations.](#)



COVID-19 Self-Care



Take a self-screening

WHERE CAN I LEARN MORE?

- Visit the Centers for Disease Control and Prevention [2019 Novel Coronavirus Site](#)
- Visit the Texas Department of State Health Services [2019 Novel Coronavirus Site](#)

Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more. [More COVID-19 information.](#)



SOCIAL DISTANCING

Social distancing means remaining out of crowded public places where close contact with others may occur. Avoid mass gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

TRANSMISSION

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.
- Possibly by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

PREVENTION

The best way to prevent infection is to take precautions to avoid exposure to this virus, which are similar to the precautions you take to avoid the flu. CDC always recommends these everyday actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.



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Continuity of Student Support Services Plan



Bexar County & Texas Updates



Driver License
Services, Closures
and CDL
Appointments



Our Neighbors

[Atascosa County](#)

[Comal County](#)

[Guadalupe County](#)

[Kendall County](#)

[Kerr County](#)

[Medina County](#)

[Wilson County](#)



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Official TX COVID-19 website



TEXAS
Health and Human
Services



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DISTRICT

Continuity of Student Support Services Plan



How do I access...

My Rights & Responsibilities

- Privacy Rights
- AlamoCARES
- Civility
- Video Conferencing
Etiquette



The *Family Educational Rights and Privacy Act* ([FERPA](#)) protects:

- the privacy of your educational records
- your right to inspect your educational records
- your ability to correct inaccurate information

The Alamo Colleges District may release your:

- name, dates of attendance, major, classification
- enrollment status (full or part-time)
- previous institution(s) attended, degree(s) awarded, academic honors/awards

The Alamo Colleges District may not release these except as required by law:

- social security number or student ID, address, telephone number
- date of birth, race/ethnicity, citizenship, nationality, gender
- grades, grade point average or class schedule.

You may place a hold on any or all your information. Contact the Admissions office.



Creating Safe & Welcoming Colleges

AlamoCARES and *SOBI* help create colleges where you can learn in a safe place and feel you belong.

AlamoCARES offers services and resources to support students. Learn more in [Resource Guide for Students on Sexual Misconduct: Alamo Colleges Policies, Procedures and Victim Services](#).

The *Strategies of Behavioral Intervention Employee & Student Guide (SOBI)* provides the College community with information on how to support and assist students.



* You may submit an [Incident Report](#) to your college who will assess the situation and offer support. You are not required to include your name on the form.



The Alamo Colleges is committed to fostering an environment of thoughtful study and discourse and to ensuring equal access to education so you can:

- pursue new career goals
- upgrade present skills
- enrich your personal life.

Know your rights & responsibilities that promote your success:

[Student Code of Conduct](#) - behavioral expectations of students in order to protect and foster the learning environment

[Course Catalog](#) - outlines the rights and responsibilities of students

See the *Student Handbook* and *District, State and Federal Regulations* sections in the catalog for additional guidance on student expectations.



Video Conferencing Etiquette

PLAN YOUR LOCATION

Ensure that what is behind you is appropriate. If you have family at home, ensure that you have a method of informing them that you are on a call. Secure pets that may require your attention. Students will see what is behind you in the frame. You want a back drop that is not distracting or shares personal information like family photos.

ARRIVE EARLY

Check that technology is working 15 minutes prior to your appointment. This gives you time to communicate with the class or your advisor via email should you have technical difficulties.

MUTE YOURSELF WHEN NOT SPEAKING

Some microphones are more sensitive than others. Muting yourself ensures that there is a clear back and forth between you and the student.

WEAR APPROPRIATE CLOTHING

Attire should remain classroom appropriate in case you have to stand and reposition yourself during the call.

BE MINDFUL OF MOVEMENT AND FACIAL EXPRESSION

Because the field of communication will be narrowed, the instructor and students will notice every movement or expression you make.

