

**March 23, 2020**

**MEMORANDUM**

**To: SUNY Chief Academic Officers**

**From: Tod A. Laursen, Provost and Senior Vice Chancellor**

**Subject: New Student Resources for the Transition to Online or Remote Instruction**

We know many more students started this week with online or remote instruction; our thanks to you and to your faculty and staff who have worked so hard to make this possible. In an effort to support the work you are doing to help students manage this transition, we want to make you aware of some new or expanded resources:

**1. Drop-in Support for Students Available Now**

We have organized live, drop-in, sessions via Collaborate to assist students with the transition to remote course instruction. The goal of these sessions is to provide students with another resource to go to for questions about the basics of online/remote course delivery, successful strategies for participation, encouragement to engage, and even to address fears/concerns.

Sessions will be staffed by SUNY personnel familiar with how to quickly address common student questions about participation in online/remote courses, connect students with technical support for remote access to their courses, and point them to appropriate campus resources. We have worked with your Student Affairs officers to ensure that we have appropriate campus contacts and resources to refer students to as needed.

Staff are available, live, now to assist! Staff will continue to be available at the days and times listed below:

- Monday - Friday 7:00AM - 12:00AM Midnight EST
- Saturday 10:00AM - 5:00PM EST
- Sunday 1:00PM - 9:00PM EST

**To join a live session, visit:**

<https://us.bbcollab.com/guest/73ee8680bb20494ca6181c2428e8a3f7>

OR Dial in: +1-571-392-7650 PIN: 258 129 3907

**2. A New Student Focused Website**

A website has been put together by the SUNY Online team that includes: Resources for Success in Your Online Course; Resources for Active Military and Veteran Students; Mental Health, Nutrition, and Technology Resources; as well as links to the Support Guides for Working with Blackboard, brightspace, Canvas, and Moodle.

Access the website at: <https://innovate.suny.edu/covid19/students/>

### 3. **Open SUNY Helpdesk Open to All**

The Open SUNY Helpdesk is available to assist students at all campuses with technical support, including how to access their courses using online tools/technology. Many of your campuses already subscribe to the Open SUNY Help Desk service, but it is being expanded to support any campus courses that have moved to distance delivery. Your Directors of Online Learning are already aware of this. Access the helpdesk at: <https://online.suny.edu/help/>.

If you have any questions (or suggestions) on the above, please contact [provost@suny.edu](mailto:provost@suny.edu) and we will connect you with the right person for response. Please help us broadly share this information with students.

**Tod A. Laursen, PhD**

*Provost & Senior Vice Chancellor*

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