COVID-19 Student Remote Instruction Guide

Access to Technology

You must have a computer at home with internet access and access to your UCI email account. If you do not have access to a reliable computer or reliable internet, please make your academic advisor and instructor aware of this right away.

Technology Skills

You must know how to use email, web browsers, word-processing software, download files, and create attachments. Please keep an open-mind during this time and be willing to solve technology problems and not get easily frustrated with technology glitches. Your instructors will be empathetic of this unique situation, just as we hope you’ll be empathetic with them.

OIT Help Desk

Contact Us

- Email: oit@uci.edu
- Phone: (949) 824-2222

Self Service Portal

You may also open a ticket using our OIT Self Service Portal.

- Login to the OIT Self Service Portal using your UCnetID and password.
- Fill out the form and click Submit.
- A service incident will be created and someone will assist you. You will receive a confirmation email and be able to follow the progress via email or through the portal.

Send Email

Send email (oit@uci.edu) to the help desk when the issues is complex and easier to describe in writing, when you have error messages, email, or screenshots which will clarify your problem.

Don’t forget, your peers are your support! Don’t hesitate to ask a friend for help or guidance should you need it.

Communication

Remote instruction is a new concept to many of us. You must be pro-active and willing to communicate with your peers and instructors via email, phone call, video chat, etc. If you feel like you are falling behind or not able to keep up with the virtual learning pace, contact your instructor immediately. Don’t wait until it is too late! You have to be diligent about your time management and keeping up with assignments and readings, which is no different if you were attending class in-person. Have patience – faculty will make accommodations and be understanding but only if you are putting in the effort.
A key component of the campus social distancing, remote teaching, and telework strategy is using the powerful remote meeting tool Zoom. Zoom can be used to host and attend remote instruction, hold meetings, and collaborate digitally with colleagues, classmates, and friends. Zoom can be used on any computer, tablet, or mobile phone.

Zoom meetings will allow up to 300 attendees per session over an unlimited number of minutes. You can facilitate interactive meetings in real time, video chat, create polls, screen share and share documents. Live sessions can also be recorded and distributed to enable access by participants who are unable to attend live sessions.

You can sign up for Zoom by visiting https://uci.zoom.us and signing in with your UCInetID and password. A quick start guide for basic functionality is hosted by Zoom.

OIT has also created https://techprep.oit.uci.edu, a central resource updated frequently to help the campus community be better prepared for working, teaching, and learning remotely.

If you have any questions regarding Zoom, please contact the OIT Service Desk at (949) 824-2222 or by email oit@uci.edu.

Check with your instructors – there may be a preferred method to use for one-to-one meetings such as Google Chat, FaceTime, or WhatsApp.

Remote Learning - Time Commitment

The amount of time you must devote to your virtual-courses is 6-9 hours a week for a 4-unit course, just like an in-person course. Please don’t think that because it is offered remotely, it is less work or the quality is diminished. The work and quality will remain the same, it will just be delivered to you differently.

Support

The same support that is provided to you while on campus is still provided to you virtually. You just need to take the proper steps and reach out! We are still here to support you in all aspects as we transition to this temporary way of learning. If you are struggling or having difficulties, please contact us. Again, you are in charge of your time and learning so you must be proactive, conscious of your limitations, and strategic in how you approach new challenges.

PPH Student Affairs Contact Information

To schedule a virtual appointment/drop-in – Email PHUClappts@gmail.com or call 949-824-2358

For general advising – Email PHPeers@gmail.com

- If it has been more than two business days and you have not received a response, please email phuao@uci.edu

Contact UCI Wellness Exchange and chat with a counselor: 949-824-9355 or studentwellness@uci.edu
Make A Plan

Remote-instruction will require increased structure and time management planning. Check your syllabus, check Canvas, check with your peers and commit to due dates on your calendar. Designate study times for each class, and stick to them.

Questions about registration, grades, tuition, etc.? Check out the University Registrar FAQs

Look Ahead

It can’t be emphasized enough how important it is to look ahead when engaging in remote-instruction.

Being home can be distracting. Keep designated times when you will complete readings and assignments. Don’t start an assignment too late when it is due the next morning in case you have a question that the faculty member can’t answer at odd hours. Everyone is going to need to be flexible so coming up with a plan is a good start but know, it may have to change. Remember, this situation is new to everyone – students, faculty and staff – so communicate so we can all work together to get through this experience.