COVID-19 Student Remote Instruction Guide

In Fall 2021, instruction will primarily be delivered in-person on campus, although some instructors will offer hybrid, remote, and online options as appropriate and approved. How do you know if your class is in-person or remote? When registering:

- Classes that are in-person have a room number listed in the “place” column in the Schedule of Classes.
- Courses that are identified as “online” in the place column have been formally approved to be taught fully online on an ongoing basis.
- Courses that are identified as “VRTL REMOTE” are not yet formally approved to be taught fully online but are or will be in the process of being approved to be taught fully online going forward.

Access to Technology

If you are enrolled in a virtual class, 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

The Office of Information Technology (OIT) is responsible for supporting the IT needs of UC Irvine faculty, students, and staff. Contact OIT:

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

Self-Service Portal

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

- Login to the OIT Self-Service Portal using your UCInetID and password.
- Complete 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.
Sending an Email

Send an email (oit@uci.edu) to the help desk when the issue is complex and easier to describe in writing when you have error messages, email, or screenshots that 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.

Synchronously or Asynchronously?

Faculty will provide information on their delivery model near the beginning of the fall quarter. Until an instructor says otherwise, students should plan that courses will be taught synchronously (students are required to log in and participate in class at a specific time each week).

Communication

Remote instruction is still a relatively new concept to many of us. You must be proactive 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 must be diligent about managing your time and keeping up with readings and assignments, 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.

Resources

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 using 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 at 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! 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**

UCI provides academic and personal support. Get the support you need – when you need it. To schedule a virtual appointment/drop-in – email PHUClappts@gmail.com or call 949-824-2358.

- For general advising – Email PHPeers@gmail.com. If you have not received a response within 2 business days, please email phuao@uci.edu.
- Contact UCI Wellness Exchange and chat with a counselor: studentwellness@uci.edu or call 949-824-9355.

**Make a Plan**

Remote learning requires 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.