Welcome to the Syracuse University Online Success Toolkit home page. Below you will find resources designed to promote successful online teaching and learning for new and returning faculty and students alike.

### Fall 2020 Course Support

Instructors seeking Blackboard and other technical assistance are encouraged to email help@syr.edu with a summary of the issue. Faculty seeking course design assistance for Fall 2020 are encouraged fill out the Fall Course Development Form. Those with questions about the form can visit it's frequently asked questions page.

### Faculty and Staff Resources

#### Fall 2020
- Aligning Your Course for Any Format
- Blackboard Course Merge Form
- Course Development Form
- Course Transition Services
- Preparedness Checklist

#### Course Design
- Academic Integrity in an Online Teaching Environment
- Alternatives to Traditional Exams
- Building Community in Your Online Course
- Lecturing for Learning in Mixed-Delivery Format
- Mixed Delivery, Hy-Flex, Hybrid, and Flipped Course Design
- Rapid Online Course Development Guide
- Recording From Home Guide
- Scaffolding
- Writing-Intensive Courses

#### Supporting Students
- Responses to Trauma
- Supporting Students Resource Toolkit
- Transforming COVID into a Learning Opportunity for Your Students
- Trauma-Informed Teaching Practices

### Student Resources

#### Campus Resources
- Accessing SU Libraries from a Distance
- Online Student Support Resource Toolkit
- Orange Success Home (Login through MySlice)
- Remote Access (including Remote Labs)
- Writing Center

#### Online Learning Recommendations
- Netiquette for Students
- Online Overview Training Sessions
- Online Success Reminders
- Preparing for Your Virtual Academic Experience
- Tips & Tricks to Manage Online Learning
- Tutoring and Academic Coaching with CLASS
Technology Resources

Training Opportunities

Kaltura Training Sessions
Zoom Training — Teaching with Zoom
Teaching and Technology Tuesdays
PlayPosit Training — Adding Interactions to Video

Helpful Technology Links

New Student? Get introduced to campus technology on the ITS Welcome page.
Accessible Technology Toolkit
Classroom Resource Guide
Classroom Technology Guide – Fall 2020 Semester
Information Technology Services Website
Information Technology Support Home
Internet Service Provider (ISP) Responses to COVID-19
Remote Access (including Remote Labs)
Safe Computing Tips for Remote Users
Teaching and Learning Home
Web Conferencing Solutions
Working & Teaching Remotely

Login Locations

Blackboard
MySlice
NetID Self-Services

Additional Resources

Archive of Previous Emails
Syracuse University COVID-19 Information

Need Help? Contact the ITS Help Desk 7 days a week by calling 315.443.2677, emailing help@syr.edu, or stopping into 1-227 Center for Science and Technology (Hours of Operation).