

**From:** [Hamdy, Rania E.](#)  
**To:** [Humble, Dina](#)  
**Cc:** [Huston, Celia J.](#); [Yarbrough, Kay D.](#)  
**Subject:** Additional PD Evidence : Week FOUR of transitioning online- If you are having issues with Zoom, Canvas, etc- Join us today for help  
**Date:** Sunday, October 4, 2020 2:07:24 PM

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**From:** Hamdy, Rania E <rhamdy@sbccd.cc.ca.us>  
**Sent:** Monday, April 20, 2020 7:38 AM  
**To:** Hamdy, Rania E <rhamdy@sbccd.cc.ca.us>  
**Subject:** Week FOUR of transitioning online- If you are having issues with Zoom, Canvas, etc- Join us today for help

## **Virtual Office Hours for Canvas and Confer Zoom:**

Monday- Wednesday (4/20-4/24)

join us in our open lab room for real-time virtual support, mainly related to technology that supports online instruction. We can chat, screen share, etc via [ConferZoom](#). We will be available from 9am-4pm

## **24 Hour Support line for students and faculty:**

We know that local resources are stretched as many of your colleges convert to remote instruction during the current crisis. In order to support you during this period, **CVC-OEI is extending daytime Canvas Tier 1 phone support for all CCC students and faculty through June 30. This is effective immediately.** You will keep using the same number as before, but now you can call it any time of day.

**Canvas Phone Help Hotline: (844) 303-5595 is now offering support 24 hours a day**

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## **Course design open lab**

Now that many of our faculty have activated the technology and learned the basics- we want to increase the effectiveness of your class by making time for

you to pop in and talk best practice for now to set-up your online class. This room is available:

Thursday (4/23) 10am-2pm

Visit the lab here:

<https://cccconfer.zoom.us/j/6216178089>

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Additional support can also be found on our SBCCD Faculty DE Support Page

<https://sbccd.instructure.com/courses/20>

The latest SBVC DE information, including recordings and additional support pages are here:

[https://www.valleycollege.edu/online-classes/faculty-resources/covid19\\_de\\_response.php](https://www.valleycollege.edu/online-classes/faculty-resources/covid19_de_response.php)

As always, Happy Learning!