

DISTANCE EDUCATION PROGRAM NEWSLETTER

East Los Angeles College | Distance Education Program



COVID-19 puts spotlight on ELAC's Distance Ed. Program

by Pauletta Daw

Most likely everyone has had contact with my office in one way or another. The following information with what we have been doing during this pandemic may be of interest to you.

When the LACCD transitioned all 9 colleges to online/remote classes in March 2020 due to the COVID-19 pandemic, the major responsibility at ELAC fell onto the shoulders of the Distance Education Coordinator (Pauletta Daw) to:

1. Transition the entire ELAC class offerings to Canvas
2. Support all ELAC faculty with this transition
3. Train ELAC faculty on how to use Canvas
4. Support the entire ELAC student population with learning how to log into Canvas, find their classes on Canvas, how to use Canvas, course evaluations, and assist with accessibility accommodation requests, etc.

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"the needs of our students and faculty required all of us to step up"

As you can imagine, with all classes abruptly transitioning online, this was a tremendous task that the Distance Education team had in front of them. The needs of our students and faculty required all of us to step up so that our students didn't suffer and the faculty received the support they needed. This has often meant putting in additional hours and hours that have not always conformed to the "typical" work hours on behalf of all of the Distance Education staff.

Please contact us at **323-415-5313** or by email at **onlinehelp@elac.edu** if the Distance Education team can assist you. You can also contact a DE staff member directly to schedule live assistance via the Appointlet appointment scheduling system.

Stay Safe!

Pauletta Daw

Distance Education Coordinator
East Los Angeles College



DISTANCE ED OFFICE SUPPORT SERVICES GO ONLINE

With all of our courses suddenly going online, faculty and student support in this transition was and still is extremely important. To support ELAC faculty, our online multimedia specialist *Juan Chacón* and our online technical support assistant *Mei Wan* have been scheduling online Canvas training and technical support appointments via Zoom since mid-March using the Appointlet appointment scheduling system.

To continue assisting the ELAC community via phone, the Distance Education Coordinator had all inbound calls into our office forwarded to her personal cell phone and then to an ELAC issued cell phone where faculty and students could call for support 7 days a week and talk to a live DE staff member.

To even further support ELAC faculty and students we facilitated daily DE LIVE SUPPORT VIA ZOOM sessions, Monday through Friday, where faculty and students could reach a live DE staff member to assist them with their questions. We were able to share our screen and talk to faculty and students in real time. "DE LIVE SUPPORT VIA ZOOM" was highly used by our students. We even had faculty and students from the other LACCD colleges using our "DE LIVE SUPPORT VIA ZOOM" for assistance.