

**Business Division**  
**Spring 2021**  
**Frequently Asked Questions for Students and Faculty**

- A. Students are confused on how to “attend” class, which may differ from instructor to instructor particularly those who are asynchronous— an assignment in canvas, logging in, sending an email, etc.
- There are directions at the top of the searchable schedule that helps students determine if they will need to zoom at specific times. Deans have asked faculty to stick to any times published, or if the course is listed “online”, then refrain from using synchronous meetings.

welcome Guest

### Search for Sections (Only view sections, cannot Register)

Click [here](#) for a list of essential workforce courses that will be allowed to meet in person this spring.

**All other classes will be offered online for Winter and Spring 2021. To understand time commitments, please see the information listed under the “meeting information” column. You have several choices of format as shown in the table below.**

It is important to view the notes for each class. These notes provide essential information for each course.

- . **EI Camino College (ECC)** - on campus
- . **Online (ONLIN)** - online with no on campus or scheduled online sessions
- . **Live Online (LIVEO)** - online (no on campus requirements) with regular live (synchronous) scheduled online classes. Class times and dates are listed in the schedule
- . **Flexible (FLEXI)** - online (no on campus requirements) with some live (synchronous) class meetings or required proctored testing. Limited meeting days. Please see the schedule notes for dates and times
- . **Hybrid (HYBRD)** - partially online, also requires regular on campus face-to-face class sessions
- . **Offsite (OFFST)** - held face-to-face at a location other than EI Camino's Campus
- . **Dual Enrollment (HSDUL)** - held in partnership with local high schools

**Art History Classes:** Winter classes are under Art; Spring classes are under Art History

	<a href="#">Term</a>	<a href="#">Status</a>	<a href="#">Section Name and Title</a>	<a href="#">Location</a>	<a href="#">Meeting Information</a>	<a href="#">Distance Ed.</a>	<a href="#">Faculty</a>	<a href="#">Available/ Capacity/ Waitlist</a>	<a href="#">Credits</a>	<a href="#">CEUs</a>	<a href="#">Academic Level</a>
1	Spring Semester 2021	Waitlisted	<a href="#">BUS-1B-3050 (3050) Managerial Accounting</a>	Online	02/13/2021-06/11/2021 Online Lecture Days to be Announced, Times to be Announced ONLINE, Room ONLI (more)...		B. Giles	0 / 38 / 9	4.00		Undergraduate
2	Spring Semester 2021	Open	<a href="#">BUS-1B-3052 (3052) Managerial Accounting</a>	Online	02/13/2021-06/11/2021 Online Lecture Days to be Announced, Times to be Announced ONLINE, Room ONLI (more)...		S. Porter	1 / 38 / 0	4.00		Undergraduate
3	Spring	Open	<a href="#">BUS-1B-3053</a>	Online	02/13/2021-06/11/2021 Online		S. Porter	11 / 38 / 0	4.00		Undergraduate

- For asynchronous classes, students must engage in the first required interaction of the academic term by the instructor’s deadline or within the first five days of the term if no other deadline is provided. A required interaction is any non-optional activity (e.g. discussion forum post, assignment submission, quiz, etc.) administered through Canvas.

B. Canvas shells are not live, when does that occur?

The Online and Distance Education Department publishes Canvas shells the on the first day of class, unless the faculty member publishes them earlier.

C. Students are not sure how to get added from the waitlist as they cannot log into canvas, so how do they let the instructor know they still want to add?

- The directions below are posted on the Distance Education web page. The link is below .

Closed Classes and the Waitlist

The online Schedule of Classes will tell you if a class is Open, Closed, or Waitlisted. When a class is full, a wait list will open. You may add your name to the wait list if space is available. When both the class and waitlist are full, the class will state "Closed".

[Adding a Class](#)

If the class is closed and the waitlist is full, you must contact the instructor and request permission to add. You may reach the instructor by:

- Attending the first class meeting/orientation held on-campus (FOR HYBRID CLASSES ONLY).
- Email. Most instructors prefer email especially if the course does not have on-campus orientation. If you need the instructor's email please contact the [Division Office](#) for that class.

If space is available, the instructor will contact the student and provide an add code. Add the class through [MyECC](#) or use the Add Form and pay your fees on time. It can take up to 24 hours from the time of your add registration until your class is available in Canvas. See information below:

<https://www.elcamino.edu/library/distance-ed/applyandregister.aspx>

Link to the add/drop form: [https://elcamino.formstack.com/workflows/add\\_drop\\_form\\_wf](https://elcamino.formstack.com/workflows/add_drop_form_wf)

D. How will students on the waitlist know they can be added to the class section?

- Instructors should generally e-mail waitlisted students to determine if they are still interested in adding the class, and, if there is space, to distribute add codes. However, the student may wish to initiate this communication by e-mailing the instructor after registration closes and the add period begins.
- There is additional information on the DE webpage.  
<https://www.elcamino.edu/library/distance-ed/applyandregister.aspx>

E. Also, how are students to request to be added if seats are open?

- See above
- Link to add/drop form: [https://elcamino.formstack.com/workflows/add\\_drop\\_form\\_wf](https://elcamino.formstack.com/workflows/add_drop_form_wf)

F. Where are instructor emails located?

- Students should be directed to division websites.

G. What role will the division office have as it pertains to waitlist and adds?

- Division Offices have a role when students encounter problems with prerequisites.
- Divisions are not involved in the third-time repeat approval chain and instead, students need to make this request directly to Admissions using this form: [https://elcamino.formstack.com/forms/repeat\\_petition](https://elcamino.formstack.com/forms/repeat_petition)
- Division email accounts should be checked every hour during the first two weeks of the semester to assist students with problems. Division staff can contact the student with assistance, or reach out to the faculty of record for the class the student wishes to add and/or reach out to the dean(s).

H. How will faculty receive add codes?

- Admissions & Records will send add codes directly to faculty prior to the beginning of classes.
- Faculty will distribute the add codes to students on the waitlist first, and then others requesting to add

I. Students have been asking if they need to log in on the first day of school since the class schedule may list Saturday as the first day of class.

- Every faculty should email his/her class(es) to provide the first day rules.
- Students are advised to log into Canvas prior to the first class session, but it does not need to be on the first Saturday of classes for a weekday class.

J. Other faculty best online practices for the first week to promote student success.

- Provide students a simple online assignment the first day as a means of taking attendance
- Stick to published class times if you expect students to attend live Zoom sessions.
- **Communicate early and often with your students.**
- Contact students on the waitlist to let them know if they will or will not be added to your sections.

K. Business Division Guidance

If students need to reach the division office staff, the office email address is: [businesseducation@elcamino.edu](mailto:businesseducation@elcamino.edu).  
This email address is checked very frequently Monday through Friday.

L. Below are links to the most common requested forms

- Link to prerequisite clearance form and directions  
<https://www.elcamino.edu/academics/business/PREREQUISITE%20CHALLENGE%20FORM.pdf>
- Repeat petition [https://elcamino.formstack.com/forms/repeat\\_petition](https://elcamino.formstack.com/forms/repeat_petition)
- Grade change request [https://elcamino.formstack.com/forms/student\\_grade\\_change](https://elcamino.formstack.com/forms/student_grade_change)
- Add/Drop form: [https://elcamino.formstack.com/workflows/add\\_drop\\_form\\_wf](https://elcamino.formstack.com/workflows/add_drop_form_wf)
- Student reinstatement form – Faculty ONLY:  
[https://elcamino.formstack.com/workflows/faculty\\_reinstatement\\_to\\_class](https://elcamino.formstack.com/workflows/faculty_reinstatement_to_class)

M. Technical Support Links

El Camino College offers a variety of tech solutions to keep our college running smoothly. You can access experts depending on which system you need help with. Please keep the following contacts handy to get assistance when you need it.

**Who to Ask for Help**

[ITS Helpdesk](#) - Support hours Mon-Thur 7:15AM-5PM / Fri 7:15AM-3PM - 24 hour response time

Computer Support (please see the [ITS Get Help](#) page for your Division Technician)

Password Reset Help for Single Sign-On (MyECC, Email, Colleague, etc.)

MyECC

Issues with Downloading Microsoft Office or Adobe

[Online and Digital Education \(ODE\)](#) - Mon-Fri 7:45AM-4:30PM - 24 hour response time

Canvas issues other than password reset – ODE Helpdesk [distanceed@elcamino.edu](mailto:distanceed@elcamino.edu)

Tech Issues with Canvas Plug ins (Respondus, Unicheck, Pronto) - ODE Helpdesk [distanceed@elcamino.edu](mailto:distanceed@elcamino.edu)

Tech Issues with Panopto – Dr. Moses Wolfenstein [mwolfenstein@elcamino.edu](mailto:mwolfenstein@elcamino.edu)

Help using Respondus, Unicheck, Panopto, Pronto - Ryan Martinez [rmmartinez@elcamino.edu](mailto:rmmartinez@elcamino.edu)

Zoom in Canvas – ODE Helpdesk [distanceed@elcamino.edu](mailto:distanceed@elcamino.edu)

*Other – Mon-Fri: 7:45AM-4:30PM - 24 hour response time*

Cornerstone and Zoom issues – Professional Development [prodev@elcamino.edu](mailto:prodev@elcamino.edu)

Help using Microsoft Office or Adobe – Professional Development [prodev@elcamino.edu](mailto:prodev@elcamino.edu)

ECC Connect – Edel Martinez [edmartinez@elcamino.edu](mailto:edmartinez@elcamino.edu)

**Who Communicates Issues**

MyECC, Email, Colleague, Microsoft, Adobe – ITS [helpdesk@elcamino.edu](mailto:helpdesk@elcamino.edu)

Single Sign-On – ITS [helpdesk@elcamino.edu](mailto:helpdesk@elcamino.edu)

Canvas and Plugins (e.g., Pronto, Panopto, Respondus, Unicheck, etc.) – ODE Helpdesk [distanceed@elcamino.edu](mailto:distanceed@elcamino.edu)

ECC Connect – Edel Martinez [edmartinez@elcamino.edu](mailto:edmartinez@elcamino.edu)

Cornerstone – Professional Development [prodev@elcamino.edu](mailto:prodev@elcamino.edu)

M. Technical troubleshooting for TechConnect Zoom from ODE:

First, here are some notes on troubleshooting your TechConnect Zoom set-up:

1. You've probably noticed that TechConnect Zoom does not appear in your course navigation by default. If you haven't already, you will need to [go to Settings->Navigation in your course and activate TechConnect Zoom](#) in the navigation. Don't forget to save before leaving that screen!
2. If TechConnect Zoom is in your Canvas navigation and you already have an ECC/CCC Zoom account, but when you click on TechConnect Zoom it's not showing up, you need to contact Gema Perez. Some accounts didn't get included

in the migration and we don't have a master list (we didn't do the migration, and we're not sure why this happened. Just email [gperez@elcamino.edu](mailto:gperez@elcamino.edu), and she'll get this situation resolved.

3. If you don't have an ECC/CCC Zoom account, you'll need to first go to [conferzoom.org](https://conferzoom.org) and create an account there by clicking the Sign-Up button. Once you've done that, then you will need to email Gema at [gperez@elcamino.edu](mailto:gperez@elcamino.edu), and she will get your Zoom account moved over to our sub-account.

Second, there are some important things to note about TechConnect Zoom:

1. The integration works a bit differently from ConferZoom, but like ConferZoom it doesn't have a mechanism for respecting sections in a combined course. If you've combined course sections, be cautious around how you set up meetings with the tool. Make sure to give sessions for different classes unique, easily identifiable names. If you have open drop-in office hours, my understanding is that those can be listed across courses just like you might run the same physical office hours where students from more than one class might visit you in the same physical space. However, optional live sessions for an asynchronous course should be unique by section, as students have an expectation of privacy that is guaranteed under FERPA and needs to be met when attending any part of a course.
2. Unfortunately, TechConnect Zoom **doesn't** have the ability to offer students a window of time for scheduling 1:1 meetings. We know that some of you have relied on this tool. We're working on developing a consistent work-around that makes it easy for you offer students time slots. I'm currently investigating [Calendly](#) as an option for this based on a recommendation from one of our colleagues. It integrates with Outlook 365, but I know that not everyone has been migrated to Outlook 365. So if you look into Calendly, I can't offer any substantive support at this time. It's also not a Software as a Service (SaaS) that we have a contract with, so if you decide to try it, caveat emptor.
3. TechConnect Zoom does create calendar events and to-do list items for your students, and you'll see how that looks in the video linked below if you choose to watch it.
4. [Live auto-captioning](#) is now an option that you can turn on in Zoom. You'll need to make sure that you have the Audio transcript option enabled in your Zoom settings. Log in to your Zoom account page, and then go to Settings->Recording and scroll down to Advanced cloud recording settings (it's the third section in bold text). Audio transcript is the fourth option down. Once you check it, you'll be able to select the "Enable Auto-Transcription" option during a live meeting. Please note that this feature is extremely useful, I strongly encourage using it, but it doesn't provide 100% accurate captions. If you have a student who requires a captioning accommodation in one of your classes, you should work with the SRC.

If you want to see how all of this works, you can [watch this video I've created](#) reviewing TechConnect Zoom set-up and use.