

FSCJ Student Support Resources During COVID-19 Transition



Have a question and don't know where to start?

Call the Contact Center at (904) 646-2300 or email welcome@fscj.edu

Advising Services Online:

- Request a virtual advising appointment by visiting fscj.edu/advising and selecting any campus. **You can follow these step-by-step instructions to make an appointment.**

Tutoring Services Online

- All of our career and student tutors have been integrated into the BrainFuse system and are providing tutoring support through that system. BrainFuse offers a host of useful features to facilitate interaction between tutors and students, including document sharing, screen sharing, and audio and video connection. Through a feature called Snap and Send, the BrainFuse mobile app also allows students to take photos of material from textbooks or other images and upload this material directly into the whiteboard tutoring area in BrainFuse so that the tutors and the students have access to this material during a session. To access BrainFuse, log in to your **myFSCJ** account and find the link in the Useful Links section on the right-hand column. Once in BrainFuse, select the Tutor Match button to connect with an FSCJ tutor.

Canvas Support is Available 24/7

- Contact Canvas Support for help while working in Canvas, for example how to submit an assignment or other functionality. Find Canvas Support under the Help icon located in the blue global navigation bar of Canvas.

FSCJ Technical Support

- For help with technical issues, visit help.fscj.edu to search our knowledge base or contact the technical support team directly via phone (904) 632-3151 or toll-free at (877) 572-8895 or email service.desk@fscj.edu.

Contact your Professor

- Questions about course materials, tests, quizzes and assignments can only be provided by your instructor, so please contact them first. Faculty contact information can be found in your course syllabus, the **FSCJ directory**, or within Canvas' Help button under the link 'Ask Your Instructor a Question.'

Library and Learning Commons (LLC)

- The LLC is currently open for limited services at select times and locations. Onsite services include student ID creation, computer and internet access, pickup and return of library materials, and course reserves access. View the hours and locations at guides.fscj.edu/llc.
Please note: All tutoring and reference services remain online only.

Make an appointment at libcal.fscj.edu/
Students can access LibChat through the chat box online at libanswers.fscj.edu/ or by texting (904) 674-3824.

Free Internet Service through Internet Essentials

- Internet Essentials by Comcast is offering free two months service to students who qualify. **Find out more now.**

Learn how to protect your personal data:
Data Protection and Cybersecurity for College Students

Low-Cost Internet Service and Affordable Computers

- EveryoneOn brings low-cost internet service and affordable computers to those who need it. **Learn more.**

Veteran Students using GI Bill benefits

- The Senate and House passed S.3503 and the bill will be headed to POTUS to sign, which will give the Department of Veterans Affairs (VA) the authority to continue GI Bill payments uninterrupted in the event of national emergencies. The new law allows for VA to continue to pay benefits regardless of the fact that the program has changed from resident training to online training. Also, students will continue to receive the same monthly housing allowance payments that they received for resident training until January 1, 2021, or until the school resumes normal operations of resident training.

Military and Veteran Students

- Contact vets@fscj.edu for military-specific questions or call Military & Veterans Services at (904) 357-8890 or **click here** to work with a Vet Success Coach.