

Good morning FSCJ Students

To say every day is different right now, is an understatement. We know the rapid changes and updates can be unnerving, but we want to assure you all that we are diligently working to meet each and every change that comes our way, and we are here to assist you in any way.

Hopefully this week is allowing you some time to prepare for the transition next week. Our faculty, administrators and staff are working hard to make this as seamless as possible while continuing to provide our standard high quality education. Ahead of next week, we wanted to share some student support resources that should assist you through the remainder of the term.

Tutoring Services Online

Online tutoring continues to be available through Brainfuse. To access Brainfuse, log in to your [myFSCJ account](#) and find the link in the Useful Links section on the right-hand column. Additionally, the LLC is working to offer virtual tutoring by FSCJ staff through Canvas Conferences beginning Monday, March 23. Specific directions for how to contact a local tutor will be available soon.

Chat with an FSCJ Librarian Online

Beginning Monday, March 23, librarians will be available online to assist students via LibChat during the following times: Monday-Thursday 8 a.m.-9 p.m., Friday 8 a.m.-3 p.m., Saturday 9 a.m.-3 p.m., and Sunday 1- 5 p.m. Students can access LibChat through the chat box at <https://libanswers.fscj.edu/> or by texting (904) 674-3824.

Any items checked out from the LLC or through interlibrary loans with a due date falling between February 15 and March 22 have had their due date extended to April 29. Until campus operations resume, the LLC will not be charging fees or placing holds on accounts for overdue items. If you need to return items, including interlibrary loan items, before leaving for any reason, you can drop DVDs or books in the outdoor library bins located at Cecil, Deerwood, Kent, Nassau or North. We ask that you do not return equipment such as calculators in these bins, as they may be damaged. All interlibrary loan for physical items has been suspended through the end of term, though requests may still be made for digital copies of articles. Wait times may be longer and availability decreased due to the closures of other institutions.

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. There, you will find a phone number or link to join a live chat with a Canvas Support representative.

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

Please keep in mind your instructors are working quickly to learn and transition content from a face-to-face format to online. Questions about course materials, tests, quizzes, and assignments can only be provided by your instructor, so please contact them first. They may guide you to the other resources listed below. 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'.

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.

Free Internet Service through Internet Essentials

Internet Essentials by Comcast is offering free two months service to students who qualify. [Find out more now.](#)

Remember, you can still always get in contact with us through any of the following ways:

- Call the Contact Center, (904) 646-2300
- Email info@fscj.edu
- Request a virtual advising appointment by logging into fscj.edu/advising. [Follow these step-by-step instructions to schedule your appointment.](#) We will call you back at the number you provide.