University Covid-19 FAQ
Questions and Answers
Center for Academic Excellence

Will I have access to tutoring while classes are conducted online?

Yes! The Center for Academic Excellence is providing extensive online tutoring to support your learning. Online tutoring is available through the ThinkingStorm platform, which gives you access to the following:

- Live one-on-one writing tutoring.
- Asynchronous paper submission and feedback.
- Specialized subject-area tutoring for a wide variety of courses, including math, sciences, humanities, business, and other focus areas.

Students will access online tutoring directly via their Sakai or Canvas course sites. For instructions, please visit: [https://www.southalabama.edu/departments/academicsuccess/cae/onlinetutoring.html](https://www.southalabama.edu/departments/academicsuccess/cae/onlinetutoring.html).

What if I don’t see the online tutoring tool on my course site?

Please notify your instructor and then contact the Center for Academic Excellence at cae@southalabama.edu. The CAE will be happy to provide you alternative access to the online tutoring tool until it is made available in your course site.

Are other South Alabama learning resources available online?

A variety of learning resources are being provided by the Center for Academic Excellence. The CAE has partnered with Innovative Educators to offer an in-depth orientation to online learning, as well as a series of academic success workshops, which can be found here: [www.go2ie.com/onlinelearningstudent](http://www.go2ie.com/onlinelearningstudent).

The CAE is also adding learning resources on a regular basis. For more information, please visit the CAE’s webpage at [www.southalabama.edu/cae](http://www.southalabama.edu/cae).

Additionally, a number of departments are offering supplementary instruction, tutoring, and learning materials electronically:

- The Department of Math and Statistics is offering online tutoring via Zoom. Please see the schedule and meeting instructions here: [LINK TO MATH LAB TUTORING DOCUMENT].
• The Department of Physics is offering tutoring via Zoom. Meetings take place on MWF: 8am-10am and 1:15pm-3:15pm; TH 9:15a-12:30p and 3:15-4:15. Please contact the department at physics@southalabama.edu for more information.

• The English Language Center is providing the following support for English as a Second Language students: Conversation partner groups led by Peer Mentor Interns on Tuesday/Thursday, one-on-one pronunciation support/tutoring on an as needed basis, and social support with "Friday Funday" activities with ELC instructors, Peer Mentor Interns, and student workers. Please contact the ELC at usaesl@southalabama.edu for additional details.

• The Department Engineering is continuing to provide supplemental instruction for selected courses, which have moved to Zoom. Engineering students should watch their email for information about these sessions.

Other departments and campus offices may also offer resources going forward. Please check departmental webpages and watch your email for details!

I am having problems learning online. What can I do?

Learning online can be challenging, and the Center for Academic Excellence is here to help! We highly recommend completing the orientation to online learning module, which is designed to provide techniques to help students be successful in their online courses. You can access the module here: www.go2ie.com/onlinelearningstudent.

Freshman and sophomore students have also been paired with an online peer learning coach to assist with questions, concerns, and time/productivity management while classes are being delivered fully online. If you are a freshman or sophomore, please be on the lookout for messages from your peer learning coaches!

Please reach out the Center for Academic Excellence at cae@southalabama.edu if you face challenges with learning online. We are happy to assist you!