



STUDENT SUPPORT SERVICES

FOR DISTANCE ONLINE
LEARNING

ADVISEMENT

Student advisement will be provided virtually with their faculty and SSC advisors using email, phone calls, Self Service or other avenues (using Zoom or Google Hangout). All special permission forms can be handled through email and sent to the Registrar's Office at registrar@daemen.edu

For assistance with Self Service, Registration, or Advisement questions please feel free to email studentplanning@daemen.edu

COUNSELING

While counseling services in the CHIP Center will continue to be open Monday - Friday 8:30am - 4:30pm as always, we are also working on the ability to conduct Zoom and tele-counseling for those students who need it. The CHIP Center will send out a communication to those who are already scheduled first followed by an open call to others to sign up.

DISABILITY SERVICES

Students with Disabilities are encouraged to consult with faculty regarding their specific accommodations (extended time on exams, etc). Please consult with Director of Disability Services, Therese Bass, at tbass@daemen.edu or 716-839-8583 for questions and guidance.

IT HELP DESK

For technical assistance, please contact the IT Help Desk via phone at 716-839-8430 between the hours of Monday - Friday 7:30am - 8:00pm or email: computing@daemen.edu

LEARNING CENTER

The Learning Center's academic support services will be provided remotely for the remainder of the semester. This means academic coaching one-on-one or in groups, GGS (guided group study) sessions, and PLTL (peer led team learning) sessions will be held online via Google Hangouts Meet. Please see the Learning Center homepage for more detailed information about how to access these sessions. How to Find a Coach - can be found [HERE](#)
Guide to Accessing ALL Online Academic Supports can be found [HERE](#)

STUDENT SUCCESS CENTER

Offices will remain available during regular office hours Monday - Friday 8:30am - 4:30pm. Students will still be able to contact offices through phone 716-839-8228 and email utilizing the online campus directory.
The Student Success Center Website can be found [HERE](#)

ASK SPOT TEXT LINE

For questions needing immediate assistance, text us at: 716-272-1208



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THREE KEY THINGS TO KNOW

Prepare to transition to a new learning environment by focusing on three key areas:

1. Prioritize your health, and care for your physical and mental well-being.
2. Stay engaged with your courses, and communicate with your instructors regularly.
3. Familiarize yourself with key tools such as Blackboard and Zoom, and make sure you can access these resources on the devices available to you in your current location.

GET TO KNOW YOUR REMOTE CLASSROOM

It's okay to be uncertain about your readiness for remote learning. Before Monday March 23 please take some time to review the following:

<https://www.daemen.edu/student-life/student-services/technology-services/blackboard/student-support-blackboard>

KNOW YOUR LIBRARY

Ask a Librarian web page is [HERE](#)

The library is currently prepared to be open from 7am to 7pm. Please check the library homepage to be sure before making the trip.

The main phone number is 716-839-8243. Individual librarians can be reached even if they are working from home. Leave a message if no one picks up immediately. You can text the numbers for the library and librarians as well.

You can email individual librarians or use the general email: libraria@daemen.edu.

If you have questions or concerns about the library please contact the Library Director, Melissa Peterson by email or call 716-839-8477

REMOTE LEARNING TOOL KIT

(the underlined text are hyperlinks to additional information & we encourage you to follow those links)

[Blackboard](#) - is our web-based course management software system used to support teaching and learning. It is designed to help faculty integrate resources into their courses and allow students access to the content as needed in support of the learning.

[Zoom](#) - A free video, audio and chat collaboration tool used. It allows for video, audio, and screen sharing between participants. It can be used from any computer, laptop, tablet, or phone, and it works on PC, Mac, Android and iOS devices.

[Microsoft Suite](#) - All Daemen College students are eligible to download Microsoft Office (Word, Excel, and PowerPoint) at no cost.

[AntiVirus](#) - All Daemen College students also have access to a list of recommended free anti-virus software as part of our computer security recommendations.

[Google](#) - Apps for Education and Google Hangouts is also available.

How Do I? <https://howdoi.daemen.edu/> is a source for all technical resources.

MOBILE LEARNING APPS

Click the following links below to get more information about downloading the mobile apps:

[Blackboard mobile app](#)

[Google Apps for Education](#)

[Zoom](#)