

## **Assisting Students in Distress in Your Online/Remote Classes**

Teaching online and remote classes has generated a number of learning opportunities for us as well as our students. Some of these situations have forced us to reevaluate how to handle situations that arise “in the classroom” when that class is on Zoom and distributed geographically. Most of the guidance to date has dealt with [securing your online environment](#), but sometimes things happen during class that may place the instructor in a position to intervene or provide remote assistance to a student in distress. Below are some suggestions to consider if you are confronted with an emergency during your class or students are unable to participate fully according to your plan for the class.

### **Encourage your students to find a safe and secure space.**

Participating in classes can be seen as a distraction and may make students vulnerable to criminals or other environmental hazards such as traffic, animals, thrown balls/toys, etc. if they are outside. Remind students to check and secure their surroundings and not to drive while participating. A simple email to this effect may suffice as providing them a reminder.

### **Identify medical or criminal activities that warrant first responder intervention.**

Emergencies of all types can happen at any time. If you observe a student in distress, encourage the student to call 911 for emergency support. If the student can't call 911 themselves, note the event (what's happening) and who the student is. As an instructor you can call FSU PD and provide your contact information, the class, what you observed or heard, and the student's name.

### **Set expectations and demonstrate flexibility.**

Students may not be able to participate to the level expected due to illness or other complications related to COVID 19. Do not require students to produce verification from University Health Services or Case Management Services. Do provide flexibility in completing the required work and set clear expectations for completion. If you are concerned about a student's ability to meet their basic needs due to illness or other complications, please send a message to [report.fsu.edu](mailto:report.fsu.edu) for assistance.

### **Use of Honorlock for proctoring exams.**

Instructors who use Honorlock for proctoring exams should include this information in their syllabi. Students are encouraged to discuss any concerns they may have about the use of Honorlock at the start of the semester and may choose to drop courses with this requirement if they see remote proctoring as an impediment.

Students whose concerns about Honorlock pertain to technology support should speak with their instructors so that their needs may be addressed.

Students whose concerns pertain to anxiety about proctored exams should seek assistance from the Office of Accessibility Services as they may meet the criteria for obtaining accommodations. Accommodations may include use of a testing center or alternative methods for online proctoring of exams.

If students raise concerns about risks to information security, please refer them to: <https://distance.fsu.edu/honorlock-security-and-privacy>.