



Learning Remotely for Students

Welcome Package
Faculty, Instructors & Teaching Assistants

2020 - 2021

As the University continues to address the new realities of teaching and learning with limited in-person delivery, various groups on campus have developed and continue to deliver important resources to assist with the transition to remote teaching and learning.

This page is a collection of resources intended to help instructors support students as they transition to learning remotely. Consult these references for advice, tips, and strategies to help your students succeed in an online learning environment.

Technology Support for Students

Technology Resources for McMaster Students

This page contains a collection of recommendations, tips, and resources for online security, University-provided software, and more to support students' online learning.

Get Tech Ready – Student Checklist

This guide provides students with five steps to ensure they are tech ready before the online term begins. It outlines where to find information about learning tools, internet connection assistance, online security and tips for online learning success.

University Technology Services and IT Support Contact

UTS provides access to popular help topics that answer common technology-related questions. The Service Desk also provides IT support by phone, live chat and self-service.

Netiquette

This page includes information and guidelines about good 'netiquette' (i.e. online etiquette) for communicating and behaving on the internet. In this new learning environment, it is important for everyone to exercise and maintain the principles of mutual respect, responsibility, dignity, and the well-being of others.

Academic Support for Students

Online Learning Support

This guide provides information, guidance, tips, tools, and resources to support students' academic performance online. This page is intended to help students develop online learning skills, explore strategies for online learning, and build confidence in online learning environments.

Student Success Centre - Academic Skills

The Student Success Centre offers a variety of academic skills programs to support students' development in key areas, such as reading, writing, and studying. [Academic coaches](#), [writing advisors](#), [peer tutors](#), and [workshops](#) are available to help students become more efficient and effective.

To engage with Student Success Centre services students can check out [OSCARplus](#) to view and sign up for appointments and events. OSCARplus also connects students with thousands of employers who provide full-time, part-time and volunteer opportunities for students in all degrees and faculties.

[McMaster Library](#)

The McMaster Library has [increased access to online collections](#), making more than [830,000 books](#) in their print collection available for full-text online reading. For remote library support, including accessing books, connecting to electronic resources remotely, or media creation, students can connect with the [Library Remote Support Hub](#) for assistance. [McMaster Libguides](#) can also be used for comprehensive information on time management, group work, creating presentations, and more.

[Student Accessibility Services \(SAS\)](#)

SAS provides academic accommodation assistance and related supports to students with disabilities at McMaster. Students should [contact SAS](#) if they wish to register with the program. Additionally, SAS hosts [workshops and events](#) throughout the academic year to help students build new learning skills and knowledge, while making connections with peers and the broader McMaster community.

University Support for Students

[Archway](#)

Archway is a support team at McMaster that works with all incoming first year students from the day they are accepted right up until second year. Students are connected with an Archway coach and mentor who will partner with them to ensure they are connected to the right information, people, and fellow students to make their year a success.

[McMaster Student Union \(MSU\)](#)

The Student Union represents approximately 24,000 undergraduate students at McMaster. All students enrolled in 18 (or more units) are members of the MSU. They provide a variety of supports and services for students at McMaster.

- **[Maccess](#)**: a peer support, advocacy and community centre for students who experience disability, chronic illness, mental health concerns or inaccessibility.
- **[MSU Diversity Services](#)**: celebrates, unites, and advocates with a variety of diverse groups on campus within the realm of race, ethnicity, culture, faith and indigenous affairs.
- **[MSU Macademics](#)**: a service that advocates to improve the quality of education and celebrate teaching excellence at McMaster.

- **[Pride Community Centre](#)**: a service that provides a contact point for students that may identify as gay, lesbian, bisexual, transgender, queer, and/or any of the other diverse identities that make up the McMaster community.
- **[MSU Student Assistance Plan](#)**: A free, confidential, voluntary, and accessible program for McMaster students, offering 24/7 support for psychological counselling, academic-life services, and more.
- **[Women and Gender Equity Network \(WGEN\)](#)**: a peer support driven service that caters to women, trans folk, people who identify outside gender binary, gender non-conforming folk and all survivors of sexual and gender-based violence from all gender identities.

[McMaster Association of Part-Time Students \(MAPS\)](#)

Part-time students who don't fall under the Student Assistance Plan can connect with the MAPs.

[Aboriginal Student Services](#)

There are a variety of Indigenous services, student resources and community support available for Aboriginal students at McMaster.

[McMaster Student Navigators](#)

Student Navigators are available to meet via Zoom or WebEx with students who might be feeling lonely or isolated. They can assist students by sharing their own experiences, helping them problem solve and connecting them with the right resources.

Well-Being Support for Students

[Student Wellness Centre](#) is available to students for [appointments online and over the phone](#). The centre offers [counselling](#), [medical care](#), and [health and wellness prevention and awareness programs](#) to connect students with information, resources, and services in the McMaster and Hamilton community.

Students should be aware that physicians, nurses, and counsellors can only treat students currently residing in Ontario. Students outside of the province are asked to contact their family doctor or counselling services in their community. If you have immediate safety concerns for yourself or others use the [Crisis Support Line](#).

Survivors of sexual violence can receive accommodations and remote support by connecting with the [Sexual Violence Prevention and Response Office](#).

The University also provides access to several services related to student support and complaint resolution including the [Ombuds Office](#), [Student Support and Case Management](#), [Equity and Inclusion Office](#), and the [Faculty of Health Sciences Professionalism Office](#).

Additional Supports and Services for Students

During the academic year, there are many free programs and services offered at the university for students to keep active, connected, and engaged.

- [The Student Success Centre](#) offers [academic](#) and [career](#) events such as [Welcome Week](#) and the [Online Fall Career Fair](#). They also offers programs such as [StressLess](#), [Meditation Circles](#), [Walk in Nature Sessions](#), and more during the Fall term
- [Mac's Money Coach](#) program allows students to talk to an accredited money coach that will examine their financial situation, discuss possible options, and help create a plan of action that best suits their needs.
- [McMaster Pulse](#) offers virtual fitness classes such as HIIT, Zumba, Cross Training, and more from Monday to Friday (see the weekly schedule on [Instagram](#), [Facebook](#), and [Twitter](#))
- [The McMaster Library](#) has an expanded collection of [books](#) and [video streaming services](#), including the National Film Board of Canada and feature films, documentaries, and more
- [The McMaster Museum](#) offers engaging exhibitions and museum content to enjoy from the comfort of your home

