

## Office of Undergraduate Education

# FAQ for College Faculty

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## Getting Started

### How can I teach remotely?

The university now has many excellent resources to support you. Start with the [OUE guidance](#), the [Bok Center resources](#), or the [university-wide resources](#).

### What should I do next?

Communicate with your students. Let them k

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now what to expect in the week after spring break (or when you'll let them know) and any other expectations you may have. Reassure them that you understand what they're going through, and that you'll all get through it together.

### How should we manage having students in multiple time zones?

See our [advice and options for managing students in multiple time zones](#).

## Course Support and Help

### What about instructional support?

All TF/TA/CA appointments will continue. While TF duties will necessarily be shifting to adapt to the new circumstances, course heads should also be aware that TFs should not be asked to take on significant additional time commitment. If you add new duties, see what you can reallocate to someone else.

If your course needs technical support with Zoom and/or Canvas, it is likely we can provide additional volunteer help from non-teaching staff. Email [instruct@fas.harvard.edu](mailto:instruct@fas.harvard.edu) if you need assistance.

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## **Can you advise my department on adapting to online teaching?**

We'd be happy to send someone to meet with your department and answer questions about teaching remotely--or help you think through your discipline-specific needs. Just let us know.

## Exams

### **Can I still give an exam in my class?**

We recommend that you adapt all closed-book exams to be open-book or take-home exams instead. Or alternatively, that you replace them with a paper or project final assignment. If your course needs a closed-book exam, see our [advice and options for proctoring a closed-book exam using Canvas and Zoom](#).

## Technology and Tools

### **What do I do if I or my TFs need a piece of additional technology?**

The college has very limited funds to support purchase of new technology for loan to teaching staff. Before you seek new hardware, we encourage you to think carefully about whether you can achieve your teaching and learning goal either by redesigning a class activity or by using the technology available. If a particular technology would greatly improve the quality of the teaching and learning experience, start by seeking local resources from your department or your division. If you need technology that the department or division cannot provide, email [instruct@fas.harvard.edu](mailto:instruct@fas.harvard.edu) with your request. All technology purchased to facilitate online teaching will be offered on loan and must be returned to FAS once regular on-campus teaching resumes.

## Academic Support & Resources for Students

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## Academic Resource Center (ARC)

<https://academicresourcecenter.harvard.edu/>

### Will students be able to access Academic Resource Center services?

Yes, all Academic Resource Center services will be available online via Zoom. The ARC will offer Zoom Academic Coaching and Peer Tutoring one-on-one appointments as well as Zoom Workshops, Power Hours, and Accountability Groups. Students can sign up for all of these services on the ARC [website](#). A range of services will be available from 9:00 a.m. until 9:00 p.m. Eastern Time to accommodate various time zones. All services remain free to Harvard College students.

### Is peer tutoring still available through the Academic Resource Center?

Yes. ARC peer tutoring will be available via Zoom by appointment. As usual, appointment scheduling is online. There is a limited availability during spring break, but normal schedules resume after spring break.

### How can students sign up for a peer tutoring appointment?

Students can schedule appointments (up to two hours per week per course) for many courses using the [ARC Scheduler](#). For courses not available through the Scheduler, students can use the [Tutor Matcher](#). Instructions for using these systems are available on the ARC [website](#).

## Harvard Library

[Ask.library.harvard.edu](https://ask.library.harvard.edu)

### What about library access for students?

#### Book renewal

In most cases, books renew automatically until a certain date (usually more than a year from the time of first check out). It's also possible for students to [return them by mail](#).

#### Access to Reserves

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Many books on reserve are also available in online formats, and the library is actively reviewing that list to add online options where they can. In cases where an electronic version simply isn't available, [Scan & Deliver](#) is probably the best option.

Everything else

The library also urges students to remember that they can direct their questions to [ask.library.harvard.edu](http://ask.library.harvard.edu). The librarians there are eager to help them solve any problems of access.

## General Support for Students

### **What about students who can't leave campus?**

The College will be able to house a small number of students who are unable to leave campus for urgent reasons. If you know of students who have urgent reasons they cannot leave but did not petition to stay on campus, please have them contact the OUE right away. Unfortunately, we won't be able to allow students to stay simply to complete a course or to carry on with research.