

ELEARNING STUDENT SUPPORT

Lake-Sumter State College offers many course delivery options, designed to fit the learning and scheduling needs of all students:

Online: A fully online class is one where the content is delivered online (80-100%) and accessible through the Canvas learning management system, located at <http://lssc.instructure.com/> (<https://lssc.instructure.com/>), and typically has few or no face-to-face meetings.

Some fully online classes may require proctored testing through the contracted online proctoring service or at approved testing sites or centers, and other outside-the-classroom course activities. The class syllabus will detail any on-campus time required and the proctored testing requirements.

Hybrid/Hyflex: A hybrid/hyflex course blends online and face-to-face delivery of the course content and instruction, with 30-79% of the class delivered online through the learning management system, Canvas.

A **Hybrid** class involves fewer face-to-face meetings than seated classes. The class syllabus will detail the required on-campus class meeting dates and testing requirements.

A **Hyflex (hybrid-flexible)** class makes all course content available for both classroom (face-to-face) and distance learning (online) experiences. Students in a hyflex class may participate using face-to-face methods, online methods, or a combination of both methods.

Seated (technology enhanced): A seated section is one where the instruction is delivered face-to-face on campus and uses Canvas located at <http://lssc.instructure.com/> (<https://lssc.instructure.com/>) or other technology to enhance the course.

The class syllabus contains information about the class, including course objectives, grading policies, and a comprehensive class calendar. Students can access the syllabus for their specific class through Canvas and through Concourse Syllabus, the online syllabus management system.

If you experience technical difficulties while taking online, hybrid, hyflex, or seated (technology-enhanced) classes, please email helpdesk@lssc.edu from your Lakehawk Mail account. Be sure to give a detailed description of your issue, along with the Course Reference Number (CRN) and the instructor's name. If you have problems accessing Lakehawk Mail, please call 352-435-6500 for assistance. If you have trouble using Canvas, please try using the support tools at <https://www.lssc.edu/student-resources/technology-help-desk/>.

Assistance is available for Canvas, including assignments, discussions, quizzes, messages, Kaltura media production, and other features via helpdesk@lssc.edu. 24/7 Canvas Support is also available to students via the Help button on the Canvas dashboard or by calling 1-844-803-6622.

LSSC online support services include online tutoring, online library research assistance, online academic advising, and online career advising. Visit the following websites for more information:

- Online Tutoring (<https://libguides.lssc.edu/learning>)
- Online Academic Advising (<https://www.lssc.edu/future-students/academic-advising/>)

- Online Career Advising (<https://www.lssc.edu/student-resources/career-development-services/>)
- Online Library Research Assistance (<https://libguides.lssc.edu/Libraries>)