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 course is one where most or all of the content is delivered online (80-100%) usually 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 courses may require proctored testing at approved testing sites or centers and other outside-the-classroom course activities. The class syllabus will detail any time required on campus or testing in a proctored setting.

Hybrid: A hybrid course blends online and face-to-face delivery of the course content and instruction. A substantial proportion (30-79%) of the content is delivered on-line usually through the Canvas learning management system, located at http://lssc.instructure.com/ (https://lssc.instructure.com/) and typically has fewer face-to-face meetings. The class syllabus will detail on-campus class meeting dates or testing in a proctored setting.

Seated: A fully seated section is one where most of the course content and instruction is delivered face-to-face and uses Canvas located at http://lssc.instructure.com/ (https://lssc.instructure.com/) or other technology to enhance the course.

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

If you experience technical difficulties while taking online, hybrid, or seated (technology-enhanced), 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 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 help, online academic advising services, and online career advising services. 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/)