

Best Practices for Remote Learning: International Student Version

How to connect with Zoom and to UCLA's VPN:

- **Message to Community:** <https://my.ucla.edu/notices/zoom.htm>
- **Tutorial for Students:** <https://www.youtube.com/watch?v=edroUSq2AH0>
- **Zoom at UCLA:** <https://docs.ccle.ucla.edu/index.php?title=ZOOM>
- **UCLA VPN:** <https://www.it.ucla.edu/it-support-center/services/virtual-private-network-vpn-clients>

How to practice self care during remote learning:

- Consider purchasing blue light glasses to protect your eyes from the extra screen time.
- Schedule periods where you will intentionally stay off your electronic devices.
- Turn off your camera and change settings during a zoom call if you need a change in scenery.
- Breathe deeply. Practice the 3-3-3 method even during a Zoom lecture/discussion section. Breathe in through your nose for 3 seconds, hold for 3 seconds, and breathe out through your mouth for 3 seconds.
- Find ways to move, exercise, and stretch.
- Connect to friends and family by zoom or by physical distancing.
- Practice self-compassion. Zoom fatigue is real.
- Use campus resources for health & wellness, building community, and services you may need such as reduced course load, leave of absence, academic counseling, etc.

How to ask your professor to record their lectures (if they don't already):

Example language: "I'm Zooming from China, so this means our class occurs from 1 am – 3 am in the morning for me. Would you be willing to record the lecture and post for students so that I and other international students learning outside Los Angeles' time zone can access the materials during our day time? This would help us best retain the information. If not, would it be okay for me to have a friend audio record the lecture so I can watch it during the day in my time zone?"

Note: The UCLA Code of Conduct and California law prohibits recording without consent from all parties.

How to ask for flexible exam periods:

Example language: "I'm an international student and taking courses from Australia due to the pandemic. This means that this exam is scheduled for 3 am to 5 am in my time zone. Would it be possible to take the exam from 1 pm – 3 pm PST instead (which is 8 am – 10 am in my time zone)?"

If you are unable to reach a satisfactory arrangement contact the academic department chair, the [Office of Ombuds Services](#), or the [Office of the Dean of Students](#) for assistance.

How to request an accommodation (reasonable modification or service):

Examples of accommodations requests due to disability include adjusted attendance, adjusted deadlines, alternate format, notetaking support, and priority enrollment. To learn about eligibility, types of accommodation requests, and what is considered reasonable visit <https://cae.ucla.edu/students/accommodation-requests>.

Resources to Help You Execute Best Practices

Health & Wellness

Resilience In Your Student Experience (RISE) is a holistic wellness hub that provides an array of programs, classes, trainings, and self-directed resources to foster and support resilience, connection, and well-being for our UCLA community. Find more resources related to self-care at <https://risecenter.ucla.edu/>. Find a mental health coach through Wazo Connect at RISE at <https://www.wazoconnect.com/>.

Counseling and Psychological Services (CAPS) is here to support your mental health needs as you pursue your academic goals. Our services are designed to foster the development of healthy well-being necessary for success in a complex global environment. For more information visit <https://www.counseling.ucla.edu/>

My Student Support Program (My SSP) is a service to support the emotional health and wellbeing of international students. Initiate a call or chat session 24/7 (no appointment needed) when you are feeling overwhelmed with your studies, experiencing uncertainty over recent events, or have something else occupying your thoughts and need to speak with someone. Download the app ‘My SSP’, call 1-866-743-7732, or visit us.myissp.com. Note that My SSP is open to all international students, even those who are out of state or country. Information for calling My SSP from outside the USA or Canada can be found via the app.

Recreation’s (REC) mission is to provide high quality recreational experiences that benefit the campus community. Become an #activeBruin by implementing movement and exercise into your daily routine. Programs and classes are held quarterly via Zoom & Instagram; see <https://www.recreation.ucla.edu/events>

Center for Accessible Education (CAE) enacts UCLA’s commitment to ensuring access and participation for all students with qualifying disabilities or medical conditions. Please visit <https://cae.ucla.edu/> for more information on accommodation services offered.

Community

International Student Ambassadors are UCLA students that serve the campus community as official representatives of their home countries/regions. Ambassadors use their cultural background and experiences to serve as resources for the UCLA community. They can provide tips on virtual learning, life in Los Angeles and at UCLA. To contact ambassadors visit <https://www.internationalcenter.ucla.edu/programs-events/ambassadors>.

Dashew Center programs provide an opportunity for students, scholars, faculty, staff, and community members to facilitate their cross-cultural learning, cultural adjustment, and language development while building friendships with people from across the globe. To find out the about upcoming events or programs, visit <https://www.internationalcenter.ucla.edu/programs-events/program-overview>

Services

College Academic Counseling’s mission is to cultivate an advising partnership with you that nurtures your growth, and that allows you to draw connections between all aspects of your undergraduate experience. Schedule an appointment and more at <https://cac.ucla.edu/connection/connecting-to-cac-02/>. For advising outside of the College of Letters and Science, see <https://www.registrar.ucla.edu/Academics/Academic-Counseling>.

Case Management Services supports students in crisis and those experiencing difficulty with physical and mental health, academics, interpersonal interactions, finances, etc. Contact Case Management Services by filling out the form available through the “Refer a Student” button on their website: studentincrisis.ucla.edu.

The Dashew Center is the central hub at UCLA for international student and scholar visa services. Dashew Center visa advisors and counselors are international educators who serve UCLA’s international community with cultural sensitivity and awareness. They ensure you know how to comply with U.S. immigration regulations.

During remote learning, you may find that you’re considering a reduced course load or leave of absence.

Reduced Course Load:

- For F-1 students considering reduced course load, go to:
 - <https://www.internationalcenter.ucla.edu/f-1-students/currently-enrolled#692072064-services-for-continuing-students>
- For J-1 students considering reduced course load, go to:
 - <https://internationalcenter.ucla.edu/j-1-students/services/reduced-course-load>

Leave of Absence:

- For F-1 graduate students considering a Leave of Absence, make an appointment online with Tina Nguyen.
- For J-1 graduate students considering a Leave of Absence, make an appointment online with Tony Coelho.
- Graduate Students considering a leave of absence, 1) fill out the [Leave of Absence Request Form](#) and obtain signatures from your Department Chair or Authorized Faculty Advisor and Doctoral Committee Chairperson, 2) schedule an appointment with your designated visa advisor, and 3) submit your Leave of Absence Form during your appointment for review.

Appointments with a visa advisor can be made online at: <https://internationalcenter.ucla.edu/contact-us>