Continuity of Instruction Plan

The Office of Distance Education and Information Services & Technology hope the beginning of your week has gone smoothly. Continue to reach out to us for assistance and support as needed. Review the weekly update for resources, contact information, and upcoming training offerings to help with this transition.

We wish you the best of luck this week and for the remainder of the semester! We're sure the students are excited to connect with you and their classmates again.

This Week's Tips

- **Put Together a List of Resources for Your Students:** Faculty use a variety of technologies in their classes. Putting together a resource page of support links and tutorials for your students can help them find the support they need for your class.
- **Zoom Video Storage Best Practice:** Recording your lectures is a great idea in case a student misses the class or if a student wants to go back and review the material.
  - The **university has 8.5 TB of Zoom cloud storage**. At this time there is not an individual limit. However, we recommend backing up all recordings by downloading and storing the file in an additional location, such as Kaltura.
  - **Automatic Zoom recording is being turned OFF** to avoid recording unnecessary meetings and taking up cloud storage. So, don't forget to hit record when you're ready.
- **Enable Third-Party Cookies for Kaltura:** Update your settings to allow third-party cookies if you see the message: "*It seems your browser is blocking 3rd party session cookies which are required for the Kaltura application."*
  - Access Enabling Third-Party Cookies for Kaltura for more information.
- **Progress Monitoring:** A sudden shift from face-to-face instruction to remote instruction may cause anxiety for students. You can assist your students by showing interest and empathy by following up with those who are struggling, encouraging them, and directing them to support services.
  - Access the Progress Monitoring Recommendation Document

- **Student Needs:** For students who need technical support or an equipment loan, please have them fill out a [ServiceNow ticket](#) on Resnet's website.

Exam Proctoring: Proctorio

We are pleased to be able to offer Proctorio for all of your automated exam proctoring needs for the remainder of the semester. As an automated service, Proctorio can help maintain academic integrity by providing ID verification, audio and video recordings of exam attempts, and various screen lock-down options. Contact the Office of Distance Education at distanceed@wcupa.edu to get started with Proctorio. We are also hosting multiple webinars in the coming weeks.

[Faculty User Guide](#)
[Student User Guide](#)

Please note: Proctorio is a Chrome extension which requires use of the Chrome web browser for setting configuration and exam attempts.

Work Continuity Webinar Series

D2L Services, Office of Distance Education, and FAST are continuing to provide the [Work Continuity Webinars](#) on various topics to help faculty transition to alternate modalities. The webinars will cover the following topics:

- **D2L:** Introductions to Discussions in D2L
- **Zoom:** Virtual Classroom with Zoom
- **OneDrive:** OneDrive/ Doc Storage/ Sharing in OneDrive
- **Zoom:** Using Breakout Rooms in Zoom
- **Kaltura:** Lecture Videos Using Kaltura Capture
- **D2L:** Administering Quizzes in D2L

Register for webinars at [FAST Training Schedule](#)
Access the Recordings of previous work continuity webinars at [IS&T's Work Continuity website](#),
under IT's Frequently Asked Questions, Training Resources section.

Videoconferencing Alternatives

Sometimes Bandwidth and Immediacy can make videoconferencing problematic. This article, [Videoconferencing Alternatives: How Low-Bandwidth Teaching Will Save Us All](#), features ways to shift your thinking and make your class more flexible and accessible.

Resources

The following websites consolidate information on best practices during this transition to alternate modalities.

- Visit the *Continuity of Classes Resources Website*
- Visit the *IS&T Work Continuity Resource Website*
- Visit the *Additional Resources for Teaching in an Alternate Modality*

We Are Here to Help!

Contact your assigned instructional designer for remote consultation meetings to assist you in planning a transition of your instruction. If you are unsure of who your instructional designer is or don't have an assigned instructional designer, email distanceed@wcupa.edu for help.

Technical Assistance

The Helpdesk is the first point of contact for troubleshooting and assistance with using digital tools. They will connect you with the relevant support.

You can also reach out to the D2L Corporate Office Help Line by submitting a ticket or via phone at 1-866-832-1851.

Student Support Information

A sudden shift from face-to-face instruction to online instruction may be jarring for students. It is important to provide them with technical support and guidance during the transition. Students also have access to the Helpdesk and to Distance Education Support. In addition, consider asking students to complete tutorials for digital tools you are using on the Navigating Digital Learning D2L site. This will ensure that students have a basic competency.