

Weekly Faculty Update

THE OFFICE OF DISTANCE EDUCATION &
INFORMATION SERVICES AND TECHNOLOGY

Continuity of Instruction Plan

The Office of Distance Education and Information Services & Technology hope your classes are running 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. Thank you for your hard work and resiliency in transitioning your classes to alternate modalities.

Online Faculty Development Program (OFD)

With summer classes being moved online, we added two more offerings of our Online Faculty Development Program (OFD) this Spring. It is a 2-week, asynchronous program that introduces faculty to best practices for online and blended teaching. Successful completion of the program earn faculty the CAPC Distance Education Statement. Facilitated by an instructional designer and a seasoned WCU online faculty member, participants engage with ten modules that cover topics such as Creating Measurable Learning Objectives, Assessing Your Students and Providing Meaningful Feedback, Developing Meaningful Learning Activities, Connecting With Your Students, Making Learning Accessible for All Students, and Applying Copyright and Fair Use Standards.

Upcoming OFD Dates:

- **Summer Prep 1:** April 20 - May 1, 2020
- **Summer Prep 2:** May 11 - May 22, 2020
- **Summer 1:** June 1 - June 12, 2020

- **Summer 2:** August 3 - August 14, 2020

OFD Registration Form

Zoom Updates

More information can be found on the [Zoom page of the D2L Help website](#).

- **Passwords:** Passwords are now required for Zoom meetings.
 - **Previously scheduled meeting with password:** If you already have a password set for your Zoom meetings, there's no further action needed.
 - **Previously scheduled recurring meeting without password:** If you did not have a password set up for a recurring meeting, you are required to resend links so students have the password. You can also find the new password when you go into "edit meeting."
 - **New meeting:** Be sure the password is included when you share link to meeting.
 - **Personal Meeting Room (PMI):** Passwords will only be auto generated when *Join Before Host* is enabled. If Join Before Host is not enabled the Require Meeting Password setting becomes optional.
- **Waiting Room:** Due to faculty feedback, the waiting room is no longer set as a default setting.
 - [Waiting Rooms for Personal Meeting IDs \(PMI\)](#)
 - [Waiting Rooms for Zoom Meetings](#)
- **Zoombombing:** Zoom passwords are being used to help reduce zoombombing at WCU. Instances of class disruptions should be reported to the Help Desk. Please include Zoom Meeting ID#, Meeting Name, Meeting Time, and any other pertinent information about the incident. WCU has a [Policy on Disruptive Classroom Behavior](#) that still applies to Zoom classrooms.
- **Automatic Recording:** Automatic Zoom recording is still enabled, but not recommended due to storage concerns.
- **Zoom Cloud Storage:** 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](#).

- **Sharing Computer Sound while Screen Sharing:** If you plan on sharing video or audio with your students during a Zoom meeting, be sure to check off “share computer sound”. If needed, learn more about [sharing computer sound while screen sharing](#).
 - **Attention Tracking:** As of April 2, 2020, Zoom removed the attendee attention tracker feature as part of their commitment to the security and privacy of their customers.
 - **Technical Support:** Users looking for just in time Zoom support during their live synchronous sessions should dial 610.436.3350 to reach the IS&T HelpDesk and **press option 4** to speak to a technician for questions related to Zoom. There is coverage available on Sunday until 8:00pm, Monday – Thursday 8:00am – 8:00pm, and Friday 8:00am - 4:00pm. You can also email helpdesk@wcupa.edu
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Kaltura

You may experience delayed functionality. We recommend uploading videos during off peak times.

Enable Third-Party Cookies for Kaltura: Be sure that you and your students **u**date 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.
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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. Access a recording of a previous webinar at [IS&T's Work Continuity website](#), under IT's Frequently Asked Questions, Training Resources section.

[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 Webinars

D2L Services, Office of Distance Education, and FAST are continuing to provide webinars on various topics to help faculty transition to alternate modalities.

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.

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.