Continuity of Instruction Plan

The Office of Distance Education and Information Services & Technology are committed to assisting you and providing support through these trying times. Weekly updates will be provided to address common issues and questions brought up by faculty. Additionally, we will continue to share helpful resources, contact information, and training offerings to help with transition.

Zoom Resources

Since many faculty are turning to Zoom to conduct their courses during this time, we want to offer resources and best practices to support your Zoom classroom.

- **Zoom Best Practices**
  - **Faculty:**
    - Best Practices for Using Zoom
    - You may choose to include Guidelines for Using Zoom PowerPoint slide at the beginning of class
  - **Student:**
    - Guidelines for Using Zoom (document)
- **Webinar**
  - Distance Education & D2L Services Webinars
  - Zoom Webinars
- **Zoom Website**
  - Video Tutorials
- **D2L Services Website**
  - Zoom Resources
- **Resources to share with your students**
  - Joining a Meeting Video Created by DE
  - Joining a Meeting Video Created by Zoom
  - Navigating Digital Learning Zoom Module

Remember: 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. As always, we recommend backing up all recordings by downloading and storing the file in an additional location such as Kaltura and OneDrive.

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.

Work Continuity Webinar Series

D2L Services, Office of Distance Education, and FAST are offering webinars on various topics to help faculty transition to alternate modalities. Access the list of webinar topics to see when each training will be offered and then register on the FAST schedule to receive the Zoom link.

We also added an *additional training* on **Zoom Breakout Rooms** based on faculty requests. It will take place immediately after the Zoom training on **Friday, March 27th at 11:00 AM EST.** Please register on the FAST schedule.

Webinar Recordings:
Access recordings at the Work Continuity website under **FAQ** and **Training Resources**

Free Access to Adobe

Adobe has provided temporary at-home access for students, so that students using Adobe can continue their work remotely.

Students just need to log-in using the WCU credentials on the Creative Cloud website . Doing so provides

students with access to any and all of the Adobe Creative Cloud apps so that they may continue project and portfolio assignments in alternate modalities.

Free Access to eBooks

With our transition to alternative modes of instruction, some students will lose access to course materials that they previously shared with classmates or instructors, or accessed via the library. To support these students, WCU has partnered with digital course materials provider, VitalSource, and leading publishers, to launch VitalSource Helps, a program that provides access to eBooks to all West Chester University students through May 25th. Students may begin accessing these materials today at bookshelf.vitalsource.com.

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.