

Coronavirus and IT Support for Online Teaching

Class Type	Methods and Tools	Setup Requirements	Supports
Lecture	<p>Synchronous session: live online</p> <ol style="list-style-type: none"> Zoom (preferred) Google Hangouts (alternative) <p>Asynchronous session:</p> <ol style="list-style-type: none"> Pre-recorded video and/or audio uploaded to iLearn Use UCR Google Drive to share large size files such as audio or video for faster download speed Use laptop/webcam to create audio/video on Zoom Embed audio on PowerPoint 	<ol style="list-style-type: none"> UCR Zoom account for live online session UCR Rmail account for Google Hangouts Youtube account for streaming pre-recorded Private video UCR Google Drive Download mobile friendly iLearn Blackboard app 	<p>Request Zoom account from bearhelp@ucr.edu</p> <p>Technical Support</p> <ol style="list-style-type: none"> CHASS IT BearHelp XCITE
Discussion	<p>Synchronous session:</p> <ol style="list-style-type: none"> Zoom (preferred) Google Hangout (alternative) 	<ol style="list-style-type: none"> UCR Zoom account for TA TA's Rmail account for Google Hangout 	<p>Technical Support</p> <ol style="list-style-type: none"> CHASS IT BearHelp
Lab	<p>Computer lab:</p> <ol style="list-style-type: none"> Zoom or Google Hangouts with UCR Virtual Lab vlab.ucr.edu or other downloadable programs <p>Other type of lab:</p>	<ol style="list-style-type: none"> UCR Zoom account UCR Rmail for Google Hangout 	<p>Technical Support</p> <ol style="list-style-type: none"> CHASS IT BearHelp
Studio and Performing Arts	<p><i>If applicable -</i></p> <p>Synchronous live online: Zoom</p> <p>Asynchronous session:</p> <ol style="list-style-type: none"> pre-recorded video on private Youtube channel for both instructor and students to upload Use UCR Google Drive to share large size files such as audio or video for faster download speed Use laptop or webcam to create video / audio 	<ol style="list-style-type: none"> UCR Zoom account for live online session UCR Rmail for Google Hangouts Youtube account UCR Google Drive Download mobile friendly iLearn Blackboard app 	<p>Technical Support</p> <ol style="list-style-type: none"> CHASS IT BearHelp XCITE
Office Hour	<ol style="list-style-type: none"> Google Hangouts Zoom 	<ol style="list-style-type: none"> UCR Zoom account UCR Rmail for Google Hangouts 	<p>Technical Support</p> <ol style="list-style-type: none"> CHASS IT BearHelp
Exam & Assignment	<ol style="list-style-type: none"> iLearn's Grade Center, SafeAssign https://keepsteaching.ucr.edu/special-guidance-faculty-regarding-online-proctoring-during-finals-week 	<ol style="list-style-type: none"> Online tutorials from Blackboard 	<ol style="list-style-type: none"> XCITE Bearhelp

Preparations:

1. Be familiar with the guidelines on <https://keepteaching.ucr.edu/>
2. Please check above website daily which will continuously be updated
3. Inventory of existing courses materials in central storage: CHASS IT can provide storage for each department
4. Instructor uploads all spring quarter course documents to iLearn
5. Zoom account be ready: each instructor (senate and non-senate faculty, and TA) requests Zoom account following the procedure below:
 - a. Open a web browser and visit <https://servicelink.ucr.edu>
 - b. Login using UCR netid credential
 - c. Click "Make a Request" at the top of the page
 - d. Click the "Software Request" tile
 - e. Fill out the form, selecting "Zoom" in the software drop-down. If instructor will teach course with over 300 students, please indicate that requirement on the Additional Information field.
 - f. Click on Submit. You will receive an automatically generated confirmation email and a follow up email when your account is ready.
6. Configure Zoom account for instruction. Access UCR Zoom site: <https://ucr.zoom.us>. CHASS IT will provide training and support as needed
7. Configure Google Hangouts: CHASS IT will provide setup procedure and support as needed
8. Pre-recorded class video and audio: There are studios on campus and ITS Multimedia can support upon requests. Capturing short video modules can be done with a webcam, mobile phone. Studio is not needed. Support by CHASS IT and XCITE
9. ITS *ServiceLink* <https://servicelink.ucr.edu> has a new category "Remote Teaching during Campus Emergency" that will go directly to XCITE Center for Teaching and Learning. XCITE will monitor all tickets in this category once created. If campus does shut down, XCITE will have rotating schedules to ensure all tickets are supported on a daily basis, even on weekends.
10. Department checks webcam and/or microphone availability to instructor and TA
11. Instructional design and training support: <https://ue.ucr.edu/units/xcite>, and <https://keepteaching.ucr.edu/help>

Communication:

1. Use iLearn and email as the primary class communication tool
2. Google Hangouts
3. Google Drive

Potential Support Scenarios for consideration:

1. Partial campus closure: Some students are in classrooms and some students and instructor are off campus
2. Full campus closure: All students and instructors are off campus
3. Instructor is off campus, student on campus
4. Some students and instructor are in classroom and some students are off campus
5. Instructor is off campus, students are on campus (e.g. instructor utilizes the classroom projector, students in classroom, needs media tech or TA support)
6. ADA compliance
7. Instructor and/or students don't have acceptable computing device: (1) Possibility of making laptops available for long term checkout from ITS computer Kiosk has been proposed (2) Ensure students have Blackboard app on smartphone

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