

Continuity of Instruction: Status Report and Next Steps

Departmental Computing Support Symposium

April 8, 2020



INFORMATION TECHNOLOGY
TECHNOLOGY-ENHANCED LEARNING
AND ONLINE STRATEGIES
VIRGINIA TECH.

TLOS Continuity Partners

Since March 16, almost 150 teaching faculty and distributed IT professionals from across campus have volunteered to help their colleagues make the transition to online instruction. TLOS has received a lot of attention in recent weeks, but we would not be where we are today without the generosity and expertise of the Continuity Partners.

Thank you!



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Instructional Continuity: By the Numbers

- **147:** Non-TLOS employees serving as Continuity Partners
- **64:** Workshops taught for instructional faculty
- **1,178:** Faculty attending workshops, either in person or online
- **3,189:** Unique visitors to TLOS's main Instructional Continuity website
- **1,935:** Unique visitors to TLOS's on-demand video training site
- **1,004:** Canvas course sites with "high depth of use" (49% increase)
- **47,065:** Zoom meetings
- **15,169,978:** Zoom meeting minutes



New Services in Response to COVID-19

- [HIPAA-Compliant Zoom](#) — Approved for online counseling and telehealth services.
- [Respondus Monitor](#) — Temporary remote proctoring solution; evaluation of VT's ongoing proctoring needs will begin this month.
- [Ally](#) — New tool in Canvas that provides instructor-specific feedback to make course materials more accessible. Ally also gives students flexible options to download alternative formats of course materials.
- [Captioning](#) — Post-production professional closed captioning for instructional videos, available at no cost to faculty.



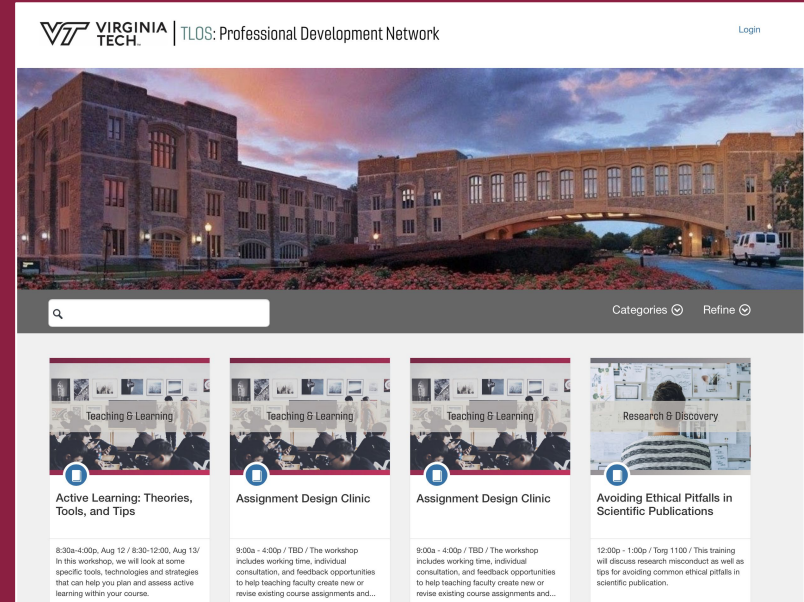
Finding the Right Tool for the Right Situation

	ASYNCHRONOUS ACTIVITIES	SYNCHRONOUS ACTIVITIES
LOW BANDWIDTH	Google Groups Canvas Discussions Canvas Assignments Piazza	Google Chat Shared Google Docs Slack Microsoft Teams (chat) iClicker Cloud
HIGH BANDWIDTH	Kaltura Recordings Zoom Recordings PowerPoint Recordings	Zoom Meetings Google Hangouts MS Teams (video)



The TLOS Professional Development Network

- In recognition of their intensive work during the past month, all faculty in this year's Computer Refresh program have been awarded 12 credits toward their new computers. No additional credits are required.
- Our [schedule of professional development workshops](#) has resumed, just all-online for the rest of the semester.



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Recently Published Articles and Guidelines

- ["TLOS Top 10: Instructional Continuity Edition"](#)
- ["Lessons Learned from Week One of Online Instruction"](#)
- ["COVID-19 Credit/No-Credit Grade Option"](#) (University Registrar)
- ["Academic Integrity Online Tips for Faculty"](#) (Office of Undergraduate Academic Integrity)
- ["Remote Testing and Assessment"](#) (Center for Excellence in Teaching and Learning; addresses the limitations of online proctoring and suggests alternative forms of assessment)
- ["Zoom Best Practices for Protecting Meeting Security and Privacy"](#)



Explore

+

Zoom best practices for protecting meeting security and privacy

From: Division of Information Technology

The rapid growth in worldwide Zoom usage due to COVID-19 has put Zoom in the public spotlight. Widely used systems often become targets for bad behavior, and in recent weeks, some Zoom meetings have been interrupted by unwelcome guests – a practice known as “Zoom bombing.” Popular platforms also receive greater attention from security researchers and privacy advocates. This increased scrutiny can

Submit a Campus Notice

Try the updated campus notice form. This form allows for image submissions. It also requires a valid PID to access.

Get started by [going to the form](#).

Campus News

Best Practices for Securing Zoom Meetings

- TLOS recommendations for [securing Zoom meetings](#).
- Make sure you are signed into Zoom with your Virginia Tech account *before* joining a Zoom meeting.
- Keep the Zoom app updated to the latest version to benefit from security improvements and bug fixes.
- The Office of Undergraduate Academic Integrity, the Office of Student Conduct, and the Office of the Dean of Students have issued [guidelines for dealing with academic dishonesty and disruptive behavior in online environments](#).

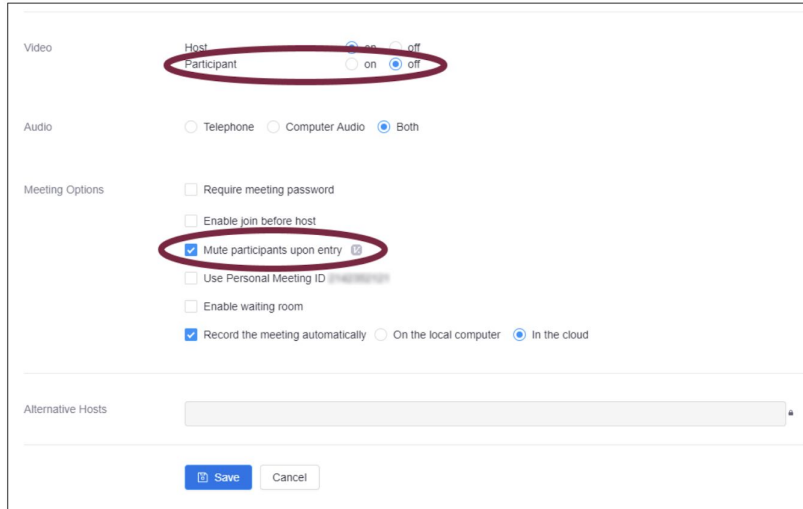


Best Practices for Instructors in Video Conferences

There are many ways to run an effective meeting in Zoom. Instructors may choose to adjust their user and meeting preferences in Zoom to account for the size of the class, the level of desired interaction, and the available bandwidth of all participants. These suggestions are designed to assist faculty who need to limit student participation in Zoom for any reason.

Start meetings without student audio and video

- Turn off student video (to conserve bandwidth) and microphones (avoid feedback and audio interference) by default.
 - When scheduling your meeting, turn off **Participant Video** and click **Mute participants upon entry**.



The screenshot shows the Zoom meeting settings window. The 'Video' section has 'Host' video set to 'on' and 'Participant' video set to 'off', with a red circle around the 'Participant' options. The 'Audio' section has 'Both' selected. The 'Meeting Options' section has 'Mute participants upon entry' checked, with a red circle around it. Other options like 'Require meeting password', 'Enable join before host', 'Use Personal Meeting ID', 'Enable waiting room', and 'Record the meeting automatically' are also visible. At the bottom, there is an 'Alternative Hosts' field and 'Save' and 'Cancel' buttons.

Make sure everyone can see and hear you

Before lecturing, make sure students can see and hear you. Ask via video conference and have them reply using Zoom chat or **Zoom nonverbal feedback**.

Stop background noise

If there is background noise or feedback, mute all participants.

Prevent uninvited attendees and inappropriate content

For instructions on how to manage participants, go to [Controls for managing participants](#).

Keep meetings private

- Only share meeting information via Canvas.
- Set a password for your meetings:
 - Go to <https://virginiatech.zoom.us>.
 - Sign in with your PID and password.
 - Click **Settings** in the navigation.
 - In the **Meetings** tab, scroll down and enable **Require a password when scheduling new meetings** and/or **Require password for instant meetings**.
- After all students have joined, click **Lock Meeting** in **Manage Participants**.
- Pre-assign Breakout Rooms. See: [Pre-assigning participants to breakout rooms using the web portal](#).

Keep control of meetings

Lock screen sharing

Disable screen sharing for all participants, all meetings:

1. Go to <https://virginiatech.zoom.us>.
2. Sign in with your PID and password.
3. Click **Settings** in the navigation.
4. In the **Meetings** tab, scroll down to **Screen sharing**.
5. Under **Who can share?** click **Host Only**.
6. **Save**.

Disable screen sharing for all participants, current meeting:

1. In your meeting, click the up arrow next to **Screen Share**.
2. Click **Advanced Sharing Options**.
3. Click **Only Host** under who can share.

Mute audio

See [Start Meetings without audio and video](#) and [Stop background noise](#) above.

Lock annotations

Lock annotations for all meetings:

1. Go to <https://virginiatech.zoom.us>.
2. Sign in with your PID and password.
3. Click **Settings** in the navigation.
4. In the **Meetings** tab, scroll down to **Annotation** and disable it.

Lock annotations in current meeting:

1. While screen sharing, click **More** in the controls.
2. Click **Disable participants annotation**.

https://virginiatech.zoom.us/profile/setting (most-aggressive settings)

Participants video

Start meetings with participant video on. Participants can change this during the meeting.



Join before host

Allow participants to join the meeting before the host arrives



Use Personal Meeting ID (PMI) when scheduling a meeting

You can visit [Personal Meeting Room](#) to change your Personal Meeting settings.



Only authenticated users can join meetings

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.



Require a password when scheduling new meetings

A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.



Require password for participants joining by phone

A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated.



Mute participants upon entry

Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.



Chat

Allow meeting participants to send a message visible to all participants



File transfer

Hosts and participants can send files through the in-meeting chat.



Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



Screen sharing

Allow host and participants to share their screen or content during meetings



Who can share?

☒ Host Only ☐ All Participants

Who can start sharing when someone else is sharing?

☐ Host Only ☐ All Participants

Annotation

Allow participants to use annotation tools to add information to shared screens



Whiteboard

Allow participants to share whiteboard during a meeting



Remote control

During screen sharing, the person who is sharing can allow others to control the shared content



Allow removed participants to rejoin

Allows previously removed meeting participants and webinar panelists to rejoin



Allow participants to rename themselves

Allow meeting participants and webinar panelists to rename themselves.



Far end camera control

Allow another user to take control of your camera during a meeting



Waiting room

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled.



Choose which participants to place in the waiting room:

☒ All participants

Lessons Learned and Best Practices

- Provide ample time for videos to be uploaded/transcoded in Kaltura; for videos that need to be shared sooner, use Zoom recording links.
- Faculty adding colleagues to their Canvas courses (as an emergency backup or peer helper) should use the “Designer” or “TA” role to avoid having the colleague included in SPOT evaluations.
- University Libraries does not recommend using the VPN to access our subscription resources while off campus. The links on the library web site are proxied, which requires users to authenticate if they're off campus with their PID/Password. They don't need the VPN.



Ongoing Work

- Developing recommendations and tutorials for hosting virtual events (conferences, workshops, symposia) in Zoom.
- Coordinating recommendations for administering remote exams with the Provost's Office and the associate deans; beginning a more thorough evaluation of VT's long-term remote proctoring needs.
- Developing workshops and self-paced guides to help faculty:
 - Address end-of-semester concerns (exams, presentations, group projects, etc.)
 - Prepare for online summer courses



How to Connect with TLOS for Support

- Schedule a consultation: <https://tlos.vt.edu/consultations>
- Submit a 4Help incident: <https://4help.vt.edu>
- Join our network of Continuity Partners and bring questions to our regular meetings on Mondays and Thursdays at 4:30 p.m.:
<https://virginiatech.zoom.us/my/partners>
- Department- or program-level requests; things that don't fit anywhere else: tlos@vt.edu
- Visit our Continuity of Instruction website for the latest updates:
<https://tlos.vt.edu/continuity>





Online Teaching Support in Response to COVID-19

Note: This page will be updated frequently as new information becomes available.

Get Immediate Help

TLOS employees are available to answer your questions, help solve technical problems, and connect you with other Virginia Tech offices. Choose the approach that works best for you:

SCHEDULE A CONSULTATION	SUBMIT A 4HELP INCIDENT	EMAIL US
Visit the TLOS website to schedule an appointment with one of our consultants who can provide remote support via Zoom and share best practices for online teaching.	If you encounter technical problems with Canvas, Zoom, Kaltura, or any of Virginia Tech's other digital learning tools, please submit a 4Help incident and a member of our staff will respond as soon as possible.	To ask policy questions, make requests for department- or program-level engagements, or discuss issues that don't seem to fit anywhere else, please email tlos@vt.edu and a member of our leadership team will respond.

Please note: In the interest of public health, TLOS is supporting the Virginia Tech community primarily through virtual means. If you need to use our facilities or if your request requires an in-person consultation, we will make reasonable accommodations as needed.

Attend a Workshop, Watch a Recorded Workshop, or Complete On-Demand Training



Login



Dashboard



Calendar



Inbox



Help

Home

Pages

My Media (Personal)

Media Gallery
(Course)

Move Your Course Online

Getting Started with Canvas


- [Canvas Course Template](#)
- [Adding Files to Your Course](#)
- [Choosing a Course Home Page](#)
- [Adding TAs to Your Course](#)
- [Publishing the Course](#) ↗
- [Communicating with Students](#)

Accessibility and Accommodations

- [Canvas Accessibility](#) ↗
- [Canvas Accessibility Video Series](#)
- [Choose Accessible Learning Materials](#) ↗
- [Closed Captions](#)

Lecture Alternative

- [Recording Lectures on Your Computer](#)
- [Video Conferencing Using Zoom in Canvas](#)
- Handout for Students: [Zoom Tips](#) 📄
- [Blackboard & Whiteboard Alternatives](#)
- [Using Digital Math](#)

 View Course Stream

+ Join this Course

Coming Up



View Calendar

Nothing for the next week

TLOS: On Demand

An alternative way to participate in professional development through asynchronous, go at your own pace, online training. We understand that face-to-face training may not always fit your busy schedule, so TLOS is now offering On Demand training initiatives. These on demand trainings will give you the opportunity to enhance your skills and engage in topics that the Professional Development Network doesn't normally offer.



Schedule an Appointment with a TLOS Consultant

Select a topic, date, and time to book a consultation with a TLOS learning technologies specialist or instructional designer.

[Accessibility](#)[Canvas - Assignment](#)[Canvas - Discussion](#)[Canvas - Gradebook](#)[Canvas - My Media/Media Gallery](#)[Canvas - Everything Else](#)[Connected Classroom - Scheduling](#)[Connected Classroom - Technical](#)

COVID-19 Support

GET IMMEDIATE HELP

- › [Schedule a Consultation](#)
- › [Request Captioning](#)
- › [Submit a 4Help Ticket](#)
- › [Contact us at \[tlos@vt.edu\]\(mailto:tlos@vt.edu\)](#)

PREPARE TO TEACH ONLINE

- › [Attend a Training Workshop](#)
- › [Connect with a Continuity Partner](#)
- › [Join the Discussion on Our Canvas Site](#)
- › [Make Accessible Course Content](#)

REVIEW ONLINE RESOURCES

- › [Moving Your Course Online](#)
- › [Self-Paced Video Tutorials](#)
- › [Additional University Resources](#)

CONTINUITY OF INSTRUCTION

**HOW TO KEEP TEACHING WHEN YOU CAN'T MEET IN
PERSON.**

<https://tlos.vt.edu/continuity>

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Questions? Feedback?

Thanks for listening.
Let's keep talking:
tlos@vt.edu



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