Tips for Teaching Remotely

Overview
This document is intended to serve as a quick reference guide for Franklin College faculty and staff who need to teach remotely while ensuring business continuity.

Campus Documentation
The Office of Instruction has published a guide with information aimed at preparing faculty for transitioning from a face-to-face to an online delivery format. Please be sure to visit this website.

Technology for Teaching and Learning Continuity: https://ovpi.uga.edu/initiatives/teaching_learning_continuity/

- Connecting to services and devices remotely
- Available Learning Technologies
  - eLearning Commons (eLC)
  - Office 365 ProPlus
  - Zoom
  - Blackboard Collaborate Ultra
  - Kaltura
  - YouTube
  - Qualtrics
  - Adobe Creative Cloud
  - Installing software
- Captioning and Equitable Alternatives
- Course Delivery Considerations
- Student Access Considerations
- FERPA Information
- Copyright and Fair Use
- Requesting Support
- System Status Information

Connecting to services and devices remotely
Connecting to the VPN and ArchPass Duo are pre-requisites to connecting to many campus services. If you are working remotely and find you are unable to connect to a service, you may need to first connect to the campus VPN. Additionally, if your ArchPass Duo is set up for your office phone, you may need to set up a backup or alternative device to work remotely.

Please be aware: there are a limited number of VPN connections available for use. Consider alternative options for accessing services in the event VPN usage is saturated or not available (e.g., access services via vLab, working during off-peak hours, consider saving a copy of your files locally on your computer or to OneDrive for off-campus use, etc.).

- Utilizing the VPN to connect to the campus network: https://t.uga.edu/5K2
- ArchPass Duo Documentation: https://t.uga.edu/5K5

Available Learning Technologies

eLearning Commons (eLC)
eLC is the University of Georgia’s supported learning management system. All UGA course sections listed in Athena have a corresponding eLC course created named by course prefix, course number, semester, and CRN (e.g., ANTH 1000 Spring 2020 12345).

Primary uses of eLC
eLC can be used to:

- distribute course content (e.g., documents, links, streaming media)
- facilitate asynchronous discussion
- link to video conferencing sessions (e.g., Zoom)
- collect student assignments
- distribute student grades in compliance with FERPA

eLC Support Resources

- Access eLC: https://elc.uga.edu
- Help Documentation: https://help.elc.uga.edu
  - Faculty Help Documentation: https://help.elc.uga.edu/faculty/
  - Student Help Documentation: https://help.elc.uga.edu/students/
- D2L After-hours support: https://d2lhelp.view.usg.edu/s/contactsupport
Office 365 ProPlus

Office 365 ProPlus is a productivity suite of software that includes Microsoft Word, PowerPoint, Excel, and Outlook. Current students, faculty and staff are permitted to use the software on up to 5 computers (Windows or iOS) and on their mobile devices (Android, iOS or Windows). Office 365 ProPlus Includes:

For MacOS and Windows computers: Microsoft Word, Excel, PowerPoint, Outlook

For Mobile Devices (available at the Android, Apple, & Microsoft App Store):

- Android: Microsoft Excel, Outlook, PowerPoint & Word
- iOS: Microsoft Excel, Outlook, PowerPoint & Word
- Microsoft: Microsoft Excel, Outlook, PowerPoint & Word

Primary uses of Office 365

- Email
- Calendar
- OneDrive for Business
- Office 365 Applications – primarily web-based versions of Microsoft Office applications which are stored in OneDrive and can be shared with others

Office 365 Support Resources

- Access Office 365: https://ugamail.uga.edu
- Help Documentation: https://t.uga.edu/5K6

Zoom

Zoom is the primary web conferencing tool for UGA faculty, staff, and students. Zoom allows for video and audio conferencing as well as chat services from computers and mobile devices through a web-based interface.

Primary uses of Zoom

- Video and/or Audio conferencing
- Desktop sharing and collaboration
- Recordable session for upload to Kaltura for asynchronous streaming
- 300-participant limit
- Chat service

Zoom Support Resources

- Access Zoom: https://uga.zoom.us
- Help Documentation: https://t.uga.edu/5K8
  - Zoom Help Center: https://support.zoom.us/hc/en-us
  - Zoom Security Information: https://zoom.us/security
  - Suggested Settings for Large Zoom meetings: https://kb.franklin.uga.edu/x/eoNMBQ
  - EITS Recommended tips for securing Zoom meetings: https://t.uga.edu/5Or

Blackboard Collaborate Ultra

Blackboard Collaborate Ultra is an alternative to Zoom, providing web-based conferencing that can be used in eLC or as a stand-alone application.

Primary uses of Blackboard Collaborate Ultra

- Video or Audio Conferencing
- Desktop sharing and collaboration
- Recordable session for future reference
- 250-participant limit

Blackboard Collaborate Ultra Support Resources

- Access Blackboard Collaborate Ultra in eLC: https://t.uga.edu/5Ka
- Access Blackboard Collaborate Ultra outside of eLC: https://t.uga.edu/5Kc
- Help Documentation: https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started

Kaltura

Kaltura is a media storage and streaming service for the University of Georgia campus.

Primary uses of Kaltura

- Create or upload recorded audio or video content for streaming
- Closed captioning for videos
• Share media inside or outside eLC

Kaltura Support Resources

• Access Kaltura: via eLC or https://kaltura.uga.edu
• Help Documentation: https://t.uga.edu/5KI
  • Creating and Uploading Videos to Kaltura: https://t.uga.edu/5Kh
  • Sharing Kaltura Videos in eLC via Content Tool: https://t.uga.edu/5Kj
  • Captioning Kaltura Videos: https://t.uga.edu/5KI

YouTube

YouTube is a video streaming and sharing service.

Please note: YouTube is not currently a UGA service. Faculty who use YouTube are responsible for following all relevant federal, state, and institutional laws, policies, and guidelines.

Primary uses of YouTube in the classroom

• Upload and publish video content for streaming
• Closed captioning for videos
• Share media inside or outside eLC

YouTube Support Resources

• Access YouTube: https://www.youtube.com/
• Step-by-Step Instructions to Upload YouTube Video: https://support.google.com/youtube/answer/57407?hl=en&co=GENIE.Platform=Desktop
• YouTube Captioning Support: https://support.google.com/youtube/answer/2734796?hl=en

Qualtrics

Qualtrics is a web-based survey tool that is free for UGA faculty, staff and student use.

• Access Qualtrics: https://ugeorgia.qualtrics.com
• Help Documentation: https://eits.uga.edu/web_and_applications/qualtrics/
  • Requesting a Qualtrics Account, Consultation, or Support: https://kb.franklin.uga.edu/x/1QKIAg
  • Qualtrics Help Documentation: https://www.qualtrics.com/support/survey-platform/

Adobe Creative Cloud

Adobe Creative Cloud is a software bundle available to Franklin College faculty and staff that supports graphic design, video editing, audio editing, among other creative tasks.

Primary uses of Adobe Creative Cloud

• Create, read, and edit PDF files
• Create and edit graphics, vector art, and illustrations
• Create and edit videos or audio files

Adobe Creative Cloud Support Resources

• Access Adobe Creative Cloud FAQs: https://kb.franklin.uga.edu/x/noBWAw
• UGA Adobe Enterprise License Agreement Information: https://t.uga.edu/5Kq
• Adobe Creative Cloud Tutorials: https://helpx.adobe.com/support/creative-cloud.html

Installing software

• Available Software and Installation Procedures for Franklin OIT Managed devices: https://t.uga.edu/5Kn
• Adobe: How to Install Adobe Products on a Personal Computer: https://t.uga.edu/5Ko
• Geneious: How to Install Geneious Software: https://kb.franklin.uga.edu/x/hIFMBQ
• JMP: JMP is available for students, faculty, or staff for use on personal devices: https://t.uga.edu/5Lx
• Mathematica: Mathematica is available to all active students, faculty, and staff: https://t.uga.edu/5LS
• Matlab: Installing and obtaining MATLAB for use on personal devices: https://t.uga.edu/5KU
• Labview: LabVIEW is available for students if the instructor submits a request: https://t.uga.edu/5LT
• SPSS: Accessing SPSS for students or personal access: https://t.uga.edu/5KV
  • IBM has also extended its SPSS Statistics Subscription Trial through June 15 in light of the pandemic: https://www.ibm.com/account/reg/us-en/signup?formid=uxr-19774
• Zoom: Installing Zoom Without an Admin: https://kb.franklin.uga.edu/x/GYKEBQ

Captioning and Equitable Alternatives

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• Adobe Creative Cloud Tutorials: https://helpx.adobe.com/support/creative-cloud.html

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• Adobe: How to Install Adobe Products on a Personal Computer: https://t.uga.edu/5Ko
• Geneious: How to Install Geneious Software: https://kb.franklin.uga.edu/x/hIFMBQ
• JMP: JMP is available for students, faculty, or staff for use on personal devices: https://t.uga.edu/5Lx
• Mathematica: Mathematica is available to all active students, faculty, and staff: https://t.uga.edu/5LS
• Matlab: Installing and obtaining MATLAB for use on personal devices: https://t.uga.edu/5KU
• Labview: LabVIEW is available for students if the instructor submits a request: https://t.uga.edu/5LT
• SPSS: Accessing SPSS for students or personal access: https://t.uga.edu/5KV
  • IBM has also extended its SPSS Statistics Subscription Trial through June 15 in light of the pandemic: https://www.ibm.com/account/reg/us-en/signup?formid=uxr-19774
• Zoom: Installing Zoom Without an Admin: https://kb.franklin.uga.edu/x/GYKEBQ

Captioning and Equitable Alternatives
For ADA purposes, there are two kinds of media:

1. media produced by members of the UGA community, and
2. media produced outside of UGA

The UGA Disability Resource Center (DRC) can caption media produced outside of UGA, but for anything produced by members of the UGA community, the responsibility for captioning or providing an equitable alternative lies with the creator and their department.

Here are a number of resources to assist you in making sure the media in your course(s) meet the captioning requirement:

- Captioning media produced off-campus: https://drc.uga.edu/content_page/3-steps-to-captioning-your-classroom-media
- Kaltura Captioning: https://help.elc.uga.edu/faculty/kaltura-video-captioning/
- YouTube Captioning Support: https://support.google.com/youtube/answer/2734796?hl=en
- EOO Electronic & Information Technology Accessibility: https://eoo.uga.edu/policies/electronic-information-technology-accessibility

If captioning is not the chosen form of providing accessible media there are other Equitable Alternatives that can be considered. An equitable alternative means any course material used can be accessed by as many learners as possible regardless of ability. Some options are listed below.

- Adding narration for PowerPoint Slides: https://support.office.com/en-us/article/add-or-delete-audio-in-your-powerpoint-presentation-c3b2a9fd-2547-41d9-9182-3dafa58f1316
- Providing a written transcript
- Providing text tag modifications for images

Questions about captioning media can be directed to DRC: ccap@uga.edu.

Course Delivery Considerations

In addition to the recommendations outlined in the Campus Documentation, consider preparing alternative options for course content delivery in case you or your students encounter technical challenges. Here are some examples:

- Provide students call-in information for audio-only participation in Zoom class sessions
- Record Zoom class sessions and upload recordings to Kaltura for later viewing in eLC
- Consider incorporating pre-recorded lessons for later viewing in eLC as an alternative to synchronous Zoom class sessions
- Use the captioning features in Kaltura to generate editable closed captions and downloadable transcripts
- Provide text-based content for download prior to live classes or in parallel to pre-recorded lessons (e.g., PDFs or PowerPoints of lessons/lectures, caption file transcripts, etc.)
- When creating online tests for your students consider them all to be open book tests.

Resources

- How to Be a Better Online Teacher: https://www.chronicle.com/interactives/advice-online-teaching

Student Access Considerations

The following resources may be relevant for some students who encounter internet access challenges:

- UGA Libraries Hours during the break: https://www.libs.uga.edu/news/covid19-libraries-hours
- Tips for Getting Online: http://completega.org/covid/getting_online
  - Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps
  - To enroll call 1-844-488-8395
  - Installation fees will be waived for new student households
- Cell Phone carriers (various)
  - Many cell phones are capable of serving as wireless hotspots; often this service is included in existing contracts or can be added for a fee.
  - Contact the respective cell phone carrier for details.

Additionally, the following resources are available to students as they transition to an online learning model:

- Division of Academic Enhancement | DAE at a Distance: https://dae.uga.edu/dae_at_a_distance/

FERPA Information

Excerpted from the UGA Registrar’s Office: FERPA | General Information page under "What is allowable?" section:

[FERPA] information can only be released directly to the student in person, on ELC, or through UGAMail. Posting confidential information to other websites, email addresses, blogs, etc. is not allowed.

Resources
Copyright and Fair Use

In addition to the resources and suggestions listed on the Campus Documentation, the following resources outline differences between face-to-face and online teaching that many faculty find useful when planning their courses:

Resources

- Know Your Copyrights: FAQs: [http://www.knowyourcopyrights.org/resources-for-teaching-faculty/frequently-asked-questions.html](http://www.knowyourcopyrights.org/resources-for-teaching-faculty/frequently-asked-questions.html)
- Face-to-face Teaching: [http://www.knowyourcopyrights.org/resources-for-teaching-faculty/frequently-asked-questions/uses-in-the-traditional-face-to-face-classroom.html](http://www.knowyourcopyrights.org/resources-for-teaching-faculty/frequently-asked-questions/uses-in-the-traditional-face-to-face-classroom.html)
- Online Teaching: [http://www.knowyourcopyrights.org/resources-for-teaching-faculty/frequently-asked-questions/uses-in-the-online-classroom-course-management-system.html](http://www.knowyourcopyrights.org/resources-for-teaching-faculty/frequently-asked-questions/uses-in-the-online-classroom-course-management-system.html)

Requesting Support

Franklin OIT Help Desk

- Ticket: [https://helpdesk.franklin.uga.edu](https://helpdesk.franklin.uga.edu)
- Email: helpdesk@franklin.uga.edu
- Phone: 706-542-9900

- Submitting a General Support Request: [https://kb.franklin.uga.edu/x/HosEB](https://kb.franklin.uga.edu/x/HosEB)
- Using the Team Dynamix Ticketing System: [https://kb.franklin.uga.edu/x/vgJDB](https://kb.franklin.uga.edu/x/vgJDB)

System Status Information

- Franklin OIT Status: [https://status.franklin.uga.edu/](https://status.franklin.uga.edu/)
- UGA/EITS Systems Status Pages: [https://status.uga.edu](https://status.uga.edu)
- USG Systems Status Page: [https://status.usg.edu](https://status.usg.edu)