ACADEMIC CONTINUITY PLAN

KUTZTOWN UNIVERSITY

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ACADEMIC CONTINUITY PLANNING

It's always a good idea to prepare your face-to-face courses for potential crisis situations that could result in an extended campus closure. You can use a variety of tools to maintain academic continuity during potential campus closures.

PLAN AHEAD

- **Inform students.** Make a note in your D2L homepage that students should check D2L or student email for alternative arrangements/assignments in the event that the University is closed for an extended period. Additionally, providing students with a mobile number to reach you during a crisis situation can ensure student understanding and productivity; and services such as Microsoft Teams can provide an alternate contact method for students so that you don't have to provide your personal mobile number.
- **Consider alternatives.** Develop alternate course delivery options for your lessons during crisis situations, such as synchronous web conferences, asynchronous discussion forums, screencasts, or written assignments submitted electronically.
- **Be flexible.** With any crisis situation there is the possibility that some students - on or off campus - may not have reliable internet connectivity, so try to accommodate these students or allow for a make-up assignment at a later time.

KEEP STUDENTS INFORMED

Keeping students informed is critical to the effective delivery of course content during adverse situations. There are numerous methods to keep students informed including campus email and D2L. The following information will provide you an overview of methods you can use to maintain communications with students. Please note, not all students have access to the same technology and as such flexibility must be maintained.

USE D2L

- **Use the Announcements section of your D2L course homepage**
  Every course contains an Announcement widget on the course homepage. This is a great place to post course updates and announcements for students to see upon entering the course. The Announcements guide can assist you in setting up and maintaining Announcements in your course.
- **Use D2L to email your Class List**
  Using D2L you can email your entire Class list, groups, or individuals. Please note that D2L can *send* but does not *receive* emails. Replies to class list emails will be sent to your *@Kutztown.edu* email address.
- **Have your students enable course notifications**
  Students can set up instant notifications that will send D2L updates directly to their email inbox or an SMS text message to their mobile phone. Notifications can be set to alert students when you post an Announcement item, feedback for an assignment, when a quiz is evaluated, or when a grade is updated. Check out the Enable D2L Notifications guide for more information.

*** Looking for an Alternative to D2L? Try using Office 365 Teams to communicate with students. ***

Faculty can send email messages to individual students or to an entire class/section to keep them informed. Faculty can send emails to individual students, which is available using the student link in *MyKu > Faculty Center > Class Roster*. Alternatively, faculty can email all students enrolled in the class/section using the email distribution list available in Outlook. The class email distribution list can be found by entering the course prefix, course number and section number. For example, "CSC_136CP_010" email distribution list name is "CSC136CP010."

AVAILABILITY OF TECHNOLOGY SUPPORT SYSTEMS

Kutztown University has designed technology systems to maximize availability to faculty, staff and students. Many systems are available both on and off campus; however, some systems are only available by utilizing VPN (Virtual Private Network) to remotely and securely connect to the internal campus resources.

Remote access is provided to faculty and staff to enable access to systems that are not available otherwise. Systems that are available remotely without VPN (Virtual Private Network) include (but are not limited to):

- Email (web client – www.office.com)
- Office 365 Online (www.office.com)
- D2L (https://desire2learn.kutztown.edu/)
- MyKU (myku.kutztown.edu)
- Online Library Resources (https://library.kutztown.edu/)
- University Telephone Directory (https://www.kutztown.edu/people.html)
- University Website (www.kutztown.edu)

Systems that are only available remotely with VPN (Virtual Private Network) are:

- Remote Desktop (requires the name your office computer)
- Access to shared drives

VPN SETUP/CONFIGURATION

Information Technology recommends that faculty and staff configure remote access in advance of any adverse situation. Information on how to install, configure, and use VPN can be found below as well as at https://download.kutztown.edu.

Please follow the steps listed below to configure VPN.

1) Navigate to https://download.kutztown.edu with a web browser
2) When prompted, login with your Kutztown email address and password
3) Once logged into the Software Hub click on the link for **"VPN Client"**
4) Download and follow the instructions provided for the type of computer you are using.
    - Windows
    - Mac

REMOTE DESKTOP

Kutztown University provides faculty and staff the ability to remotely connect and use their office computer. To utilize VPN you must first complete the VPN SETUP/CONFIGURATION process listed above. Once connected to VPN, you can now use VPN to access on-campus resources as if you were sitting in your office. Information regarding the use of remote desktop can be found at the following link:

- Windows to Windows
- Mac to Mac
- Mac to Windows

Please note that you must know the name of your office computer to utilize VPN/RDP. The computer name is available on the white KU barcode label attached to your computer. If you are unsure of your computer name you can contact the IT Help Center for assistance.

ALTERNATIVE MODES OF INSTRUCTION DURING ADVERSE CONDITIONS

Faculty are encouraged to use alternative modes of instruction should an extended interruption in normal class delivery occur. Kutztown University provides technology that enables faculty to delivery course content synchronously and asynchronously.

SYNCHRONOUS CLASS MEETINGS AND OFFICE HOURS VIA ZOOM or MICROSOFT TEAMS

Faculty can use various technologies provided by KU to deliver synchronous (real-time) instruction and support to connected students, including Zoom and Microsoft Teams. Using a webcam and microphone, both Zoom and Microsoft Teams allow you to create online spaces that can be used to hold a virtual, synchronous class meeting or virtual office hours.

- For more information on Zoom, including detailed user guides, check out KU's Zoom support.
- For more information about Microsoft Teams, check out KU's Teams as a platform for online group presentations support document.

If a faculty member chooses to provide instruction synchronously, we recommend recording classes and posting the recorded classes in D2L to accommodate students that may not be able to participate during scheduled class meetings. Information on how to record and share recordings are available on the Learning Technologies Solutions Center Zoom page.

ASYNCHRONOUS COURSE DELIVERY

Faculty have the option to deliver instruction asynchronously using various university-provided and supported technologies including D2L, email and Microsoft OneDrive. Please note that the preferred method of asynchronous course instruction delivery is D2L, however we understand that not everyone currently utilizes D2L.

Visit the online Learning Technologies Solutions Center for more information about using Zoom, Mediasite and other resources to support your online and face-to-face courses.

USE D2L TO DELIVER YOUR COURSE (RECOMMENDED)

The following D2L tools can help you deliver instruction from any location during an extended campus closure.

- **Course Activation**
  By default, all D2L courses are set as "inactive" when they are created. Inactive courses are NOT available to students and are ONLY accessible by the course instructor(s). The course instructor has complete control over if/when a course is activated for students. If you plan to use D2L in your courses, you will need to activate each course at the start of each semester. The Activating a Course guide will assist you to ensure that your D2L courses are available to students.

- **Assignments**
  The D2L Assignments folder allows you to digitally collect assignments, track user submission times, view and download submitted files, and return submissions with grades and feedback to students in a timely manner.

  Check out the Assignments setup guide for implementing the Assignments folder in your course. You can also combine this with Turnitin Studio to edit, grade and check for originality, and use the Audio/Video Feedback tool to provide more personal reflection.

  ** Looking for an alternative to D2L Assignments? Try Office 365 OneNote Class Notebook. **

- **Discussions**
  The D2L Discussion tool is an active learning strategy that allows instructors and students to share thoughts, answer questions, and engage one another about course topics. The instructor establishes a forum and topic with a question or prompt. Discussion forums can be used to address higher order learning skills through active engagement. The Discussion Setup guide can assist you in setting up and maintaining Discussions in your course.

- **Quizzes**
  D2L Quizzes can be used for practice assessments, self-assessments, or graded assessments. Graded assessments can be automatically tracked in the Grade Book (see below for more information). The Quiz Setup guide can assist you in setting up and connecting quizzes to your grade book.

- **Grades**
  The D2L Grades tool serves as an electronic grade book for your course. With D2L Grades you can check, and not only track student assessments but also provide feedback on assignments and quizzes. Check out the D2L Grades setup wizard for implementing grades in your course.

- **Class Progress**
  The D2L Class Progress tool is a comprehensive progress report that is available to you and your students to track their individual progress in a particular course. Check out the Class Progress Tool for more information.

Visit the online D2L Solutions Center for more information about using D2L to support your online and face-to-face courses.

*** Looking for an alternative to D2L to deliver course content?***
Try Office 365 OneNote Class Notebook. **

DEVELOP CONTENT

D2L is not the only tool that can be used to support your courses. The following tools can also help you develop alternative modes of content delivery during an extended campus closure.

SCREENCASTS

A screencast can record everything that is happening on your computer screen with your simultaneous audio narration, and is available through KU's Mediasite Desktop Recorder, or through free tools such as ActivePresenter, OBS Studio, or APowersoft. Please note, only Mediasite Desktop Recorder is supported by the university support resources.

DELIVER INSTRUCTION VIA EMAIL (NOT RECOMMENDED)

Faculty members may choose to deliver instruction via email; however, management of assignments, quizzes and other activities will be significantly more complex than utilizing D2L. It is recommended that all faculty complete the Teaching Online Certification Course (TOCC). This will enable faculty to adopt best teaching practices in the use of D2L in the event of an interruption of normal delivery methods.

Faculty can send email messages to individual students or to an entire class/section of students, which is available using the *Student* link in *MyKu > Faculty Center > Class Roster*. Alternatively, faculty can email all students enrolled in the class/section using the email distribution list in Outlook. The class email distribution list can be found by entering the course prefix, course number and section number. For example, "CSC_136CP_010" email distribution list name is "CSC136CP010."

It is recommended that all communications sent to the class email distribution list be blind copied (Bcc) to prevent students from replying to everyone on the distribution list. Please note that students will not be able to send email to a distribution list. Faculty must instruct students to reply directly to the faculty member's email address.

Students can submit assignments directly to the faculty member's email address; however, please note that some restrictions on size and type may impede delivery, and the management of submissions via email may be substantially more complex.

UTILIZING ONEDRIVE TO SHARE CONTENT

Faculty are provided file sharing capabilities utilizing Microsoft OneDrive. OneDrive can be used to share files in read-only format; however, faculty members must configure OneDrive Share and associate permissions to facilitate the use of OneDrive. **Support can be obtained from the IT Help Center.**

ADDITIONAL INFORMATION

MICROSOFT OFFICE 365

The Office 365 suite includes powerful tools and features designed to increase engagement and enable accessibility in the classroom. Transform your classroom and give every student a voice with Office 365 tools including:

- OneNote and OneNote Class Notebook – With OneNote you can capture and organize all your class materials; and with the optional Class Notebook you can utilize OneNote to capture, organize and share class materials with students. Class Notebook also provides a personal workspace for each student, content library for handouts, and collaboration space for lessons and activities.

- Sway - Create interactive lessons and spark student creativity using Sway

- Stream - Upload, view, and share videos securely

- Teams - Collaborate and share information via a common space

The Office 365 suite is available to all current KU faculty, staff, and students and is compatible for use on any Windows, Android, OS X, or iOS device. Visit our Office 365 for the Classroom page to learn more.

OPEN EDUCATIONAL RESOURCES (OERs)

Open educational resources (OER), such as OER Commons, Merlot, and TED Talks, are freely accessible and openly licensed educational materials and media that can be used for teaching, learning, and assessing.

GET HELP

The Information Technology Help Center is available to assist with any technical issues that may arise. The IT Help Center can be reached via email at HelpCenter@kutztown.edu or via phone at 610-683-1511. Support is available Monday – Thursday: 7:00 a.m. – 9:00 p.m. and Friday: 7:00 a.m. – 5:00 p.m. Support will be available as needed and as resources are available.

OTHER CONSIDERATIONS

Kutztown University has capacity to support the needs of faculty, staff and student access of university resources during an extraordinary event. Please note that other factors may impact availability and performance including your local internet provider, availability of online resources such as Microsoft 365, D2L, etc.

CONTINUITY PREPARATION CHECKLIST

Faculty, staff and students are encouraged to prepare for unexpected events by testing the following items.

☐ PC is available to remotely access required resources

☐ Verify that Online Resources are available <mark>(VPN Not Required)</mark>

   o User is able to login to Office 365 Online (www.office.com) to access Office 365 (Outlook/e-mail, Word Online, Excel Online, PowerPoint Online, etc.)

   o User is able to login D2L (https://desire2learn.kutztown.edu/)

   o User is able to access and login to MyKU (myku.kutztown.edu)

   o Verify that Online Library Resources are available

   (https://library.kutztown.edu/)

   o Verify that the University Website are available (www.kutztown.edu)

☐ Verify that on campus resources are available <mark>(VPN Required)</mark>

   o Document Asset ID of your Office Computer. Each computer has a barcode identifier that includes the name of the of your PC. This information is needed to remotely connect

   o Install and Test Virtual Private Network (VPN) to access on campus resources including network drives and office computer.

   o Install and Test Remote Desktop (RDP) access to on campus computer (where applicable)

The Information Technology Help Center is available to assist with any technical issues that may arise. The IT Help Center can be reached via email at HelpCenter@kutztown.edu or via phone at 610-683-1511. Support is available Monday – Thursday: 7:00 a.m. – 9:00 p.m. and Friday: 7:00 a.m. – 5:00 p.m. Support will be available as needed and as resources are available.