Due to the impact of COVID-19, all faculty should move instruction online by Monday, March 16. Remember, instruction and student support will continue should campus be required to close.

To help with the collective lift, the following FAQ was developed with Matt Griswold, Associate Vice President of Online Learning to help continue to offer instructional activities that are difficult to migrate online, identify resources and training, support students, and utilize learning support services.

Has MSU Denver moved classes online?
Campus remains open, but all courses are required to be taught online starting Monday, March 16. Faculty are the experts in their discipline and should determine how best to use technology to enable students to complete their coursework and communicate their plan directly to students enrolled in their courses.

What is the first step I should take to get my course online?
Some faculty have experience teaching online, but many do not and it can be an intimidating learning curve. MSU Denver has built training and support resources with the new-to-online faculty member in mind.

First, visit www.msudenver.edu/ctld/ready/ and complete the self-directed three step training to bring your course online. If you want deeper or more specific information, review information under the “Ready to Learn More?” heading on the same webpage.

If I need more support, where should I go?
Completing the self-directed training should be first, then attend virtual trainings with information to join available at the bottom of www.msudenver.edu/ctld/ready/.

Additional questions related to instructional training will be answered by calling the Faculty Ready Support Line at 303-615-0800.

My students are requesting specifics around how I plan to offer my courses remotely. Do you have advice?
www.msudenver.edu/ctld/ready/ has a student communication template that includes many teaching formats, tools, and applicable policies that will be useful to prepare students to succeed in your new online course. Use this template to customize a message for your unique learning environment. Keep what is applicable, delete what is not.

Can physical labs be used? How should I continue my lab/studio/field experience/physical education/other course with instructional activities that are difficult or impossible to move online?
Faculty interested in simulations as replacements to in-person labs or learning activities, please review the growing national list of natural sciences simulations here.

Director of the Center for Teaching, Learning and Design Dr. Jeff Loats has created a Microsoft Team on this subject and instructors can join using this link. The group will meet Wed. March 18 at 2 p.m.
Faculty and staff may offer open lab time in their respective areas to students on an opt-in basis, meaning departments shouldn’t require this but can offer it as an option. If a department will utilize open labs, please share the building and room locations with your dean’s office to provide to the appropriate MSU Denver and AHEC representatives, as use of these spaces will activate unique cleaning protocols. If students are provided an opt-in option for lab work, faculty should provide an alternative online option to meet the learning objective and earn assignment points. Some students may be uncomfortable coming to open labs – please provide these concerns to your dean’s office.

I will have students who have never taken an online course or don’t feel prepared to succeed. What should I do?
They are far from alone. We know approximately half of existing students have completed an online class at MSU Denver, which means half have not. Students new to online learning should visit www.msudenver.edu/technology/onlineready/ to get acclimated.

Please continue to be flexible and empathetic to your students as many prefer in-person instruction. However, we want to ensure their academic progress and that they reach their personal and professional goals after graduation.

Some students may only have a cell phone. Is that enough?
It’s likely. The training you receive through www.msudenver.edu/ctld/ready/ creates a learning experience that can be accomplished through a cell phone. Students, and you, can access Blackboard through either the Student or Faculty/Staff Hub on your browser or by downloading the Blackboard app. And while a cell phone maybe enough, using a laptop or tablet will be far easier.

They may not even have a laptop or tablet...or wifi or wired access for that matter. Any suggestions?
As faculty will likely need to provide this direction to many students, it is recommended you place this prominently in your online course. Some may not have wifi, a large number have a cellular plan. Those with a plan that allows for their cell to serve as a hotspot should research how to use this functionality (also known as wifi tethering), which connects any computer or tablet they have to the internet through their cellular plan. Know this may cost extra so have them review their plan or contact their cell provider.

Comcast’s Internet Essentials program is also offering 60 days of free internet to low-income customers.

If they don’t have a personal device other than a cell phone, the hotspot option doesn’t work, and they tried using their cell phone for class but it isn’t working, have them visit www.msudenver.edu/technology/hardwareservices/ or call 303-352-7548 to request use of a loaned device. Note these resources are limited, and will be provided to those in greatest need.

What is the best way to contact staff representatives who support my instruction, student learning, and enrollment processes?
Campus is open, so proceed as normal and visit the office’s website for the most efficient way to make an appointment or get in touch with a representative. Should this change, staff will be available via phone and email as usual and specific offices will post on their websites how they may support students via virtual collaboration tools like Microsoft Teams.

Can I hold office hours remotely? Will academic departments remain open?
Faculty who are teaching remotely may advise remotely and should connect with department chairs on specific considerations. While remote advising is allowed, academic departments should remain open through staff, chair, and faculty presence. Faculty will continue to need support for delivery of their courses online, and students are anticipated to still stop in particularly when challenging issues arise.

Virtual office hours include more than answering student emails. Please take phone calls and use Teams or other collaboration tools for real time audio/video drop-in advising. Learn how to create a Teams link to send to a student at [www.msudenver.edu/ctld/ready](http://www.msudenver.edu/ctld/ready).

**Will learning support services like Academic Advising, the Access Center, Supplemental Instruction, the Testing Center, the Tutoring Center, and the Writing Center remain open for in-person use?**

Academic Advising – As long as campus remains open, there will be academic advisors available for in-person advising. Drop-in advising will be limited by demand and some staff working remotely, so students should call ahead or schedule an appointment. Students can schedule appointments online through the Student Hub by clicking on the “Get Advising” block, or call the appropriate contact number on the “How to Find My Advisor” sheet available here. Remote advisors are trained to advise students in multiple ways including over the phone, email and using virtual tools such as Teams.

Access Center – Given the unique support provided by the Access Center, it will continue to administer accommodated exams on campus. As long as campus remains open, the Access Center will consider any individual student request to come to campus to take exams in the Center on a case-by-case basis.

Supplemental Instruction – Supplemental Instructional (SI) will continue to support the same courses and is transitioning to offer collaborative group study. Students can view the online SI Session schedule by visiting the SI website. Students, faculty and staff should email questions to si@msudenver.edu.

Testing Center – The Testing Center will continue to support exam proctoring until March 27. After March 27, all faculty are asked to 1) consider revisions to their assessments so proctoring is not necessary, 2) use ProctorU Auto at [https://sites.msudenver.edu/etc/proctoring-and-authentication/](https://sites.msudenver.edu/etc/proctoring-and-authentication/), or 3) consider the recommendations provided in the following FAQ question.

Tutoring Center – The Tutoring Center will continue to follow normal business hours as long as the campus remains open. Tutors are implementing virtual tutoring through Microsoft Teams; in-person, phone, and Teams appointments can be scheduled by visiting the Tutoring Center website, emailing tutoring@msudenver.edu, or calling 303-615-1919. Due to the need for 24/7 student tutoring, TutorMe – a new online tool originally slated for a fall release – is immediately available to students for free. It can be found in Blackboard under “Learning Support Services” and by visiting the Tutoring Center website.

Writing Center – The Writing Center will expand access to existing online synchronous tutoring and will continue to support call-in tutoring. Students can make appointments by visiting the Writing Center website.

ProctorU doesn’t work for me and the Testing Center will not be an option. What do you recommend? Many exams and quizzes are currently paper-based and are not easily migrated online. As faculty adapt their course from in-person delivery, some expectations on the delivery of assessments likely need to
adapt as well - however, this should not compromise your ability to determine student comprehension through exams.

These instructions will help adapt paper-based or other difficult-to-adapt exams.

If administering through Teams:
- Add your students to a new “team” through their email in Microsoft Teams.
- Require all students to join the exam in the same time block as the in-person course.
- Instruct them it is required to have their webcams on (you should as well), and that they should be alone in the room.
- Share the test in Teams as a Word, Excel, SPSS, PDF, etc. or even as a clear picture taken from your phone.
- At the end of the time window, have them share their exams back to you through email or just to you in Teams.
- Compile the files, review the work, grade, and share results back to individual students.

It is also possible to remove Teams from the equation. If you do, you lose the ability to ensure they are alone in the room; however, this maybe unnecessary if you:
1) Ensure the time window requires them to be very prepared to move quickly through answers, even if they use an internet search or work with fellow students, and
2) create specific questions that are not easy to search on the internet.

Finally, consider if there is a way to adapt your exam so that working in groups is allowable or so individual students receive questions unique to them.

**What is Microsoft Teams?**
Teams is a collaboration tool in the Microsoft 365 Suite that is free to MSU Denver faculty, students, and staff. In it you can chat, share documents and links, place calls, and setup real time video meetings or classes. Steps to create a meeting or class now through a link are provided at [www.msudenver.edu/ctld/ready/](http://www.msudenver.edu/ctld/ready/), Step 3. A more comprehensive guide to Teams for uses like creating a team, chat functionality, and scheduling meeting/classes is available at [https://www.msudenver.edu/technology/onlineready/teams/](https://www.msudenver.edu/technology/onlineready/teams/).

**I oversee an internship, clinical, or fieldwork course. How will the March 30th move to online delivery impact these courses?**
The MSU Denver Classroom to Career Hub is ready to support any student, faculty member or community member with questions about how to manage these work-based learning/experiential learning opportunities.

Specifically:
1. If internship and field-placement sites are open, students may continue their internships.
2. If internship and field-placement sites close or restrict student interns’ work, students should consult with their faculty member or academic program for guidance, in accordance with guidance from the department’s/discipline’s accrediting body.
3. Teacher Education clinical experience students have already received a separate communication from the School of Education or CLAS.