

Resources for Delivering a Class Online

In the event that campus is closed and you still need to deliver your course, there are a variety of resources available to teach your course. This is a list of resources that we have available through the University with links to information on how to use each of those resources. It also provides some basic idea of which resource you might use depending upon your needs or learning goals.

1. Communication is Key

Communicate early and often with your students, let them know your expectations and plans up front

- Let them know what tools you will be using to communicate with them. Use the [announcement tool](#) or the [email tool](#) through UBLearns.
- Let them know how often you expect them to check for messages
- Let them know how quickly they can expect a response from you
- Consider creating a central space to answer frequently asked questions so you don't have to respond individually to every question

2. Start with: <https://myub.buffalo.edu/>

This is your starting point for almost all your resources (bookmark this page in your internet browser, Chrome or Firefox preferred).

1. <https://ublearns.buffalo.edu/>

If you do not have a UBLearns class site, [use this resource](#) or contact [UBIT Help](#)

You can use UBLearns to:

- Distribute course materials and organize content that students should be reviewing
- Have online text-based class discussions
- Create quizzes or exams
- Turn in assignments and give out grades

To learn more about how to use UBLearns check out: <https://www.buffalo.edu/ubit/service-guides/teaching-technology/ublearns.html>

3. Panopto™ <https://ub.hosted.panopto.com/Panopto/Pages/Home.aspx>

You can use Panopto to:

- Easily record PowerPoint presentations or class lectures from any computer that has a webcam
- Record video presentations from your mobile device
- Link your recordings into your UBLearns course for students to review
- Have students record presentations that they can share with their class

To learn more about Panopto check out: <http://www.buffalo.edu/ubit/service-guides/teaching-technology/teaching-services-for-faculty/panopto.html>

4. Video Conferencing with [WebEx](#)

Webex is supported by the University. Every Faculty, Staff, and Student has their own meeting space. Unlimited duration and up to 1000 attendees can attend your online meeting events.

You can use Video Conferencing to:

- Connect in real time with your students to present lectures or have group discussions
- Hold Virtual Office hours
- Have your students work on group projects without having them meet in person
- Host a guest lecturer remotely for your class

To learn more about Webex check out: <http://www.buffalo.edu/ubit/service-guides/conference/webex.html>

5. <http://www.buffalo.edu/ubit/ubbox.html>

- UBbox is supported by the University
- UB students, faculty and staff can use UBbox to share large files and collaboratively edit and create documents.

6. Support Information

**Please note, if campus is completely closed or in case of any emergency, phone or email services may be impacted.*

- **UBIT Help Center** <https://www.buffalo.edu/ubit/get-help.html>
- **UB School of Management, IT Help ticket**
- **UBlearns Help**
- **Jeanne M. Myers**, Learning Designer, UB School of Management, Executive Programs Course Developer.
Email: Jeannemy@buffalo.edu
- **Panopto** – Kevin Hartman , 716-645-3207 kjhartma@buffalo.edu

Quick Tips for Online Teaching: The Basics

1. Remain Calm- You Got This.

- There will be a learning curve, but there is support. Use IT or Departmental support provided at your college. Use online tutorials- search for 1-3 minute videos, based on your needs.

2. Test your Technology Beforehand.

- Make sure you have a good internet connection and ideally use a hard-wired connection where you are directly connected to your modem/router.
- Make sure you have a well-functioning computer, webcam (can be built-in), and a headset to support clear audio.

3. Practice Using the Technology - Create Your Own Dress Rehearsal.

- The key areas to check and practice are: your audio, video, and share (e.g. sharing your power point lecture).
- For your video, make sure you are in a well-lit room with the light pointing at your face. Make sure you are centered in the camera and you can hear yourself well while doing an audio check.
- Find a colleague, friend, or family member to practice using the technology and run through your audio, video and share.

4. Create an Outline with your Live Online Class Agenda.

- Think about timing out your different class activities: Power point screenshare lecture, asking chat questions, and bringing up students on camera for discussion.
- Think about your technology comfort and how you might phase in using more advanced tools in future classes, such as using polls for questions or creating breakout rooms for small-group discussion.
- If your class is longer than 90 minutes, build in a 10-minute break and think about how to encourage students to move around during the break.

5. Think About Ways to Promote Engagement.

- Think about your presence- are you conveying a calm and warm presence? Talk about the current situation and hear the students' concerns.
- Create questions you can ask in the chat to support engagement.
- Think about ways to change up the activities to keep everyone interested (e.g. start with a discussion, move to a power point lecture, stop to ask questions in the chat, and end with a student discussion on video).

6. Class Time - Log in Early to Test Everything.

- Restart your computer. Trust me, this always helps.
- Log-in 15-30 minutes beforehand to test your technology again. Practice moving through your class agenda as a mini dress rehearsal. **Note: this step really does make all the difference in having your class run smooth.**
- Have a plan for troubleshooting in the moment and think about how you can partner with your students to address issues.

7. Learn from Each Class and Improve.

- Note what went well and what did not go as well. Make plans to update your next live online class.
- Reach out to your IT, Department, or peer colleague support and get feedback.
- For your next class, start again at point 1 of "Remain Calm" and work your way through these basic tips. The more prepared you are, the better your live class will go.

Planning for Technology Issues with Online Synchronous Sessions

Using web conferencing tools to conduct synchronous online class sessions is a great way to connect with your students, increase social presence within your courses, and present content to your students. However these tools are not fool proof and you need a plan in case you or your students encounter technical difficulties when the session is supposed to occur.

When developing your plan you have to consider what your expectations are for when you have difficulties connecting, when individual students have difficulties connecting, or if the entire system fails.

7. Faculty Difficulties Connecting

If you run into a problem connecting to the session you need a back-up plan.

- Have the call in numbers handy in case you can't connect through your computer. This way you can at least call in and talk with the students.
- If you planned on sharing content during the session, send out that content ahead of time so that students can pull it up and reference it while you are talking.
- Plan on emailing or contacting the students another way in case you get disconnected and cannot re-connect so that you can let them know what is going on.
- Consider ahead of time whether it is OK to cancel the session, reschedule it, or decide if you can record what you were planning on doing and share that with your students in another format.

You should also communicate what you are planning to do to your students, so that they know how long to wait for you and where to look for additional communication in case you don't get back into your session.

8. Student Difficulties Connecting

If your students are running into problems connecting, let them know your expectations.

- Make sure that you provide the students with the call in number and session ID ahead of time so they are prepared to call in if they cannot connect through their computers.
- Ask them to email you or contact you another way if they are not able to connect at all so that you know what is happening.
- Inform them of any expectations you have with them getting the content by contacting other students, watching recordings of the session, or doing additional assignments to make up for the session they missed.

9. If the Entire System is Failing

If no one is able to connect and it seems like a system wide issue:

- Consider ahead of time whether it is OK to cancel the session, reschedule it, or decide if you can record what you were planning on doing and share that with your students in another format.
- Plan for how you will reach out to the students to let them know what the alternative plan is.

- Think about alternative assignments that you may require to make up for the canceled session.

Once you have your plan in place, the next important step is to communicate your expectations to your students so that they know how to properly respond if there are technology issues. Below is a sample statement that you can add to your syllabus or course site outlining your expectations. You can modify this statement based upon the plan that you come up with.

Expectations with Online Synchronous Sessions

In the event that the technology used for this course goes down or is otherwise inaccessible, please be in touch with your instructor as soon as possible by email.

If your technology fails during a live meeting:

- Please reattempt to connect regularly for at least 15 minutes or until the session was expected to end.
- Please attempt to use the call in number and connect over your phone if your computer connection is not working.
- If you are unable to connect please email the instructor to let them know you were having technology issues.
- Please do your best to access any available recorded material, and contact your instructor or a peer for any missed content.

If the technology failure is on the instructor end:

- Please stand by for 15 minutes or until the session was expected to end, within the live class session to see if the instructor is able to reconnect.
- Please check your email during that time to see if the instructor sends out additional information about ending, rescheduling or cancelling the session.

If the technology failure is system-wide, the instructor will send information via UBLearns announcement as soon as possible about alternative access to the content.