

MARCH 24, 2020

We hope this message finds you well. As classes resume online, please review the material available in the [Academic Continuity Resources toolkit](#), which is designed to facilitate your transition to online instruction.

In addition to our regular communications each Tuesday and Thursday, you can refer to our [archive of previous messages](#) and follow ITS on [Instagram](#) and [Twitter](#) for updates and tips.

Today's topics:

- Bandwidth Considerations
- Ensemble Video Recording: An Alternative to Webconferencing
- Supporting Students with Accommodations Online
- Special Offers from Content Providers and Internet Service Providers
- Safe Computing Tips
- FAQs
- Success Story

Bandwidth Considerations

As you might have experienced, the online learning experience depends on an individual's network bandwidth, which can vary depending on the day of the week or the hour of the day. Internet service providers across the nation have seen slower-than-normal upload and download speeds. With this in mind, experiment with the time of day or day of the week you upload content. You might have better luck early on a Saturday morning or later on a Tuesday night than in the middle of a Monday afternoon.

Ensemble Video Recording: An Alternative to Webconferencing

As previously discussed, webconferencing can pose challenges depending on students' locations, bandwidth constraints and other factors. Additionally, if you schedule a conference outside of your assigned classroom time, you might introduce scheduling conflicts for your students. If you are looking for an alternative to live webconferencing, ITS Online Learning Services recommends the [Ensemble Video Recorder Chrome Extension](#) as an easy way to capture short video clips and screencasts.

Supporting Students with Accommodations Online

The Office of Disability Services (ODS) will continue to provide support as you settle into online instruction. ODS has shared some [helpful user guides](#) about implementing accommodations, including extending times for exams in Blackboard. If you have questions regarding a particular student or accommodation(s), please reach out to the student's ODS access counselor, listed at the top of the student's accommodation letter.

Special Offers from Content Providers and Internet Service Providers

In addition to resources made available by Syracuse University, we have published a [list of academic resources](#) from a variety of content providers (e.g., [Adobe Creative Suite](#)) in

response to COVID-19. We also have compiled a [list of internet service providers](#) offering special plans or incentives.

Safe Computing Tips

Now more than ever, it's essential to protect your information. Check out [these tips](#) to keep your data and Syracuse University's data safe and secure.

FAQs

We continue to update our list of frequently asked questions about Blackboard Learn and Collaborate on [Answers](#). Some of the most common questions from faculty and students include:

Does it matter what browser I use?

Yes, Chrome or Mozilla Firefox work best.

Why am I having difficulty logging in?

Check that you are using Chrome or Mozilla Firefox. Next, ensure you are using your NetID and password to log in. If you still have trouble, contact the ITS Service Center at 315.443.2677 or help@syr.edu.

Why isn't my NetID/password working?

At any time, you can visit netid.syr.edu to look up your NetID, confirm your password works or reset your password if needed. If you still can't log in, contact the ITS Service Center at 315.443.2677 or help@syr.edu.

Success Story

A member of the [Online Learning Collective](#) Facebook group shared the following note:

I decided to make the last three weeks of my winter course asynchronous with once a week due dates. I just got this note from a student:

"I do not have any questions or concerns. I will say thank you for making the class so flexible to everyone's situations, as someone with major ADD all these classes with super rigid synchronous work is super stressful and it's nice to have one professor who gets it."

I followed a lot of advice [from the Facebook group], and it was solid. Don't get too fancy, acknowledge students are going through a rough time, etc. So THANK YOU. I have had several expressions of gratitude like this. I think LESS IS MORE in this situation.

We invite your feedback as classes progress, including your suggestions for future topics and your success stories. Thank you for all you do for your students and for Syracuse University.

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