Tips & Takeaways from TC Virtual Support Group:
Supporting Academic Access in a Virtual/Online Environment
March 27, 2020

Supporting Online Academics

Teaching & Learning Online: Strategies for Supporting Students with ID (website created by Lori Cooney & Maria Paiewonsky at Think College)
https://sites.google.com/umb.edu/thinkcollege-teachingonline/home?authuser=0

Screencastify is doing a free premium during the Coronavirus, until maybe mid-April. Here's the code: CAST_COVID. That would give you more than 50 videos per month and over 10 minutes per video to have the premium, among other great resources.

Asking professors to **add our educational coaches as "observers"** in Canvas or Blackboard or whatever LMS you are using. They can just help them to walk through the online environment, but they need to be added in that observer role to be able to get into the virtual classroom if they are not enrolled in the class already as a student.

Academic coaches/mentors are using FaceTime chats and phone calls to help the student. And they have maintained their regular study session schedules as best as possible.

Be careful that individual support for students doesn't become too extensive – continue to use best practices for academic support in the virtual environment as well.

Discussion around **best virtual meeting platform; consensus is Zoom**. Google Hangouts does allow captioning on demand, though. You can use Google Slides for captioning, and then share in Zoom. Benefit to using Hangout is that it's Google platform so easy for students with Gmail to just bounce around. Another

option for virtual meeting and sharing documents is Microsoft Teams. NOTE: Zoom has waived the 40-minute limit for free accounts during this time.
Also, watch for "Zoombombing" (uninvited people showing up at Zoom meetings with inappropriate content). To disable this possibility, see this: https://www.theverge.com/2020/3/27/21197090/zoombombing-zoom-stop-how-to-porn-trolls-video-chat-screen-sharing

To support students to use the technology that professors are using it's been a **lot of one-on-one check-ins over the phone and over FaceTime**. We're just doing a lot of reaching out and trying to make sure that students are comfortable with all the different technologies that faculty are using in their online classes. Some of our professors went asynchronous and are just posting recorded videos. So we have to work with students to build time into their schedules to watch those as well.

We **created step-by-step visuals for all our students that will help guide them to use Zoom, log into Canvas, submitting assignments on Canvas**, etc. In our first Zoom tutorial the Step-by-Step visuals were reviewed with the students so they understood how to use it.

We **created a Canvas course shell that we put all of our mentors, tutors and coaches in**. For all of the students that do attend social coaching or academic coaching they can go into this Canvas course shell. And there's a chat there where they can meet their mentor and then go from that chat into the individual Zoom room. We made videos, tutorials, to help families and students get into that chat room and use Zoom. And then we're doing one-on-one videos or chats with families and students, as needed.

Supporting Families

Zoom Town Hall with families. We did two of those. One to help practice to make sure the software was working at home. And two, really to help calm everybody down and make sure everybody was on the same page. And help them transition to this online environment.

Send **out an expectations document for students and parents** because I did not want parents doing the work for the students. So we sent out a whole list of do's and don'ts for parents. And we did the same thing for students. We added a

step-by-step so they can understand how to join the Zoom Meetings. And then we also created step-by-steps for them in case they forgot how to log onto Canvas, if they forgot how to send assignments, the formatting of an email so just a basic thing for them in order for them to still be successful when they're at home.

Supporting Internships/Career Development

Create YouTube playlists or virtual job shadowing, virtual company tours, and essential skill videos for students. They have to watch a certain number and reflect upon those, and talk about those experiences. So they are still getting some career exploration.

We also have an assessment that our employers usually do at the end and midterm of every semester on their behaviors and not just work tasks. So I've shared that with parents. The parents are agreeing to let the students take on new chores and tasks around the home and becoming the "supervisor". They are then **using our "employer assessment" to rate their work behaviors**, such as communication, professionalism, ability to work with others, following directions, constructive criticism, those type of things.

Supporting Social Engagement and Community

Always look for what your campus is doing first before you create anything that's just for your students.   Not only because it makes it easier for you. But also because it gives those students that opportunity to do things with their peers. We are assuring that our students know what is going on for all students during this time, for example our university athletic staff are **doing workouts throughout the day**. So, the students can actually go on to Zoom and join different ones that they want to. And have it with other students at the university. Go **to your college or university recreation Website and see what workouts are available**.

We **created choice boards** around a lot of these topics that you all are talking about. Part of our reasoning was that our students need ideas of things to do with their downtime. Some students need support to manage their leisure time or downtime well, so we have **choice boards in the area of cooking, independent living, career exploration, social, and exercise**.

We **hosted a Netflix watch party**. It's a new extension on Chrome that allows a group to all watch the movie at the same time, with a chat on the side. You're watching a movie together, but you can still be talking to each other, too.

Host **a weekly lunch with themes** - beach, dress in your favorite color, crazy hair, etc. The students and their peer partners meet on zoom and love it.

Share Online Workouts:
Low Impact Workout at home:
https://www.youtube.com/watch?v=8A6Uai5sQVw&feature=youtu.be
High Impact Workout at home:
https://www.youtube.com/watch?v=ml6cT4AZdqI&feature=youtu.be
Cardio:
https://www.youtube.com/watch?v=BR0jT6JxH-o&feature=youtu.be
Yoga:
https://www.youtube.com/watch?v=0eJoUIBhLkE&feature=youtu.be
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