Bakersfield College COVID-19 All-Campus Virtual Forum #9: Teaching & Supporting at a Distance | March 18, 2020

FAQ Sheet

Full Zoom Video Recording:
https://cccconfer.zoom.us/rec/share/4NZVFon2rE9Iu8-UtR3Td5E-jJ7oX6a81nca-qVenh7hqr2I7wCxdCvZ_i1mlUs?startTime=1584571116000

Q&A Discussion

1. What are the internet options for students during COVID-19?
   a. Comcast offers two free months for new users. Speed at 25Mbps down and 3 Mbps up (impacts all Internet Essential users). Please use this link to sign up: https://www.internetessentials.com/covid19
   c. Spectrum offers two free months for new users for K-12 and/or college students up to 100 Mbps – must call 844-488-8395.
   d. Charter will open WiFi hotspots for public use: https://www.spectrum.com/browse/content/spectrum-internet-assist

2. Is the Weill Institute closing?
   a. Weill is still open at this point but the situation is evolving daily. Please keep track of our updates in President Sonya Christian’s Renegade Roundup each night and the COVID-19 website: https://www.bakersfieldcollege.edu/covid19/departmentfaqs

3. Can those with daycare flex spending accounts stop their deductions at this time?
   a. Yes, for those of you with daycare flex spending accounts, you can email the American Fidelity rep to stop that amount from being deducted from your pay, since daycare may not be an option for quite some time.

4. Is the Renegade Pantry still operating?
   a. Faculty, please let students know to visit www.bakersfieldcollege.edu/pantry to sign up for Drive-Thru services. They will choose a pick-up time after they complete the form as well. If students do not have a vehicle, we can still help them. They can walk up to the pick-up area, while maintaining social distancing.

5. I would like to annotate an uploaded assignment in Canvas – how does this work?
   a. Please visit this link for instructions: https://community.canvaslms.com/docs/DOC-15081-4152719763

6. What is the best way people have found to contact students? I have sent group and individual e-mails and only had a 60% return of students checking in.
   a. You can have announcements appear on the homepage of your Canvas course: https://community.canvaslms.com/docs/DOC-13115-4152682262
   b. Starfish is another option for sending short messages and some faculty see better response rates through Starfish over email.
c. GroupMe and Remind are also options for contacting students.

7. Has commencement been cancelled?
   a. Commencement is not cancelled. I can assure you that we are, in fact, exploring virtual options, postponement, and more. – Dr. Nicky Damania
   b. We are going to have graduation. We will be celebrating you. We are taking ideas now – we may just look at a later date. It’s just that we know we can’t do it in May, in Memorial Stadium. – President Sonya Christian

8. Are the stats regarding the growth of online education at BC reflective of only totally online courses or do they include hybrid courses?
   a. The stats include distance ed/hybrid courses.

9. Is there any communication going on about what Summer School will look like?
   a. The schedule will roll in as is, but we are planning on likely having summer school online as well. There will be a more definitive answer in the next week, but it is looking like summer will be online as well.

10. Can we address the need for consistency in structure? Allowing lectures to be at or before the scheduled class time?
    a. Faculty have been asked to keep any class meetings with the whole class at the normal time so they don’t interrupt your other course times.

11. Can we do anything aside from the State Chancellor to allow courses without Distance Ed approval to be taught synchronously/asynchronously in the Fall?
    a. Chancellor Eloy Oakley has been very proactive in communicating with the Board. He is anticipating that we will need to be considering alternative methods in the fall as well. He is looking ahead and planning for the future.

Discussion re: Online/Zoom Recommendations

1. When logging into Zoom, it is best to log on via a computer and then use the “phone call” option to improve audio connection. Joining audio by phone in addition to joining the video by web will give you the clearest audio and ensure poor internet connections do not interrupt the content. You will be given a phone number to call and a meeting ID (see example below).

2. If you are not the host of the meeting, upon entering Zoom, you may be able to “mute” yourself from the group by clicking the “mute” button on the lower left-hand screen (see below).
3. To participate in the chat room, click on the "chat" tab towards the bottom of the screen and a chat box will appear.

4. A sample message for a syllabus from a professor:
   a. Rules for Communicating with CCB:
      • Please refrain from sending texts past 9pm at night or before 5am in the morning.
      • If your text message is longer than 20 characters (or 8 words) please send an email message. If it is urgent, send me a text message asking that I check my email.
      • Please indicate your class time when you text for exam “Mon 11”.
      • During the week (Mon-Thur) all messages received through email or text will be responded to within 24 hours. During the weekend please allow for up to 72 hours for reply.
      • CCB will respond to all email questions regarding assignments until 7pm on the evening before the assignment is due.
      • Assignments submitted by required deadline will be graded within one week of submission.
      • CCB is available for online office hours via Zoom. See announcements in Canvas for weekly scheduled office hours and links.

5. Recommendation about textbooks:
   a. Some publishers are allowing free access for students to online content until the end of the semester. Check with your textbook publisher.

6. Recommendation about recording lectures:
   a. Record your live lectures for the benefit of students who are unable to attend the class, or who would like to review content at a later date.