Bakersfield College COVID-19 All-Campus Virtual Seminar #15: Teaching and Supporting at a Distance | April 2, 2020 | FAQ Sheet

Full Zoom Video Recording
https://cccconfer.zoom.us/rec/share/_pVXNbOg0H9JZ6Po41rhBYcVl4P3T6a81XMWrPtYyU6u3f43WnujZ7Jr9kf7PGqj?startTime=1585864927000

Q&A Discussion

1. **Is there any truth to the Zoom app having privacy issues?**
   a. This mostly pertains to the host and whether they are enabling the right settings. If you are having privacy issues, please reach out to Academic Technology.

2. **Where are my Zoom recordings located?**
   a. You can log into ConferZoom and view your Recordings there.
   b. In Canvas, on your ConferZoom tab, there’s a record of your weekly recordings and attendance.

3. **Students on a "Surviving Bakersfield College" Facebook page have been asking why classes in Fall are "closed". Will BC release an official statement on this issue?**
   a. Some of the classes that are showing as closed right now are likely because scheduling is being adjusted. Students should check back to see when the class becomes available.

4. **We’ve heard some feedback from students that the calls that are going out to them seem like spam because they are from Google Voice numbers. Several students have said this to me, personally. I wonder if there’s any way to help mitigate that?**
   a. Google Voice may be even better for texting, rather than calling, since they will be able to see right away that the number is coming from BC.

5. **When we email a student to ask permission to enroll in our CRN (as an alternative to the EEF), what do we do when the student doesn’t reply to the email to give that permission?**
   a. If the student already received services, when you email the form, just state on the form: "The student received services as of [date]."

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.