FAQs Faculty Teams Live Event – Classroom Technology
July 16, 2020

Equipment Questions:

Could you send us a link that illustrates the digital tablets you mentioned early in the broadcast?

UVM is implementing the Wacom One Pen Display. The following article describes some uses: https://community.wacom.com/remote-learning-easy-solutions-for-e-learning-and-remote-teaching-from-home/

In the past CTL has supported iclickers. Can they be used for remote courses if the student is not in the classroom with the iclicker base? If not, is there a standard substitute that is being recommended so that students don't have to pay for a bunch of different services for different courses?
Students can use the iClicker phone app, REEF, to participate in iclicker polls remotely. CTL can help faculty set up this remote implementation.

In the Spring, many of us used Professional Development Funds to scramble to get technologies (headphones, webcams, etc.). Will there be a central fund for faculty to get access to for securing new technologies we might need?
Classroom Technology Services will be working with distributed IT in the units to identify faculty who will be teaching from home and may have additional technology needs that can be supported centrally. Faculty who are able to come to campus will be able to reserve technology-enabled "pods" for classes. The process for reserving pods is still being worked out.

Is there a recommended personal microphone type/model for projecting well to in-class students while wearing a mask that will also be compatible with the web-cam system?
To avoid unnecessary touching of equipment and the need to unexpectedly install drivers onto classroom hardware, Classroom Technology services is testing a range of webcam and microphone combinations to determine which best capture room sound.

Since many of us will be broadcasting from home or offices, are there any tools that could be attached to our existing computers (that do not have touchscreen capabilities) that would allow for a whiteboard experience?
ETS is testing different tablet surfaces and intends to have some extras to loan to faculty for this use. All "pod" classrooms will be equipped with Wacom One Pen Displays for this purpose, and will be available for faculty to reserve for some classes.

Will students have laptops with sufficient battery power and processing power that can handle Teams and Blackboard inside the classroom and at home?
All first-year students are required to have a laptop and specifications have been communicated to these students. Specifications for required computers can be found at : https://www.uvm.edu/it/thescoop/?Page=computers.html. A previous survey indicated that most students have laptops that can handle Teams and Blackboard. As in the past, there are mechanisms to loan laptops to individual students who need one.

How can we safely and efficiently get our UVM technology hardware fixed if it breaks for faculty who are teaching remotely due to COVID risk factors?
Faculty should contact their regular IT support person for information on how to get remote support or safely drop off/send in UVM technology for repair.

Training/Support Questions:

Can CTL offer training sessions not just the week before classes but also prior to that? For August, is there a consistently and sufficiently staffed hotline/text chat with CTL and tech experts starting in early August so that we have time to work through issues?
CTL is offering trainings and is available to provide support throughout the summer.

Regarding the classroom streaming technology's capabilities, is it possible for the instructor, PPT, students in the room, and students at home all be visible? Will it be possible to simulcast from one space into another, as, for example, UVM does at graduation? My teaching strategy depends on this ability.
Teams will be able to show 49 participants videos at once this summer. Using Teams allows you to simulcast from anywhere to viewers anywhere in the world.

Is it possible for some of the tech-enhanced classrooms be available in August for us to practice or be trained?
Yes, training sessions will be planned as soon as a set of both large lecture and smaller capacity classrooms have been set up.

Will CTL trainings cover ideas on how to accommodate remote students in in-person classes?
Yes. CTL will be offering both online resources and workshops oriented towards mixed modalities and strategies for incorporating remote students into live classes.

Will there be support for faculty teaching remote to call or text for urgent tech problems while teaching a class? Along with relying on the tech team for submitting calls for help, can you create an online help form for us to submit requests for immediate and (slightly) longer wait time responses? This could also be a good data collection method to get a sense of the range and types of problems we're encountering.
Different models are being considered to ensure that faculty have both immediate and longer-term support for classroom technology, including potentially deploying dedicated support staff working in specific buildings on campus. Investments are being to expand the capacity of the

support available to faculty. Additionally, we exploring a phone tree to allow faculty and students engaged in learning in the fall to access expedited support.

TA and Producer Questions:

Can remote classes also have a producer? Because we need help with managing the tech and the chat and troubleshooting and making sure to record the lectures and so on.
Yes, faculty will be able to request either a TA or tech support for this purpose, depending on the technology needs and the functions the TA or producer will be covering for the class.

If we already have undergraduate TAs, can they be trained as producers? Will the producers be paid? How much? Can faculty be the one to decide who to hire since a combo of tech savvy and content knowledge is needed. Do you have plans to include graduate students appointed as Teaching Assistants onto the Classroom Producers pool?
We anticipate two avenues for "producers" to be hired and trained. 1) ETS-hired tech support will be hired as student workers and be paid according to the appropriate pay scale in use within ETS; these students will provide tech support and will not be content experts. 2) The second avenue will be when a faculty member with an undergraduate TA or GTA requests that the UTA or GTA be trained for this purpose in their class. TA's assigned to or hired by faculty using other funds (including college or departments funds, or GTA stipends) will be paid according to the appropriate pay scale. Even if they are trained as producers, UTAs and GTAs will be hired and supervised by faculty. Limited funds could also be spent out of the technology allocation funds to support the classrooms producers in general.

For faculty teaching remotely, but who want to have a classroom to teach from, how will they be assigned a space to take advantage of the technology in the classrooms?
Do you have small pod spaces in which producers and TAs can be if their home environment is not conducive to the kind of quiet non-distracting environment needed, even if the faculty member is teaching from home?
Approximately 30 small classrooms are being equipped as teaching "pods", and Faculty will be able to sign up to use an equipped "pod" space for their remote classes. This will likely be the case for producers or TAs, although faculty will get first priority in reserving pods for teaching purposes. The reservation process will be forthcoming.

Software Needs Questions:

Does the UVM screencast-o-matic license continue through the calendar year?
Yes. UVM does have a continuing license for this software.

Will there be financial assistance for software needs that are now required but a student cannot afford? Software that used to be available in the classroom--specific to this question is the Adobe Creative Suite.

ETS is in the process of deploying multiple user-friendly options to allow remote access to academic software. For software packages for which UVM does not hold a license, please contact the ETS HelpLine to identify those needs.

This summer I had the opportunity to use the program YellowDig, a more dynamic and collaborative platform for student dialogue and engagement on line. Continuing and Distance Education hold this license but there is not currently a license for all of UVM. Is it possible to purchase this license for use among all faculty this fall?
Yellowdig has made their app available to all faculty through this fall at no extra charge. Due to the steep cost of covering this application for a large percentage of our students, UVM does not currently anticipate extending the license for the spring semester.

Zoom has a white board feature that allows the instructor and students to write on it and very easily allows for breakout rooms. For my discipline these two features are very important and Zoom is the platform of choice due to the highly interactive nature of our classes. Will the university support instructors with Zoom accounts who need it due to the nature of their courses and because it will provide the best experience for their students?
ETS is pursuing an integration between Blackboard and Teams to ensure that a Teams session is created for every course and faculty and the enrolled students. This particular integration is intended to allow faculty and students to take advantage of all the features available. At present, Teams does have whiteboard capabilities currently available to all users. However, ETS and the CTL will be deploying an enhanced whiteboard feature before the end the semester. Additionally, there are break out options available in Teams today that ETS can help faculty use, and an enhanced break out experience is coming to Teams this fall.

Simeon nicely described a set-up for lecture-based classes with remote students. Will there also be some rooms designed to facilitate active class discussions engaging both in-person and at-home students? Perhaps with multiple projectors that show remote students, materials, and doc camera notes at the same time?
Currently there are no classrooms with cameras that face the student "audience" and challenges in sourcing and installing equipment may make this challenging. Faculty may consider having in-class students participate in an ongoing Teams meeting to create that interaction. ETS and the CTL can further assist faculty with how to effectively manage a hybrid classroom.

You mention that non-gp classes will also be set up with technology, does this include non-traditional teaching spaces such as labs and studios?
Our focus has been on spaces known to the Registrar and the distributed IT professionals as classroom space. If there are tech needs for non-traditional spaces, we would encourage your distributed IT person to contact ETS.

<ins>**TEAMS Questions:**</ins>

Can students change their profile names (and add their pronouns) in Teams? This spring, everyone was visible by initials, which is challenging for quick identification (to call on people).
Yes. Banner and MyUVM are the authoritative source for students' preferred name. Teams respects the students preferred name as selected in MyUVM and Banner. Teams uses a person's name or initials, not pronouns.

Can we ask Teams to make it so that we can see at least 10 people on the screen at the same time and have it automatically rotate across students, rather than just showing those who joined the meeting first in time?
These features are currently in development by Teams and should roll out soon. The ability to see 49 participants videos will be available this summer.

Can we have different sizes of breakout session groups in the same class? E.g., pairs, groups of four, groups of ten, each for different purposes in the same class? If that is technically possible, where and when can we get info on how to do it? Does TEAMs allow to run ten small group discussions in parallel followed by whole class gathering? For breakout groups on teams, can the faculty member prepopulate different kinds of groupings? For example, one class may have regular group project groups, and different groups that are reading discussion groups, and so on. The memberships of the groups will be different depending on what kind of activity is being done in the same class.
There is a workaround for breakout rooms and ETS will have instructions available soon. In the meantime, please contact the ETS HelpLine for assistance. An updated breakout experience is coming this fall.

In spring, Teams became very slow and often the chat wouldn't load during class. This led our department to switch to Zoom, which worked fine. Have those issues been addressed in Teams? I worry that Teams will freeze or features I plan on using (sharepoint docs, chat, channels) will not function, wasting important synchronous teaching time.
Teams continues to be updated with new improvements being rolled out every 2 weeks. While there might have been unique occurrences in the spring, these were not widespread issues. Please contact ETS for support if you experience any technical difficulties with Teams.

In Teams, will students be permitted to record a faculty member's lecture? What if a faculty member does NOT want the session recorded? Will the faculty member have the ability to determine whether or not this feature is active?
This issue of undesired recording might be best addressed as part of classroom etiquette and classroom management. Even if not possible through Teams students can use other devices to record a lecture.

In the spring semester and again this summer I have experienced challenges with Microsoft Teams when including invited speakers into a on-line lecture/discussion class, this included

UVM affiliates from the hospital who had challenges entering Teams following my invitations to scheduled meetings. The Zoom platform does not seem to suffer from these connectivity issues for invited guest speakers. Have others reported these issues and if so is anything being done to resolve these problems?
Teams can handle the invitation of external entities to UVM. Please contact the HelpLine if you have a problem. For cases involving colleagues from LCOM, please refer to the following: https://www.uvm.edu/it/kb/article/teams-lcom-and-uvm/

What's the time-line for bringing online infrastructure to allow Teams to auto-populate with class roster information? Instructors will be hard-pressed to keep class rosters up-to date in Teams in the chaos of the start of this semester.
ETS and the CTL are working closely with Microsoft to establish this feature prior to the start of the semester.

While it seems clear that the capacity of TEAMs as a communication platform will be enhanced, I am wondering about bandwidth from remote locations being strong enough to use the super-powered TEAMS. Are there recommendations or expectations for faculty living in more rural communities for strengthening bandwidth issues?
Bandwidth limitations in the community are dependent on the internet provider in any particular area. While we might be able to accommodate some faculty with portable hotspots, the performance of these wireless devices might not be fast enough. It might useful to identify a safe place with adequate bandwidth to run a class prior the beginning of the semester.

Will all students have the ability to log into a faculty's livestream via Team for each class lecture? I will have a combination of mixed (in class for some lectures) and remote learners. Also, can the lectures be recorded?
Yes, students have the ability to join each faculty's livestream via Team for each class lecture, and lectures can be recorded.

Will Teams allow large classes to join all at the same time to support synchronous remote sessions? How many people can reasonably be on at the same time in the same meeting?
Yes! Today, Teams can accommodate 300 people in a class/meeting. This will increase to 1000 this summer. Teams Live can handle 20,000 people for large events.

Cost/Reimbursement Questions:

We are using our personal wifi and phones for university business. If this goes over and above our normal personal usage, what is the process for invoicing UVM?
Following current policy, UVM does not plan to reimburse faculty for use of personal phones or wifi for university business.

Many of us are not using our UVM phone lines. Can they give UVM a discount?

Check with your college/school budget office. If departments wish to terminate office landlines and the associated ethernet connections, the department could check with Telcom to evaluate whether there would be savings.

<u>Other Questions:</u>

Can you reconfirm faculty intellectual property rights for any materials put up onto BB, Teams, or other platforms, whether in text, audio, or audiovisual format?
Faculty IP rights to classroom/teaching materials are retained unless the faculty member signs them over regardless of platform; this is covered in the CBA.

For students taking a mix of remote and in person courses during a single day, where will they take remote courses while on campus, particularly students who live off campus?
We are identifying spaces on campus that will be set aside for this purpose.

When will we know our room assignments if they are going to change?
Room assignments are largely complete. About 15 class assignments are still outstanding as of July 22nd and efforts are being made to assign these courses to classrooms with sufficient adjusted capacity.