Quick Guide to Spring 2021 Instructional Topics (Pullman)
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This quick guide to instruction in Pullman in Spring 2021 is intended to assist instructors with navigating the changes imposed by WSU's response to the public health emergency caused by COVID-19. It also provides some key resources for both faculty and students.
https://provost.wsu.edu/documents/2018/08/key-policies-reminder-memorandum.pdf/

Faculty teaching face-to-face in Pullman should be aware that special public health regulations apply during Spring 2021 that will require new classroom practices: https://provost.wsu.edu/documents/2020/07/classroom-and-teaching-labs- distancing-and-disinfection-plan.pdf/ .

This information evolves frequently, and significant changes will be communicated via updates and on the Provost's COVID-19 website: https://provost.wsu.edu/procedures/classrooms/policies-and-reports/covidplanning/

Questions not answered here? Contact me at mwack@wsu.edu.

Academic Calendar—Spring 2021 (New)
https://registrar.wsu.edu/academic-calendar/

The academic calendar for spring 2021 has been modified:
- First day of classes January 19, 2021
- Class-free days: Feb. 15, Feb. 25, March 17, April 13
  Please do not schedule assignment due dates or tests immediately after these days—they are intended to be mini-breaks to lessen stress for our students, and provide zoom breaks for instructors.
- **Final exams:** the extended time blocks (3 and 4 hours) will apply in spring 2021, as well as the compressed schedule that leaves Friday open for rescheduling exam conflicts. Contact the Registrar's Office to resolve scheduling conflicts:

Absences (Student)
Students are responsible for ensuring that they attend all class meetings and complete all in-class and out-of-class work as assigned by the instructor. Students are also responsible for communicating with the instructor should they need to be absent.

During the spring semester it is likely that some students will be required to quarantine or will fall ill for an extended period. Many students will also have challenges related to access to technology and internet or quiet spaces to attend a remote class. Faculty should exercise understanding and generosity in responding to students' requests to keep up with the coursework or make up missed work. It is the expectation of the Provost's Office that instructors will reasonably accommodate students who are absent for an extended period. Regularly using Panopto or recording Zoom sessions will assist students in keeping up with the course.

"Reasonably accommodate" means coordinating with the student on scheduling examinations or other activities necessary for completing course requirements and includes offering different times for examinations or activities. Instructors may determine that the missed work and/or class time is so extensive that the student cannot make it up without taking an Incomplete grade. Students have one year to complete the work, unless a shorter interval is specified by the instructor. The Incomplete grade will administratively convert to an F grade after one year if the work is not completed as agreed. There are no extensions beyond the one year.

Access to Technology (Students)
- Student Resources--Be Tech Ready: https://li.wsu.edu/teaching-tool- boxes/are-you-ready-for-distance-delivery/student-guide-for-completing-courses- remotely/ and adapted at the end of this document. Feel free to copy the page and distribute to students.
- Financial assistance to cover technology costs, including broadband costs: https://www.studentcare.wsu.edu/student-resources/financial-assistance/ and see link to Student Emergency Fund.
- The Chromebook loaner program will continue in spring 2021. To apply students should visit: https://itsforms.wsu.edu/Laptop/LaptopLoaner.aspx
- Cougs Online Toolkit: https://its.wsu.edu/cougs-online-toolkit/
- Wi-fi access:
  - Hot spot program for students: https://provost.wsu.edu/posts/wifi-access- interest/ (availability may be limited)
  - Drive-in wi-fi statewide map https://www.commerce.wa.gov/building- infrastructure/washington-state-drive-in-wifi-hotspots-location-finder/
- Specialty equipment/software (e.g. drawing and annotation tablets, Adobe Creative Cloud, study rooms and pods) — available in-person in SPARK.

Advising
All advising services are available remotely: https://ascc.wsu.edu/ascc-during-covid- 19-closure/

Attestation https://attestation.wsu.edu/
- Faculty and teaching assistants must attest to not experiencing COVID-19 symptoms before arriving on campus/to work or immediately upon arrival. Employees complete their attestation on-line at MyWSU.
- All visitors to campus must also attest prior to arrival.

Blackboard and Canvas
- Blackboard and Canvas are the official learning management systems (LMS). Students

should not be asked to purchase other systems that function as an LMS.
- Activate course space before the semester begins and post syllabus (draft OK). Students need time to buy materials and required technology. Recommended date: Jan. 11th.
- LMS support: https://li.wsu.edu/academic-tech-tools/learning-management-systems-lms/ or crimsonservicedesk@wsu.edu

Classrooms/labs safety protocols—in person teaching (New)
- Training for classroom hygiene protocols is available through myWSU.
- Students are required to complete this training before attending class or using campus facilities. The video can also be viewed at: https://provost.wsu.edu/posts/coronavirus-covid-19-information/student-covid-19-safety-expectations/
- Mandatory classroom/lab in-person safety protocols at: https://provost.wsu.edu/documents/2020/07/classroom-and-teaching-labs- distancing-and-disinfection-plan.pdf/
- **Syllabus statement**: *Students are expected to abide by all current COVID-19 related university policies and public health directives, which could include wearing a cloth face covering, physically distancing, self-attestations, and sanitizing common use spaces. All current COVID-19 related university policies and public health directives are located at https://wsu.edu/covid-19/. Students who do not comply with these directives may be required to leave the classroom; in egregious or repetitive cases, students may be referred to the Center for Community Standards for university disciplinary action.*
- For in-person classes the instructor or teaching assistant is designated as the COVID- 19 Site Supervisor. The Site Supervisor follows the plan to reduce the risk of transmitting COVID-19 including the following:
  - Review expectations with students on first day of class as part of the syllabus, particularly daily attestation and safety training.
  - Show training film on first day and emphasize student disinfection responsibilities
  - Explain assigned seating and use in contact tracing.
  - Review safety protocols specific to the particular instructional space (e.g., a lab).
  - **Immediately report any in-class illness (instructor or students) to Environmental Health and Safety: 509-335-3041.**

Career Services
- Central career services are available remotely; limited one-on-one appointments will be available in the Academic Success and Career Center: https://ascc.wsu.edu/ascc-during- covid-19-closure/
- The Career Expo (Feb. 9-10, 2021) will be virtual this year: https://ascc.wsu.edu/registration-now-open-for-wsus-virtual-career-expo/

Classroom/lab space
- The Spark and the Smith Center for Undergraduate Education (SCUE) General University classrooms are designated the on-campus sites for instruction in Pullman. Both are equipped to support a limited number of face-to-face courses.
- Both SPARK and SCUE will have limited hours and most rooms will be locked except for scheduled activities. Faculty will have keycard access to their scheduled classes.
- The coffee carts in SPARK and SCUE will be open but eating in the buildings is not permitted.

- Faculty who need to make specialized instructional recordings should contact Jon Manwaring of AOI (jmanwaring@wsu.edu) to coordinate space, equipment and scheduling.

Distance Classroom Management

The course designers at AOI have developed some resources that can assist with engaging students and heading off problems at:

- https://li.wsu.edu/teaching-tool-boxes/emergency-tool-kit-for-extended-distance-delivery/distance-delivery-for-faculty/connection-and-engagement/
- https://li.wsu.edu/2020/09/10/tips-for-using-zoom/

Concerns About Student Mental Health

Concerns about student mental health can be registered with the Care Network in the Dean of Students' office: https://www.studentcare.wsu.edu/

"Don't Cancel Class" Program

The Academic Success and Career Center will provide one or more workshops during your class time if the instructor must be absent. Popular topics include career and internship workshops as well as time management and study skills. https://ascc.wsu.edu/dont-cancel-class/

Early Academic Referrals Program (EARS)

The first 3 weeks of the semester are a critical window for student persistence at the university. Students who miss class, fail to turn in work, or fail assignments are at academic risk. Research has shown that a "nudge" or "early intervention" can help students succeed in the course and persist in the university.
To register a concern that a student is having academic difficulty early on, fill out the quick form at the Office of the Provost's "Early Academic Referrals" link: https://provost.wsu.edu/procedures/academic-referral/ . A team will follow up and nudge the student toward relevant support services.

Exam Schedule

The final exam schedule will have an additional hour added to finals timeslots so that students and faculty have a time buffer for technical issues. The extra time is not for adding additional content to the exam.

Faculty Support

The Learning Innovations team at Academic Outreach and Innovation supports faculty using instructional technologies and/or teaching remotely: https://li.wsu.edu/

Financial Hardship (Student)

Instructors may hear of financial hardships from students (can't afford books, computer, internet, food). Student may apply for grant assistance through the Student Emergency Funding request form: https://financialaid.wsu.edu/

First Day of Class Notifications

Students want to know: "What do I do to connect to my classes on the first day? Who will get in touch to tell me?" Town hall chats have also shown students to be quite anxious about purchase of course materials, since these must be shipped to them one way or another.

- Please reach out to students as early as you can to welcome them to your

course and to let them know: that the course space is open; how to access the syllabus and list of required materials; how and when to connect on the first day.

- Be sure to enable (activate) your LMS course space as soon as possible.

Grading

The regular grading scheme (WSU Catalog, Academic Regulations 50, 90) applies in Spring 2021 with one exception. Students may choose an NRC grade at the end of the semester—see NRC entry below.

Large Classes

- Courses larger than 300 using Zoom will need to have the Zoom Large Meeting License to allow up to 500 participants in their Zoom classes. Email zoom.support@wsu.edu or complete and submit the request form at https://wsu.zoom.us/.
- Panopto is an alternative—see https://li.wsu.edu/teaching-tool-boxes/emergency- tool-kit-for-extended-distance-delivery/distance-delivery-for-faculty/
- If the course has over 500 registered students, consider changing the class format to a 1000 participant Zoom Webinar. Email zoom.support@wsu.edu or complete and submit the request form at https://wsu.zoom.us/.
- If the course meets asynchronously, Panopto is the only available tool supported by WSU. You can record lectures in Panopto and post to your Blackboard course space.

Learning Innovations https://li.wsu.edu/

AOI's Learning Innovations initiative serves to discover, implement and support academic technology that increases faculty efficiency and enhances student access and engagement. AOI works with all faculty—both on campus and online—to create an environment where innovative pedagogy can flourish, wise experimentation is supported, and all learners receive the most robust and rewarding educational experience possible.

- Workshops on Zoom, Panopto, Blackboard, Canvas and more
- ADA and copyright issues
- On-Demand one to one Instructional Design support

Library Services

- All services offered remotely: https://libraries.wsu.edu/librariesquickguide/
- Librarians can provide instruction remotely for classes
- Research help:
  - o 24/7 CHAT Click on "Ask Us!" at libraries.wsu.edu
  - o ZOOM MEETING Visit calendar.libraries.wsu.edu to make an appointment with a librarian.
  - o EMAIL Visit libraries.wsu.edu/find-your-librarian to contact a librarian by subject or department.
- Holland/Terrell will not be open for study space.

Multi-Factor Authentication (MFA)

- Students and faculty will have to authenticate using two devices (e.g., computer, phone) for zoom, Canvas, Blackboard.
- Students will need to have set up authentication before their first class.

- Visit: https://login.wsu.edu/enduser/settings

NRC Grade (New)

A new temporary grade for AY 20-21 that functions like a withdrawal for final grades of C- and below.

- https://facsen.wsu.edu/2020/11/20/new-grading-policy-no-record-covid/
- https://registrar.wsu.edu/nrc

Open Educational Resources

Low or no-cost educational materials curated by faculty; they assist with equity and inclusion of all students. WSU OER page https://provost.wsu.edu/open-educational-resources/ .

Proctoring

- Proctoring will be available only through ProctorU and managed by AOI.
- All proctoring requests go through the associate dean of the college and must be approved by the college and submitted to gcps@wsu.edu by January 30, 2021 for the spring term.
- Proctored sessions will be managed by AOI through the LMS.
- For information on proctoring, **see:** https://gcps.wsu.edu/for-faculty/online-proctoring/
- **Webcams during proctored exams (new)**

   Instructors should apply the same protocols for proctored remote exams as they would for in-person exams, albeit the situations are not entirely parallel. If you allow students to step out to visit the restroom during a regular exam, you should allow them to do so virtually during a remote exam by briefly turning off the camera. (note: ProctorU will flag this behavior as suspect). Students should be notified in advance that faculty will disregard these flags.

   Some faculty do not allow any exit from the room during in-person exams. In this case, students should be notified in advance of the exam, so that they can make alternate arrangements for situations that might require their attention (e.g., childcare, eldercare).

Reasonable accommodation

- Students with high risk conditions who must study remotely are entitled to accommodation (through the Access Center for F2F courses), and departments are obligated to provide reasonable accommodation for the course. See: https://li.wsu.edu/teaching-tool-boxes/emergency-tool-kit-for-extended-distance- delivery/distance-delivery-for-faculty/supporting-students-who-have-approved- accommodations/
- Students studying remotely who become ill or must quarantine should be supported in keeping up with coursework. See "Absences" above.

Recording Sensitive Topics

Making recordings of Zoom class meetings is a good accommodative practice that allows students to review what they learned or missed in class.

AOI recommends that recordings of class sessions not be posted to the cloud, but only within Blackboard (Canvas); that they be available only for the current semester; and only to the students in the class. The ability for students to download is apparently already turned off by default in Zoom. Faculty can

select a setting either in their Zoom account or for each recording "only authenticated users can view cloud recordings". This would be an additional level of security that faculty could add so that if a student tried to share a video it could be viewed only by someone with WSU NID and Password. AOI also has posted a "talent release" (consent to be recorded) that you can have students sign if you wish: https://li.wsu.edu/documents/2017/08/global-campus-talent-release.pdf/

Nonetheless, Zoom recordings of class meetings may have the disadvantage in some courses of chilling student discussion of controversial ideas if students fear that their comments made in the "privacy" of the classroom are made more public by distribution of the recordings beyond the classroom. It is reasonable for students to expect that what is said in the classroom stays in the classroom. Thus, to achieve both ends of providing accommodation and preserving privacy, it is recommended that:

> **Faculty should set their Zoom settings so that only the host of the meeting can record the meeting.**

For classes that emphasize student discussion of personal, sensitive, emotionally-laden or controversial topics, faculty should only make recordings of lectures and class discussions available to students who have been absent from class due to illness or who have accommodations through the WSU Access Center. When such recordings are made available to these students, we recommend faculty provide students with a learning agreement (see draft below) that suggests they do not share the recording with others:

> *In this class, students are encouraged to both express and evaluate multiple points of view. A key aspect of a college education is exposure to and engagement with the complexity of various issues. Therefore, it is important that we listen and respect one another. We do not have to come to consensus, but we do need to agree to honor the privacy and educational processes of our classmates. Because this class is virtual, that commitment includes digital privacy, meaning that students are not allowed to make, remix nor share or post course recordings, nor in any way capture, manipulate, or circulate the likeness of a classmate.*

Unless a student's accommodation requires such recording, faculty should also exercise their discretion to not record class conversations in which students may discuss personal, sensitive, emotionally-laden or controversial topics that may not be intended for public consumption or transmission outside the class members.
Instructors may provide absent students with summary notes of the discussion, or alternate assignments, in lieu of a recording.

"Regular and Substantive Interaction" (New)

In order to meet federal criteria of regular and substantive interaction in distance courses (non-Global Campus), instructors must provide regular synchronous learning opportunities for students.

"Regular Interaction" must occur between a student and an instructor or instructors, prior to the student's completion of a course or competency. It may be accomplished by:

1. providing the opportunity for substantive interactions with the student on a <u>predictable and regular basis</u> commensurate with the length of time and the amount of content in the course or competency,

2. <u>monitoring the student's academic engagement and success,</u>

3. and ensuring that <u>an instructor is responsible for proactively engaging in substantive interaction with the student when needed</u>, on the basis of such monitoring, or upon request by the student.

"Substantive Interaction" entails engaging students in teaching, learning, and assessment, consistent with the content under discussion, and <u>includes at least two of the following</u>:

1. providing direct instruction; assessing or providing feedback on a student's coursework,

2. providing information or responding to questions about the content of a course or competency,

3. facilitating a group discussion regarding the content of a course or competency,

4. or other instructional activities approved by the institution's or program's accrediting agency.

Synchronous and Asynchronous Activities in Distance Courses
WSU recognizes that many students taking courses this spring will have access issues or obligations that make meeting a full synchronous pattern of five courses very difficult if not impossible. Not all scheduled hours of a distance course need be conducted synchronously if at least some are. In other words, the course might meet synchronously one or two times a week, with the other time structured in asynchronous activities. The expectation is that faculty are engaging with students in the course space as frequently as they would be meeting with students in classrooms, even though it may not all be happening in real-time interaction.

The synchronous component of a course must take place during the meeting pattern stated in the Schedule of Classes. While the specific nature of synchronous opportunities will necessarily vary, merely offering open office hours is not sufficient to meet the regulation.

Where the needs of the students (in different time zones, perhaps) dictate a departure from the scheduled meeting pattern for the synchronous component, a class contract signed by all stating the agreement about a new synchronous time will protect both the instructor and the students from conflicts and miscommunications.

Synchronous activities can be recorded (Zoom, Panopto) for students who are quarantining or ill.

Religious Holidays (New)
Please see the calendar at **https://provost.wsu.edu/manuals-and-forms/religious-holidays/** in reference to Academic Regulations 72 and 82 on religious accommodations.

Remote Learning Resources
Please see Learning Innovations/AOI pages: https://li.wsu.edu/

Study Space for Students

Limited space and services will be available in CUB, SCUE (Smith Center), SPARK. If there is sufficient demand in spring semester and safety permits, additional spaces may be opened.

Syllabus requirements (New)

Current required syllabus elements and statements are available at https://syllabus.wsu.edu/

- **Post syllabus before classes start** so students can see what materials and technology are required and make timely arrangements. January 11th would be a reasonable date.

- **Please let students know in the syllabus what technology will be required (e.g., camera and microphone for Zoom;** see "Student Tech Ready Checklist" at end of this document**).** If cost is a barrier for them, see "Access to Technology," above.

- Faculty are encouraged to build flexibility into their syllabus, so that students may have alternative ways to complete assignments that support course learning outcomes or related assessments, anticipating that absences or quarantines will impact some students this semester.

- Similarly, it is important that each course provide regular and substantive interaction between the instructor and students, regardless of the delivery mode (in person, remote instruction or online) and beyond recorded content and office hours.

Teaching Academy https://provost.wsu.edu/teaching-academy/

The Teaching Academy comprises faculty dedicated to promoting excellence in education. Its mission is to promote a university culture that values, supports, and rewards excellence in teaching and the scholarship of teaching. Members are available for consultation on selected topics.

Teaching Listserv

Learn about upcoming events and opportunities related to teaching innovation at WSU and join in the conversation at aoi_learning_innovations@lists.wsu.edu. Subscribe by contacting Deanna Hamilton at dhamilton2@wsu.edu.

Textbooks (New)

- Please double-check as soon as possible that your course materials have been ordered through the Bookie.
- Please make at least a draft syllabus available to students through the LMS by January 11th so that they can arrange for course materials in a timely way, given shipping delays across the country.

Tutoring https://tutoring.wsu.edu/

- All usual tutoring services available remotely.
- New portal collects links to all tutoring services in one place (requires login): https://tutoring.wsu.edu/
- STEM tutoring available Week 1; other subjects Weeks 2-3.

Undergraduate Research https://undergraduateresearch.wsu.edu/

- The website https://undergraduateresearch.wsu.edu/ provides students with a

wealth of information, including information about academic credit or funding for undergraduate research.

- We encourage faculty to continue to support undergraduate research through either in person work or holding regular research meetings with their undergraduate student via zoom and finding creative ways for students to get involved in research, whether this is literature searches, data analysis, or opening doors for new research directions for the faculty member through the student's efforts.

Web Cams (New)

Instructors can require students to have their camera on during live lecture or discussion. However, instructors cannot penalize students for briefly turning off their camera and the instructor should not immediately penalize a student who leaves the camera off for an extended period. Instead, the instructor should first interact with the student after class to learn why the camera was turned off, without, however, requesting sensitive personal information. There are valid reasons for needing to step away briefly (up to 15-20 minutes). Not allowing students to temporarily turn off the camera is akin to not allowing physically present students to step out and use the bathroom.

It must be stated on the syllabus that the camera is expected to be on unless the student has a need to stop being seen momentarily. If students know of this on the first day they can plan accordingly if they do not want their residence visible in the background. Such students should either identify a different location from which to participate in the course or post a virtual background.

A student's residence being publicly visible during a live lecture is not a FERPA violation. FERPA applies only to records, not to privacy in general. **BUT** a student's residence being visible on a recording of a lecture *may* be a FERPA violation, because the class becomes a legal record by virtue of being recorded and stored. If lectures are going to be recorded it must clearly be stated on the syllabus so that students can plan accordingly.

Summary of instructor actions:
- If you have not done so already on the syllabus, notify students in writing if:
  - Webcams are required (class sessions, proctored exams).
  - Webcams are required to be on during course sessions.
  - Lectures are being recorded so that they can plan accordingly (backgrounds, venue for class).
  - Your exam protocol forbids "leaving the room," i.e., turning off the camera during an exam.
- Do not penalize students if they have to step away from the camera briefly.
- Do follow up if the absence from the camera was lengthy to see what the student's issue was, and whether problem solving is required for remaining connected in future class sessions.

Writing Support https://writingprogram.wsu.edu/
- Tutoring and feedback on writing--undergraduates: https://writingprogram.wsu.edu/undergraduate-writing-center/
- Graduate and Professional Writing Center: https://writingprogram.wsu.edu/graduate-writing-center/
- Professional Editing Service Center: fee for services to improve manuscripts for

publication. https://writingprogram.wsu.edu/graduate-writing-center/professional- editing-service-center/
- Support for Writing in the Major course design: https://writingprogram.wsu.edu/m- courses/

OTHER RESOURCES

Reminders of Key Academic Policies:
https://provost.wsu.edu/documents/2018/08/key-policies-reminder-memorandum.pdf/

Academic Regulations
https://registrar.wsu.edu/academic-regulations/

Student Tech Ready Checklist

Prior to classes starting remotely this semester, get tech ready by familiarizing yourself with the classroom technology you will be using.

☐ Blackboard Learn is WSU's course management system, where students receive their assignments, submit their homework, and review their test grades. A few courses are piloting the Canvas learning management system; instructors will provide details.

☐ Zoom is WSU's video-conference classroom app, and has all sorts of features that help you interact with your instructors and fellow classmates. View WSU's YouTube video that shows you how Zoom works.

☐ Set up your WSU MFA account before classes start.
  ▪ Outlook, Zoom, Blackboard, MyWSU require multi-factor authentication (MFA), WSU's added security authentication step. To protect you online, it requires a user to enter their network ID (NID) and password, followed by a code received through one of several options. WSU has a web page to provide more information including how to set up your account. There's also a YouTube video.

☐ WSU's Student Guide for Completing Classes Remotely provides an overview of most of the technology students will use while at WSU, and includes tips and tricks on how to master them.

☐ Make sure your computer meets the minimum requirements and has an adequate internet connection. A camera and microphone (built in or external) will be needed for most classes.

☐ Need help to afford required technology (computer, software, internet)?
  o Student Emergency Fund can provide direct grants to assist with these costs: https://www.studentcare.wsu.edu/student-resources/financial-assistance/
  o WSU's computer loan program makes a number of Acer Chromebooks available to students for educational use.
  o Hot spot program for students: https://provost.wsu.edu/posts/wifi-access-interest/
  o Drive-in wi-fi statewide map https://www.commerce.wa.gov/building-infrastructure/washington-state-drive-in-wifi-hotspots-location-finder/

☐ Check your WSU Outlook emails frequently (anysender@wsu.edu and notices in myWSU) -- advisers, professors, departments, events, and activities use email to communicate essential information. Don't miss important course information!

☐ WSU tech support is available Monday through Friday, 8 am – 5 pm: crimsonservicedesk@wsu.edu, 509-335-HELP (4357) or visit the website: Crimson Service Desk. Social Media: YouTube