STOCKTON UNIVERISTY
Instructional Continuity Plan

Introduction

This document has been created to assist faculty in making good pedagogical and technical decisions to assure the continuity of instruction in the event of a personal or University-wide emergency. Emergency scenarios might include: instructor illness, instructor inability to reach campus, students unable to attend class, or campus shut down due to an emergency situation.

This document contains two major sections: Frequently Asked Questions (FAQ) and Guidelines for Implementing Technology Resources. The FAQ provides guidance for choosing an emergency resource. The Guidelines provide details on the tools available – capabilities, preparation, usage, training, and support.

Frequently Asked Questions

How can I prepare?

1. Read this document.
2. Poll your students to determine what technology resources are available to them in the event that the University is closed.
3. Review contingency planning materials offered by the Office of E-Learning.
4. Determine which strategies will work best in each class that you teach each term.
5. Arrange for any additional training you may need in order to carry out your plan.
6. Prepare your students.
7. Prepare your content. Have materials for upcoming lessons that you or a substitute instructor can use in case of an emergency.
8. Test your plan ahead of time. Make adjustments, as needed.

What should I do when an emergency situation arises?

- Communicate with your students. Send basic instructions using multiple methods to reach students, allowing for individual situations and communication resources.

    - Record a greeting message on your Stockton voice mail with basic instructions (where to get more information, what homework to do, next class meeting) that students can listen to if they call your office phone.
    - Send email with basic directions using an email distribution list, Blackboard messaging options, or online class list available in Banner.

- Implement your existing plan or quickly create the best plan you can using the following advice in this document to guide you.

Given my technology skills, what will I be able to do?

- **I like technology and use it all the time.**

If this describes you, then you may only need to skim the technical section for suggestions. Think about pedagogical or process changes that may be necessary in time of crisis—your own illness, lack of access to normally available resources, and/or higher than normal levels of student absenteeism — and plan for these changes.

- **I use some technology but am not ready to go fully online with my classes.**

If this describes you, then the suggestions that follow can provide some guidance on the available tools that match your comfort level.

• I feel comfortable with chalk boards and the telephone.

See the Guidelines for Implementing Technology Resources section of this document for details on telephone-based communications.

My class is already online. How does this apply to me?

Think about how your students may be impacted by a regional disaster like a hurricane or forest fire. Do your students still have computers, Internet access, course materials, and textbooks? Are you or your students dependent on campus resources that might become inaccessible? How will you handle deadlines? How will reduced student participation impact your online learning activities?

What strategies can I use to adapt a lecture-based course?

• Asynchronous Lectures

Tools: Files can be shared via Blackboard, a personal webpage, or a blog.
Note: Materials posted on a web page or blog will be accessible to the world. If you wish to protect your intellectual property and your students' rights under FERPA, choose an option that requires your students to login with username and password.

Techniques: Post presentations, images, web links, or documents, videos, or sound files. Those comfortable with technology may wish to use an audio recording program such as Audacity or Garage Band. Recorded lectures or other audio material and upload it to a file sharing location. Create a screencast using a tool like Camtasia, voice-over PowerPoint, or Blackboard Collaborate archive.

• Synchronous lectures

Tools: Blackboard Collaborate

Techniques: Using a laptop/desktop web browser Collaborate may be accessed through the Blackboard system. Using the Blackboard Mobile Learn app and the Blackboard Collaborate app, Collaborate may be accessed using smart mobile devices. [The apps are available from the Apple iTunes App store and the Google Play Store at no charge for Stockton community members.] Students can communicate with the presenter by voice (Internet connection or telephone), chat, and polls. This tool is also helpful in situations where some students may be present on campus, but others are not able to reach campus. Your computer screen may be shared so that students see live what you see and what you are doing. Remote students can also share their desktops. Blackboard Collaborate sessions may be archived for future use.

This tool enables students to interact in real time. Online chats/conversations do require some management. Be sure to establish ground rules and etiquette prior to an online chat. A Blackboard Collaborate chat may be archived for future reference.

What strategies can I use to adapt a discussion-based course?

Technology enables you to have a synchronous (same time) discussion or an asynchronous (anytime) discussion.

• Asynchronous discussion

Tools: Blackboard, blog

Techniques: For larger classes (i.e., thirty-five or more students) break the students into smaller groups (5 to 10 students each) to assure that all students can easily participate and their individual voices are heard. If you are using Blackboard, the group manager can be used to organize students into small groups. Blackboard Discussion topics can be configured as either threaded or blog style discussion. Don't be afraid to be creative with your discussions. With a little bit of planning you can use online discussions for debates, role playing, and simulations.

• Synchronous discussion

Tools: Blackboard Collaborate

Techniques: Using a laptop/desktop web browser Collaborate may be accessed through the Blackboard system. Using the Blackboard Mobile Learn app and the Blackboard Collaborate app, Collaborate may be accessed using smart mobile devices. [The apps are available from the Apple iTunes App store and the Google Play Store at no charge for Stockton community members.] Students can communicate with the presenter by voice (Internet connection or telephone), chat, and polls. This tool is also helpful in situations where some students may be present on campus, but others are not able to reach campus. Your computer screen may be shared so that students see live what you see and what you are doing. Remote students can also share their desktops. Blackboard Collaborate sessions may be archived for future use.

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How can I collect student assignments?

• Papers

    Tools: Blackboard, email

    Techniques: The [Blackboard Assignment tool](#) can be used to distribute and assign written homework assignments for individual students. Assignments can also be collected via this tool. Students can also submit files via a [Journal](#) topic. Students can submit files as email attachments. Please be aware that the maximum attachment size is 10MB.

• Quizzes, Exams, and Other Assessments

    Tools: Blackboard

    Techniques: The Blackboard [Test](#) and Survey tool provides support for administering anonymous surveys, and graded quizzes. Many different question formats are available (e.g., multiple choice, short answer, essay, matching). The Test and Survey tool provides a number of useful options to help minimize this risk of student cheating. A pre-specified number of questions may be chosen at random from a larger question set. Answers on individual multiple choice questions may be presented in a random order.

How can I comment on written student work?

Tools: Word or Acrobat, Blackboard Assignment tool

Techniques: To comment on student's papers that are collected electronically, you will need the equivalent of the ability to write on the student's paper providing comments within context of their work. For writing assignments where significant instructor to student feedback is provided, usually with written comments throughout the student's paper, [Blackboard Inline Grading](#) provides this functionality for Word, Excel, PowerPoint or PDF files.

If you collect assignments via email attachment, Microsoft Word and Adobe Acrobat Professional provide a mechanism for commenting and marking up documents. In Word you can use "[Insert Comment](#)" or "[Track Changes](#)" or highlighting and other formatting features. In Adobe Acrobat, use the [Comments](#) menu.

How can I facilitate a lab/performance/activity based class?

Determine in advance activities that you can assign to your students to be completed virtually or with readily available materials. For example, virtual science lab activities for may be available through your textbook publisher's website. Alternatively, if designed with safety in mind, students may be able to conduct an experiment in their own home or dorm room. Students in a performance class could watch and critique broadcast or recorded performances.

Guidelines for Implementing Technology Resources

Various options for delivering instruction and course materials are available depending upon the course and your experience with technology tools. The University has several readily available technology assisted alternatives to on site, face-to-face course delivery. These alternatives are listed below in order of increasing capability and technical complexity:

1. Voice Mail Notification
2. Email Distribution Lists
3. Blackboard Collaborate Teleconferencing
4. Word Press Blogging
5. Blackboard Learning Management System
6. Blackboard Collaborate for online meetings

1. Voice Mail Notification

Your University voice mail allows you to record a 5 minute greeting message and store up to 35 minutes of incoming messages. In the event of a protracted emergency situation, the University will extend the greeting message recording time to 20 minutes and will extend your voice message storage recording time to 45 minutes.

Capabilities

- Faculty -- Record a greeting message that includes class assignments, instructions and directions for your students.
- Students -- Leave private voice messages for faculty.

Resources and preparation required

- Telephone
- Prior to emergency, announce to students that in the event you are unable to conduct class due to an emergency they should call your University office phone for course assignments, instructions and directions.

Procedure for using voice mail

SETTING UP YOUR VOICE MAIL FOR THE FIRST TIME:

- On campus – dial **6800**
    - From your office -- If you are calling from your phone at your desk, you will be prompted for your password.
    - From another campus phones -- **Press *** and then **Press #**. The system will then ask you for your extension.
    - Enter the first time password **531** then **Press #**.

- Off campus – dial **(609) 626-6800**
    - **Press #** then enter your extension.
    - Enter the first time password **531** then **Press #**.

RECORD NAME:

•At the tone record your name

- ▪ Press 1 To Approve
- ▪ Press 2 To Re-record

CREATE PASSWORD:

- Passwords may be 4 to 15 digits. Passwords may not contain all the same digits (e.g., 55555).
- Enter your password and Press #.
- Re-enter your password for confirmation, Press #

CREATE OR CHANGE A PERSONAL GREETING:

This is the message that callers hear when they reach your voice mailbox.

While in the voice mail system:

- **Press 3** -- To access the greeting administration area
- **Press 1** -- To create your greeting
- **Press 1** -- To select the default greeting, then record your outgoing message
- **Press #** -- To approve
- **Press 0** -- To listen to your greeting

VOICE MAIL MESSAGE RETENTION:

Retention time for new, unopened or old messages is 30 days. After 30 days, messages are automatically deleted. NO warning is given.

Advance Training

Contact Joe Loefflad (609) 652-4643.

Support

- Contact the Help Desk at (609) 652-4309 or email helpdesk@stockton.edu

2. Email Distribution Lists

Email distribution lists are available for each of your course sections. These email lists are accessible through the Stockton Outlook/Exchange email system.

Capabilities

- Email students course materials
- Conduct follow up communications to a class via email
- *Note*: Students do not have access to these email lists; only the instructor may email out to the entire class.

Resources and preparation needed

- Computer, web browser, and Internet access
- Course materials in MS Word or Adobe .PDF format. Adobe is preferable, as some students may not have MS Word on their home computers.
- Prepare your students – Direct your students to login to the portal and check their email for course assignments and other information should an emergency arise.

Procedure for using email distribution lists

- Sign on to Stockton email (Outlook) system by connecting to the *go*Stockton Portal at http://go.stockton.edu or by connecting to Outlook Web Mail at https://webmail.stockton.edu
- Create a message addressed to your class. The general form of the address is semester-acronym_course_number_section@stockton.edu (e.g., fall2015-CSIS2210002@stockton.edu, fall2015-GEN1100005@stockton.edu).
- Send your course email messages with course materials attached

Advance Training

Contact Roberto Castillo (609) 652-4742

Support

Contact the Help Desk at (609) 652-4309 or email helpdesk@stockton.edu

3. Blackboard Collaborate Teleconferencing

Capabilities

- Conduct synchronous group discussions via telephone
- No need to exchange personal telephone numbers
- Discussions can be recorded for later review

Resources and preparation needed

- Instructor – Computer and Internet access and telephone with available long distance minutes
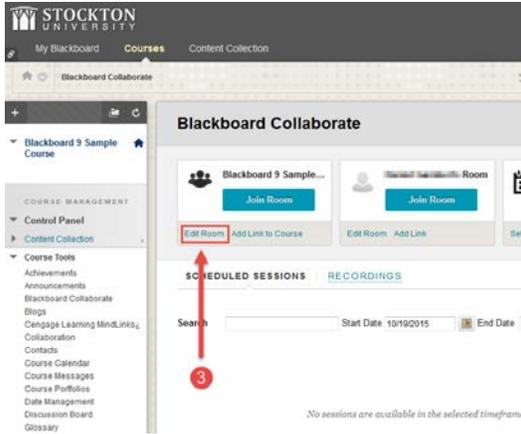- Students – Telephone with available long distance minutes

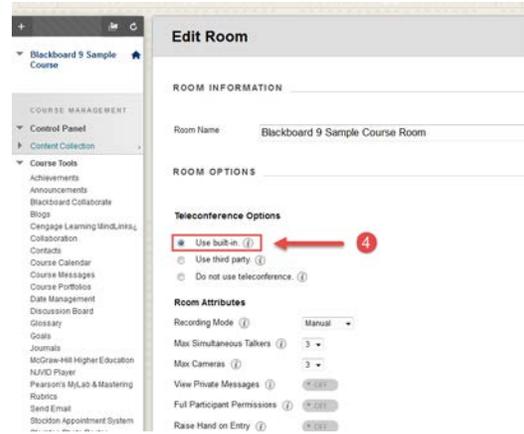Procedure for using Blackboard Collaborate for Teleconferencing
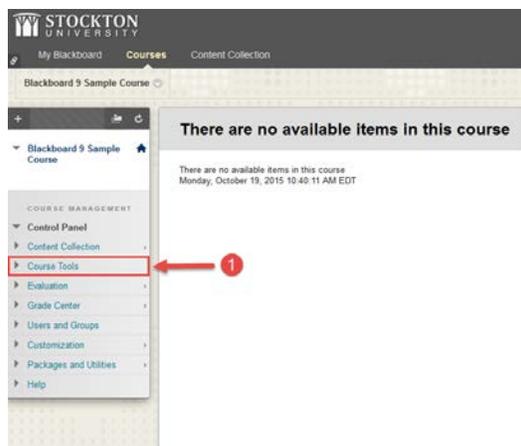
Step 1: Access the "Course Tools" menu from the control panel of an existing course section.
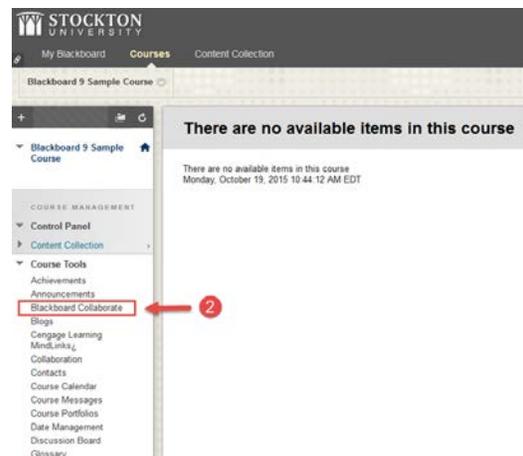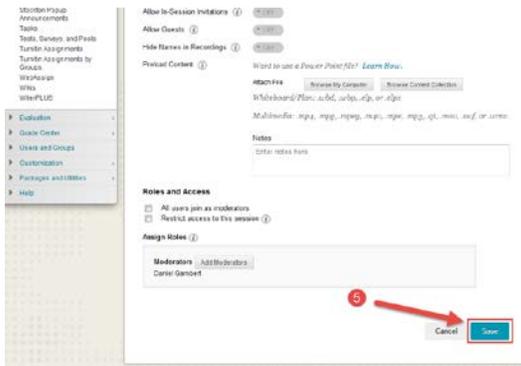
Step 2: Once the menu has expanded, click on the tool labeled "Blackboard Collaborate".
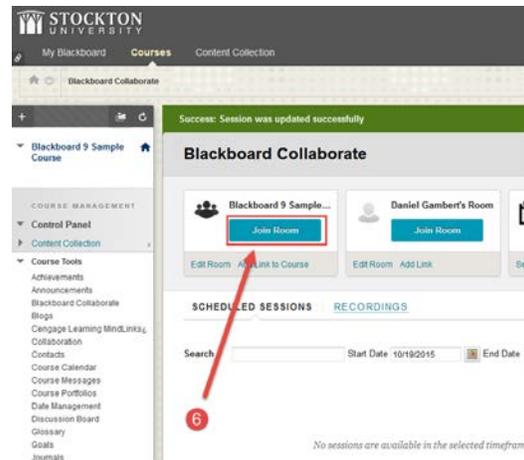
Step 3: Edit the main Collaborate room for the course, this will appear as the first room to the left side of the screen.
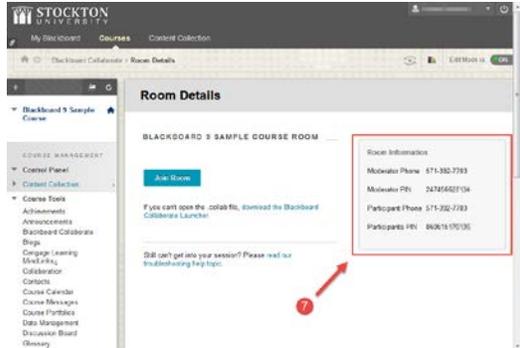
Step 4: Within the room settings, toggle the "teleconference" option to "use built in".

Step 5: Once you've completed step 4, scroll to the bottom of the options to save the room settings.

Step 6: Click the "Join Room" button to retrieve the telephone numbers needed for a class teleconference.

Step 7: As an instructor, use the "Moderator" phone number and moderator PIN to initiate the teleconference. Send your students the "Participant" number and participant PIN via email or through Blackboard's messaging options.

Advance training

- Contact the Office of E-Learning at 609-626-3479 or email elearning@stockton.edu

Support

- Contact the Office of E-Learning at 609-626-3479 or elearning@stockton.edu
- Visit the E-Learning support page at https://elearning.stockton.edu/instructor-support/blackboard-collaborate/
- Contact Blackboard Collaborate Technical Support at (877) 382-2293
- Visit the Blackboard Collaborate support page

4. Word Press Blogging Server

Capabilities

- Conduct electronic discussions asynchronously. Entries are created in journal style and usually displayed in reverse chronological order.
- Distribution of multimedia content through RSS
- *Note:* Blog postings are accessible by any user on the Internet. Consider FERPA regulations when using this tool. Details on FERPA are available on the Student Records web site. Go to http://www.stockton.edu and type FERPA in the search box.

Resources and preparation needed

- Computer, web browser and Internet access

Advance training

- Contact the Office of E-Learning at 609-626-3479 or email elearning@stockton.edu

Support

- Contact the Help Desk at (609) 652-4309 or email helpdesk@stockton.edu
- WordPress help site http://codex.wordpress.org/WordPress_Lessons

5. Blackboard Learning Management System

The Blackboard learning management system provides a web-based environment for instruction. The tools and features available allow for full course delivery.

Capabilities

- Post course material for students
- Post announcements
- Conduct electronic discussions
- Conduct electronic chats
- Email or course-based messages to students
- Create and post quizzes, tests, and surveys
- Create and post assignments
- Assess and grade students
- Integrate web resources

Resources and preparation needed

- Computer, web browser and Internet access
- Course materials in MS Word or Adobe PDF format. Adobe is preferable, as some students may not have MS Word on their home computers
- Announce to your students that in the event you are unable to conduct class due to a serious campus emergency they should sign on the portal and access Blackboard
- Optional: Request course development section to test live content prior to loading in live course section used for development. To request a development section, visit https://elearning.stockton.edu/devrequest/, click on Blackboard Support, Instructor Support. Look for the request link in the green box.
- Learn how to use Blackboard
- Load course materials into Blackboard

Procedure for using Blackboard

- Blackboard training prior to an emergency is strongly recommended.
- The "My Courses" channel in the goStockton Portal includes Stockton-specific information for information for all Blackboard users. It is vital to read all of this information and to resolve any browser issues.
- The Office of E-Learning provides instructional videos and documentation at http://www.stockton.edu/bbsupport

- The Instructional Technologies web site includes additional Stockton-specific information for instructors at http://www.stockton.edu/intech/ready.htm in the "Reminders" section
- Blackboard provides detailed documentation at http://help.blackboard.com and instructional videos in the Blackboard channel on YouTube.

Advance training

- Contact the Office of E-Learning at 609-626-3479 to schedule an individual appointment.
- Self-paced, online instruction is available. Contact the Office of E-Learning at 609-626-3479 or elearning@stockton.edu for details.
- Instructional videos at http://www.stockton.edu/bbsupport. Click on Support for Instructors
- Blackboard provides detailed documentation at https://en-us.help.blackboard.com/Learn/9.1_2014_04/Instructor and instructional videos in the Blackboard channel on YouTube.

Support

- Call the Office of E-Learning at 609-626-3479
- Instructional videos on the Blackboard support page at http://www.stockton.edu/bbsupport
- For connectivity issues, contact the Help Desk at (609) 652-4309 or email helpdesk@stockton.edu

6. Blackboard Collaborate for Online Meetings

Blackboard Collaborate provides an online meeting space for live class lectures online. Presentations can also be archived for later viewing.

Capabilities

- Presentations with audio and video narration
- Multi-way audio and video chat
- Public and private text chat
- Electronic whiteboard
- Polls, quizzes, and surveys
- Desktop sharing/application sharing
- Breakout rooms
- Full-featured archives
- Telephone access

Resources and preparation needed

- Computer and Internet access

Procedure for using Blackboard Collaborate

- Open your Blackboard course
- Click on the Build tab, Tools Blackboard Collaborate (Click on More Tools if the Blackboard Collaborate option is not displayed.)
- Click on Create Session
- Enter a Title for your Session
- Session Type is Course
- Date – Select start and end dates
- Early Session Entry – 30 minutes
- Optional – Enable Grade Center and point value
- Click on Submit
- After clicking Submit, you will be taken back to the Session list. For the newly created session, click on the option menu next to the session name
- Click on Add Content Item
- Select the area where you wish to create a session link. This is how your students will find the session.
- Click on Submit

Training in advance of use

Contact the Office of E-Learning at 609-626-3479 or elearning@stockton.edu

Support

- Contact the Office of E-Learning at 609-626-3479 or elearning@stockton.edu
- Visit the E-Learning support page at https://elearning.stockton.edu/instructor-support/blackboard-collaborate/
- Contact Blackboard Collaborate Technical Support at (877) 382-2293
- Visit the Blackboard Collaborate support page

Online Documentation

For all users:

Blackboard Collaborate Online Orientation (7:20)
http://www.brainshark.com/blackboardinc/vu?pi=zGLzYw5XBz35Sgz0

For Moderators (Faculty)

Overview for Moderators (Collaborate Archive Recording, 10:52)
https://sas.elluminate.com/p.jnlp?psid=2012-06-27.0714.M.875546EA538BCBDAD44EA8D3874623.vcr&sid=7

Getting Started for Moderators (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65006PDF

Essentials for Moderators (HTML)
http://www.blackboard.com/docs/documentation.htm?DocID=611002

Moderator's Guide (HTML)
http://www.blackboard.com/docs/documentation.htm?DocID=611004

Using Telephony for Moderators (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65010PDF

Mobile (Android) Web Conferencing Session Management Tips for Moderators (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65018PDF

Mobile (iOS) Web Conferencing Session Management Tips for Moderators (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65015PDF

Introduction to the Participants Panel (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65007PDF

Using the Audio & Video Panel (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65002PDF

Using Chat (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65003PDF

Audio Setup Wizard (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65001PDF

Loading a PowerPoint File (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65005PDF

Using the Whiteboard (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65013PDF

Using the Polling Feature Wizard (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65009PDF

Using Application Sharing (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65011PDF

Using Web Tour (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65012PDF

Using Telephony (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65010PDF

Getting Started with Recordings (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65004PDF

Instructions for Participants (Students)

Getting Started with Collaborate for Participants (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65008PDF

Blackboard Collaborate Essentials for Participants (HTML)
http://www.blackboard.com/docs/documentation.htm?DocID=611003

Blackboard Collaborate Participant Guide (HTML)
http:/www.blackboard.com/docs/documentation.htm?DocID=611005

Blackboard Collaborate Telephony Quick Reference for Participants (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65010pPDF

Getting Started with Mobile (Android) Web Conferencing for Participants (PDF)
http://www.blackboard.com/docs/documentation.htm?DocID=65017PDF

Getting Started with Mobile (iOS) Web Conferencing for Participants
http://www.blackboard.com/docs/documentation.htm?DocID=65014PDF