

## FAQ for online teaching in Spring 2020

### What are the most important things to bear in mind when teaching online during a crisis?

Stay in touch with your students as much as you can. Be patient with them, and with yourself. You'll get through it!

### What is Zoom?

Zoom is a web-based video conferencing tool that allows users to meet online, with or without video. Zoom users can choose to record sessions, collaborate on projects, and share or annotate on one another's screens.

### Am I required to use Zoom?

No - but it is a great way to have a classroom experience that isn't too different from what you are already used to.

### If I use Zoom, must I meet the students at the regular class time?

Yes. That is a time that you know that your students have set aside for your class. Do not change your meeting time unless all of the students agree to the alternative time.

### How do I use Zoom?

Instructions on how to use Zoom are available here: [Zoom Video Conferencing](#). If you still need help, or are running into technical difficulty, please contact Manish Wadhwa at [manish@fdu.edu](mailto:manish@fdu.edu) or call 201-692-7074.

### What other options do I have for teaching?

- **Blackboard.** If you are experienced teaching online, you may consider using Blackboard. This will allow you to teach your students "asynchronously." In other words, the students will complete course work and participate in discussions at a time of their own choosing. If you are not experienced teaching online, it's probably best to stick with Zoom for now.
- **Blackboard advanced features.** If you're comfortable using Blackboard but need help with specific features you might not have used before now, call 201-692-7232. We have staff available who can help. Another option is to email Manish Wadhwa at [manish@fdu.edu](mailto:manish@fdu.edu) or call 201-692-7074.
- **Recorded lectures.** If you want to record your lectures for students to watch whenever they like, you can try Echo 360. You can learn more at the [Echo 360 Help Site](#), or contact [manish@fdu.edu](mailto:manish@fdu.edu) or call 201-692-7074.
- **Other ideas?** If you have other ideas, please contact 201-692-7232. We'll help you figure out any challenges you may have, and also share your ideas with your colleagues across FDU. We're all here to help each other.

### How can I support my students with limited access to technology, limited access to WiFi, and so forth?

Do your best to contact your students, and find out what challenges they are facing. You may be able to come up with a method that works for that student. Consider all options, including the U.S. postal service. Zoom has an option for calling in via phone. While the visuals will not be available to students using this method, they can participate to some degree. If you can't reach some of your students, or are otherwise concerned for their well-being, please contact the fducare team by following this link: [www.fdu.edu/fducare](http://www.fdu.edu/fducare). The link is live and is being actively monitored during this crisis.

### I have a student with a disability that is making online learning difficult for them. What should I do?

Start by asking the student to contact Disability Services on your campus. They will direct the student appropriately.

### How can I administer exams without proctoring?

There is a separate FAQ just about exams and testing during this time on the coronavirus website.

### How can I share grades or other feedback with students?

The best way to share grades with students is using the Blackboard Grade Center. We'll have more information and tutorials soon. If you need immediate assistance call 201-692-7232, or email [dlavoie@fdu.edu](mailto:dlavoie@fdu.edu). Or email [manish@fdu.edu](mailto:manish@fdu.edu) or call 201-692-7074.

**These FAQs don't answer my questions.**

Please call the Center for Instructional Design at 201-692-7232 or email David Lavoie at [dlavoie@fdu.edu](mailto:dlavoie@fdu.edu). We'll listen to what you need, and work with you to figure out some ways for you to keep teaching your students.

**Links to resources**

Here is a master list of resources available at FDU and elsewhere that may be helpful. This resource list is a living document and we'll keep adding high-quality information to it as we find it: [Links to Resources for Teaching Online in Spring 2020](#). If you have items that would be a good addition to this resource list, please send them to [dlavoie@fdu.edu](mailto:dlavoie@fdu.edu).