

APRIL STUDENT UPDATE

Information Services & Technology
and The Office of Distance Education

Continuity of Classes During COVID-19

As you are aware, West Chester University has moved to alternate modalities of instruction for the rest of the Spring 2020 Semester. A list of [Student FAQs](#) has been compiled in effort to address some of the most common questions being asked by students.

Information Services & Technology and The Office of Distance Education are looking forward to supporting you for the remainder of the semester. Review the following newsletter for information on resources and training to aid in this transition.

PROCTORIO

Proctorio is an online proctoring service that is integrated with D2L. Some professors are opting to use this tool to uphold exam integrity. When taking an exam that is proctored using Proctorio you will need to use a computer with Google Chrome installed, and you will be prompted to add the Proctorio Chrome Extension. The following resources were created to help students get started with Proctorio:

- [Video: Proctorio Walkthrough for Students - Windows](#)
- [Video: Proctorio Walkthrough for Students - Mac](#)
- [Written Guide: Proctorio Guide for students](#)

If you run into any issues while using Proctorio, please contact the Distance Education Support Line for assistance at distanceed@wcupa.edu or 610-436-3373

Proctorio "Cheat Engine"

There is an app floating around advertised as a "Proctorio Cheat Engine". DO NOT download anything advertised as such, as it is actually a virus that will put your computer at risk. There is no such thing as a Proctorio Cheat Engine.

BANANA DAY 2020



Banana Day 2020 was celebrated, virtually, on April 15th.
Watch 6ABC's feature on WCU's Virtual Banana Day!

Technical Support for Students

Student Helpdesk (ResNet)

The [Student Helpdesk \(ResNet\)](#) is the first point of contact for troubleshooting and assistance with using digital tools. Submit a ticket to ServiceNow, and you will be connected with relevant support.

D2L Corporate Office Help Line

You can also reach out to the D2L Corporate Office Help Line 24/7 by [submitting a ticket](#) or via phone at 1-866-832-1851.

Distance Education Support Line

The Distance Education Support Line can be reached at distanceed@wcupa.edu or 610-436-3373, and will continue to offer the following extended hours:

Monday-Thursday: 8am-8pm

Friday: 8am-4pm

Sunday: 12pm-8pm

ZOOM GUIDELINES FOR STUDENTS



DRESS FOR SUCCESS

Wear appropriate attire.



BE PREPARED

Have a pen/pencil and paper ready to take notes. (And maybe some snacks!)



REDUCE THE NOISE

- Log into the meeting from a distraction-free environment.
- Wear earbuds to limit background noise.
- Mute your audio unless you're sharing with the group.



ASK QUESTIONS

Use the chat feature to ask questions. Always use proper grammar and punctuation. The chat is public to the class and a record of the chat is kept and archived.



BE ON TIME

Just as you should come to a face-to-face class on time, be on time for a Zoom class session so the instructor does not have to repeat instructions/information.

[Download a PDF copy of Zoom Guidelines for Students](#)

Resources for Students



Adobe has provided temporary at-home access for students, so that students using Adobe applications can continue their work remotely.

[Adobe Application Installation Directions](#)

D2L Services' Website

D2L is the learning management system used by West Chester University to support online education for faculty and students. [D2L Services' website](#) offers ways for you to learn how to login to D2L and how to navigate the system.

Navigating Digital Learning

Students new to online learning or to using D2L, can complete short tutorials on learning technologies and digital skills provided through the D2L site called [Navigating Digital Learning](#). The site is available to all active students who have their university issued email. After logging into D2L, the Navigating Digital Learning site can be located in the Orientation semester.

Student FAQ

West Chester University has compiled a list of Student FAQs in effort to address some of the most common questions being asked by students.



SUCCESSFUL HABITS FOR STUDENTS

West Chester University realizes that transitioning to an alternate modality is going to take some getting used to. Be sure to check your WCUPA email and all of your D2L courses **at least once a day** so that you don't miss any communication from your professor and the university.

HAVE A PLAN

Your course may continue to meet synchronously or move to an asynchronous delivery style.

Tools:

- Set regular phone alarms or calendar reminders for yourself—whichever device you use the most.
- If your professor is expecting you to attend synchronous meetings, be familiar with the video conferencing tools they will use.

HAVE AN OPEN MIND

Online learning is a shift from face to face learning. You'll be using technology to make connections with your professors and classmates.

Tools:

- Bookmark Resnet's contact information as well as online support resources for any technologies being used in your class.
- Consider setting up a Slack channel or group chat with fellow classmates to provide personal and technical support.

BE FOCUSED

Set up a dedicated learning space for studying, ideally one that boosts your productivity. Eliminate distractions such as Netflix and social media.

Tools:

- Headphones can help you focus in on recorded lectures or synchronous meeting sessions.
- Website blockers like the Cold Turkey or Freedom apps will help eliminate distractions by blocking websites that compete for your attention.

BE FLEXIBLE

Realize that your professors are switching up their delivery methods in the middle of the semester and that there may be some bumps along the way.

Tools:

- Take a deep breath and maybe a break, and then reach out to your professor via their preferred method of communication.
- Keep your tone positive- we all have the same goal: to finish the semester on a high note.

[Download a PDF copy of Successful Habits for Students](#)

Tutoring

LARC Tutors will conduct tutoring sessions via Zoom at regular scheduled time starting Monday, March 30th. Tutors will send out a meeting invite to your WCU email prior to your session. If you cannot attend the virtual session, this absence will not count against you.

SmarThinking is **FREE online tutoring** where trained tutors provide high quality assistance 24 hours a day, 7 days a week! Smarthinking is great for online students or students who can not make it to campus for face-to-face tutoring. You can access SmarThinking under "Resources" on D2L.



Handshake is WCU's career management system. It allows student and alumni to upload their resumes and cover letters, and then search for jobs and internships. WCU even posts career fair information and other campus recruiting events. All students have a Handshake account. Just log in using your WCU credentials!

[Register for Handshake](#)