Universties are facing challenges with respect to the COVID-19 outbreak. We recognize that HSC students, faculty and staff may face potential effects on teaching/learning in classroom, clinical, laboratory and community settings. To mitigate the impact of any potential disruptions to routine teaching the OUHSC Academic Technology Team (A.T.T.N.) is developing a curated suite of HSC academic continuity plan resources and working with OU-IT, the HSC Colleges and others to deploy necessary supports and assistance.

This document provides an index of tools and information links that can help faculty move their teaching to synchronous or asynchronous delivery online should it become prudent or necessary to do so based on guidance from the University of Oklahoma and OU Health Sciences Center leadership.

This document will be updated as additional information or resources become available.
Get Started
Secure access via your HSC login, laptop or desktop computer, or mobile devices

1. Ensure you have the DUO Mobile app downloaded; find it in the app store; then register here. DUO will enable you to access your desktop remotely through VPN, if need be.
2. Be sure all updates and security patches have been installed on your device(s).
3. Log into Secure Portal from home here. This will allow you to verify that dual authentication is working properly.
4. Contact IT at (405)271-2203 or self-submit a ticket here if you need assistance with dual authentication. You can also contact your supporting Tier 1, find them here.

Instructional Technology
D2L/Brightspace Essentials

Brightspace by D2L (D2L) is the official learning management system of the University of Oklahoma Health Sciences Center (HSC) and Tulsa HSC campuses. It is cloud based and has the capacity to store your teaching materials for access by students (based on enrollment), and for faculty and staff to whom permission was granted by you.

1. **Login to D2L**: To ensure you are able to login to D2L from a different computer (laptop or home computer), click here to ensure your OUHSC credentials work.
   a. **Compatible browsers**: Chrome, Firefox and Safari. You will **not** be able to login using Internet Explorer.
2. **Request a course**: If you need a course site set up in D2L, complete a course request form by clicking here. The Academic Technology team will contact you as soon as your course shell has been created. You can then insert the specifics based on your current syllabus.
3. **Contact the Academic Technology Team**: If you have any login issues, email web-courses@ouhsc.edu. The Academic Technology Team will respond to your issue within 24 hours.

D2L Brightspace Tools for Communicating with Students

When you have a course set up in D2L, there are embedded tools to help you communicate with learners and provide learners with course materials they need. Students will be able to access the information you offer directly from the D2L platform.

1. **Create a Connection with Your Students**: Connecting with students online is different than face-to-face connections in the classroom.
   a. For information about connecting with your students in D2L, read this article.
2. **Add Announcements**: Have to post an announcement for your course? This is a good location to announce your office hours, communication preferences, and general information students need as the course progresses.
a. Follow along with this video, and post your first Announcement in less than 2 minutes.

3. **Facilitate a Class Discussion:** Discussions allow your students to respond to you and each other asynchronously (i.e., not in real time) to discuss course materials, reflect on key concepts and share experiences.
   a. Instructions on creating a discussion topic can be found in Brightspace Help.

4. **Zoom Conferencing:** Offer face-time to learners by offering one-on-one office hours or hosting larger synchronous learning time with groups of students. This gives you the opportunity to provide student support in a medium other than email or written announcements.
   a. Find more information and how to sign up for Zoom, go here.
   b. Download the Zoom Quick reference guide here.

D2L/Brightspace Tools for Adding Content

1. **Add Content:** Need to post a syllabus, or add a power point presentation to the course?
   a. Get it done in 55 seconds with this quick tutorial.

2. **Add Instructions using the HTML Editor:** This tool helps you add videos, images, and style to your content without having to know any HTML at all.
   a. If you have less than 5 minutes to spare, this is the perfect short video for you.

3. **Create an Assignment:** Use Brightspace to create an assignment folder for students to submit assignments.
   a. Instructions on creating assignments can be found here.

4. **Checking for Plagiarism:** D2L refers to plagiarism detection as “originality checking.” If this option is selected within an Assignment folder, D2L will check submitted files for matches in Turnitin.
   a. To learn how to enable Turnitin on assignments, click here.

5. **Activate a Course:** Once course content is built and organized, activating a course makes the course appear in the learner’s “My Courses” widget.
   a. To learn to activate a course, use this self-help document.

D2L/Brightspace Tools for Learner Assessment and Testing

1. **Quizzes:** For detailed information on creating quizzes, refer to Brightspace Help for Instructors.
   a. **Postpone Exams:** If possible, it is advised that exams be postponed until students are back on campus and in class.
   b. **Respondus Monitor:** If exams must happen, instructors can Respondus Monitor as their online proctoring solution.
      i. Respondus Monitor requires the use of a webcam so please make your students aware of this requirement.
ii. This is a machine proctored video solution, not a live proctoring session. You will not make the selection of setting exams up in a proctored lab. DO NOT administer high stakes exams during this timeframe!

c. **Respondus Monitor Training:** Comprehensive training webinars for instructors who plan to use Monitor with online exams is currently being offered by Respondus. **Note:** training will cover both LockDown Browser and Respondus Monitor.

   i. **Watch instructor training for Respondus Monitor**

d. **Setting up Respondus Monitor:** Set up for Respondus Monitor is found using the same LockDown Browser dashboard found under Assessments > Quizzes on your D2L course homepage.

   i. **Instructions:** Click here for a link to the Respondus Monitor Quick Start Guide.

   ii. **Startup Sequence:** The startup sequence is a set of optional events that occur before the Monitor webcam session begins.

      1. Access the LockDown Browser dashboard located under Assessments > Quizzes on your D2L course homepage.
      2. Review the startup sequence of events. Contact the Academic Technology Team at web-courses@ouhsc.edu if you have any questions regarding the settings.
      3. It is advised that students have their photo taken, show their ID, and conduct the environment and facial detection check (including additional facial detection options). These settings provide the most secure environment available with this technology.

e. **Require a Practice Exam:** Respondus Monitor requires the use of a webcam by students and flags suspicious behavior. Because of the additional settings to ensure the integrity of the exam, if possible, it is best to schedule a no-credit practice exam so students understand what will happen in an actual testing situation.

   i. To further prepare students for this type of testing, provide them with the following link to the student Quick Start Guide on the Respondus website.

   ii. Download this **Respondus Monitor Helpful Tips Guide** containing detailed instructions for successful exams. **Updated 4/17/20**

2. **Gradebook:** When creating your gradebook, the most important thing to remember is that your gradebook (grade scheme, grade items, weights, etc.), must match your syllabus.

   a. **Instructions - Gradebook:** To set up your gradebook, use step-by-step instructions from Brightspace Help for Instructors.

   b. **Assessing & Grading Learners:** A more detailed overview of assessing and grading learners can be found here.
Lecture Capture
Zoom Lecture Capture or Voice-Over PowerPoint

**Best practices for online course lecture recordings:** Course design experts recommend chunking information for student consumption. In other words, shorten lectures into smaller chunks of 10-15 minutes focusing on a single concept. This will allow students to stay attentive and focus on smaller bites of information while making the upload/download process much easier for both instructors and students.

1. **Zoom** has been identified as the go-to campus solution for recording lectures locally. They can then be uploaded either to the Mediasite platform or directly into courses hosted in D2L.
   a. **Instructions:** To create a local recording using Zoom and uploading to Mediasite or D2L, instructions can be found [here](#).
   b. **Instructions:** To upload recorded lectures to MyMediasite, [click here](#).
   c. [Click here for official Zoom audio, video, recording articles](#)

2. **Voice-Over PowerPoint** is another solution for creating lectures that align with your PowerPoint slides currently built.
   a. **Instructions:** Learn how to add voice-over to PowerPoint slides by clicking [here](#).

*Please note, when creating voice-over PowerPoint slides to post in D2L, students must download presentations outside of D2L to play in “Show” version on their computers. If you have a large slide deck with multiple graphics, consider breaking the slides up into multiple mini-lectures to alleviate the upload and download time on this file type. D2L can upload files no larger than 1GB.*

**Bird HSC Library Electronic Resources**

**Bird HSC Library Resources for Making Content Available**
*Updated 3/18/2020*

Faculty have multiple options for making content available remotely by using electronic services offered by the library. Check out the links below:

- If setting up short-term course solution to facilitate online teaching please use “Ask a Librarian” so library staff can help tailor a solution to your needs.
- Find courses with electronic reserve materials
- Locate electronic journals and books
- Request electronic delivery of an article or book chapter
- Browse our online databases/resources
- Access online help guides
Zoom Videoconferencing

Updated 3/30/2020

What is Zoom?

Zoom is a video conferencing platform that allows faculty to create and connect to virtual meetings and classes, with recording capabilities. The university has appropriated a basic license for faculty and staff.

Why are we using it?

Colleges have been asked to temporarily suspend face-to-face classes in order to reduce community transmission of the COVID-19 virus. Faculty and students need to be prepared for online course delivery. Zoom will facilitate instructors in creating a Zoom meeting link for your class to connect to within D2L, as well as record/upload lectures. Instructions to install, sign-in and schedule a class using Zoom can be found below. You can also watch this quick instructional video

How to install and sign in to Zoom

STEP 1: How to install and sign in to Zoom

Mac Installation

Some steps may be slightly different due to web browser differences.

1. Open a web browser and go to https://ouhsc.zoom.us
2. Scroll to the bottom of the screen and click on the “Download Client” link.
3. On the Zoom webpage that opens, click the blue “Download” button for the Zoom Client for Meetings.
4. Install the "Zoom.pkg" program that was just downloaded by clicking it to run. In the installer dialogue you will need to click "continue".
5. Once installed the application should automatically open. If it does not, open the application.
6. Once installed you may choose to Pin to Taskbar or Keep in Dock so you can find it easier.

Windows Installation

Some steps may be slightly different due to web browser differences.

1. Open a web browser and go to https://ouhsc.zoom.us
2. Scroll to the bottom of the screen and click on the “Download Client” link.
3. On the Zoom webpage that opens, click the blue “Download” button for the Zoom Client for Meetings.
4. Install the "Zoominstaller.exe" program that was just downloaded by clicking it to run. Accept any security dialogue warning of changes to your computer.
5. Once installed the application should automatically open. If it does not, open the application.
6. Once installed you may choose to Pin to Taskbar so you can find it easier.

Smartphone Installation

It is advised that you to use your laptop for class but iOS and Android apps are available. App store links:

iOS
Android

How to schedule a class with Zoom

STEP 2: How to schedule a class with Zoom

If your college elects to use Zoom for class, follow the instructions below to schedule a Zoom meeting/class.

1. Sign in to the Zoom application on your computer, click on the “Schedule” button.
2. Set the name as your class name and number, and make sure “Outlook” is selected at the bottom (must have Outlook open already).
3. Click advanced options.
4. Select "Mute participants upon entry"
5. Click schedule. An Outlook event invitation will open on your computer.
6. Copy and paste the Join Zoom Meeting link and Meeting ID into your D2L course as a content module.

Note: If scheduling a meeting, use the Outlook meeting invitation generated to invite participants as you would with any Outlook meeting request.

Test your Zoom connection with Zoom Anytime Practice Session

STEP 3: Test your Zoom connection with a Zoom Anytime Practice Session

After installing the Zoom application and learning how to schedule a meeting, please join the Zoom Anytime Practice Session using the link below. This will allow you to gain confidence to connect your classes with Zoom. We recommend faculty attempt off campus connections from the location(s) where they are most likely to reside if on-campus classes are temporarily suspended. If you have poor or inconsistent internet connectivity, it may be necessary for you to troubleshoot or upgrade your internet service with your internet service provider.
OUHSC Academic Technology: Academic Continuity Resources

Anytime Practice Session – [https://support.zoom.us/hc/en-us/articles/115002262083](https://support.zoom.us/hc/en-us/articles/115002262083)
For more information, refer to the Zoom Quick Reference Guide for links to Zoom Help Center

Topics

Zoom Meetings: Security and Privacy
Updated 4/13/2020

Don't let unruly participants intentionally (or unintentionally) disrupt your session, or interfere with the privacy of your meeting. You can protect your virtual space by enabling some of the following Zoom controls:

**Zoom Security Button**
Meeting hosts and co-hosts with the most updated Zoom version installed on their computers can use the Zoom Security Button to quickly turn on/off features such as the chat window.

View documentation on using the Zoom Security Button [here](#).

**When scheduling a meeting**
- **Generate Meeting ID Automatically** – unique meeting IDs expire 30 days after the meeting has occurred and provides protection if a meeting ID was shared accidentally to a public audience.
- **Require Meeting Password** – passwords should not be shared outside of intended participants.
- **Enable Waiting Room** – review attendees before admitting them to the meeting. For large classes or conferences, consider assigning this job to a co-host.
- **Only authenticated users can join** meetings – this setting requires all meeting/class participants to sign in using appropriate credentials (OU/OUHSC or OU Medicine log in). Meeting participants who are outside of OUHSC/OU Medicine must have a Zoom account or must sign up for a free Zoom Basic account to join a scheduled meeting/class (e.g., such as a guest speaker). Note: This setting can be easily disabled in your meeting settings, but please make this change only if you are confident about the integrity of your meetings and have taken other precautions to keep unauthorized users out (e.g., using meeting passcodes).

**During a meeting**
- **Mute all** – as the host, you can mute all in the participant pane. You can also stop participants from unmuting themselves, and instead ask them to use chat for questions. For large classes or conferences, consider assigning this job to a co-host.
- **Remove** – from the Participants menu, you can mouse over a participant’s name, and several options will appear, including Remove.
- **Lock Meeting** – this will stop all new participants from joining a meeting.
OUHSC Academic Technology: Academic Continuity Resources

- **Set screen sharing to host only** – under advanced sharing, stop others from sharing in the meeting. As a host, you can still grant individuals the ability to share in the participant pane.
- **Allow participants to chat with host only** – available from the chat pane, you can lock chat to host or public and host.
- **Disable annotation** – If you are sharing content, through the More option, disable attendee annotation.

### Recording a meeting

In accordance with the OUHSC Zoom Acceptable Use Policy, OUHSC Zoom has been configured with the following settings:

- End-to-end encryption is enabled.
- Cloud recording is not permitted for Regulated University Data (HIPAA, FERPA and PHI) and Healthcare components.
- Local recordings will be permitted if the device used to record is encrypted and in compliance with OUHSC IT and HIPAA policies.
- If the recording contains any Category A data, such as Protected Health Information, you will be responsible for transferring and storing said recording onto a secure server located within OUHSC IT’s Data Center.
- Sensitive information should not be typed into a meeting description, or any other text field that may be stored within Zoom. Always advise attendees that they are being recorded. You can enable the "Recording reminder" setting to automate consent requests.
- Record active speaker with shared screen, not Gallery view. See Recording Layouts for details.
- **Spotlight video** to lock the active speaker to the presenter and uncheck ‘Display participants’ names in the recording. Remember, it is not permitted to record any meetings with personal health information (PHI).

### More Information

- [How to Keep the Party Crashers from Crashing Your Zoom Event](https://zoom.us/blog/how-to-keep-the-party-crashers-from-crashing-your-zoom-event) (Zoom blog)
- [Zoom Privacy & Security issues & how Zoom is correcting the flaws](https://zoom.us/blog/zoom-privacy-security-issues-how-zoom-is-correcting-the-flaws) (Zoom blog)

### Zoom Frequently Asked Questions

**What if I need a Zoom Pro license?**

There is a charge for Zoom Pro account licenses and your supporting Tier 1 needs to be involved in this process.

1. Contact your Tier 1 to work with you during this purchase process.
2. Visit [Zoom Product Order Form and Instructions](https://zoom.us).
OUHSC Academic Technology: Academic Continuity Resources

Where to Find Local Zoom Support
- College Tier 1 and Tier 2 Videoconferencing Support
- IT Tier 1 Technical Staff Support
- For general Zoom support questions, call (405) 325-HELP (4357), option 2.
- For all other Zoom related inquiries, email Zoom-Support@ouhsc.edu

Also, view the OUHSC Zoom Acceptable Use Policy and Zoom Quick Reference Guide

Additional Official Zoom Resources
- Zoom Frequently Asked Questions
- Zoom for Healthcare
- Zoom Recorded Training Sessions
- Zoom Training: Ask Me Anything (monthly) — Webinar Registration
- Official Zoom Technical Support Page

Technology Support: For Faculty/Staff

1. **College D2L Tier 1 Support**: Each college (except Graduate College) has Tier 1 D2L support identified. These individuals are faculty’s first line of contact when needing direct D2L assistance.
   a. A list of D2L support contacts can be found on the Academic Technology website.
2. **Campus Academic Technology Support**: The Office of Academic Technology supports eLearning (D2L, Respondus, Qualtrics, TurnItIn), lecture capture and video conferencing services.
   a. eLearning Helpdesk can be reached by emailing web-courses@ouhsc.edu.
   b. Lecture Capture & Video Conferencing (Zoom and Mediasite) support can be reached by emailing amds-dl@ouhsc.edu.

Technology Support: For Students

1. **Brightspace Help for Students**
2. Technical Support for Students by College
   a. **College of Allied Health**
      i. Pam Farmer: Pam-farmer@ouhsc.edu
      ii. Gina Vile: Gina-vile@ouhsc.edu
   b. **College of Dentistry**
      i. College of Dentistry IT Support Team
      ii. Jeremy Bueckers: Jeremy-bueckers@ouhsc.edu
   c. **College of Medicine/PA Program**
      i. IT Helpdesk: (405) 271-2203; Toll Free 1-800-435-7486
   d. **College of Nursing**
      i. Students contact individual course faculty
   e. **College of Pharmacy**
i. Students’ first point of contact is course coordinator
ii. Amy Williams: Amy-williams@ouhsc.edu

f. College of Public Health
   i. Students contact individual course faculty

g. Graduate College
   i. Students contact individual course faculty

FAQs (Frequently Asked Questions)

Helpful Videos. Are there any helpful videos on line that I can use to refresh or familiarize myself with online teaching strategies? Yes. Here are a few helpful videos for getting started or refreshed:

1. Brightspace (D2L) Video Tutorials
2. 8 Lessons Learned from Teaching online
3. Online Instruction Design: Instructor Presence
7. 10 Ways to Help Your Students Cope with the Transition to Virtual Learning - Updated 4/3/20.

Helpful Articles

3. The Do's and Don'ts of Online Video Meetings - Updated 4/3/20.