



## Webinar #9: Teaching and Learning in a Virtual Setting

The following are questions and answers that have been adapted from participant contributions in the Webinar #9 that took place in August 2020. This session was focused on alternate instructional delivery using remote teaching and learning technologies.

### Q: How do you enable Zoom integration into CourseLink?

A: You can integrate Zoom into your CourseLink by following the steps on this tip sheet:

[https://opened.uoguelph.ca/instructor-resources/resources/AccessZoom\\_Schedule\\_Zoom\\_Class\\_May10.pdf](https://opened.uoguelph.ca/instructor-resources/resources/AccessZoom_Schedule_Zoom_Class_May10.pdf)

If you have issues with Zoom, contact CourseLink support by e-mail at [courselink@uoguelph.ca](mailto:courselink@uoguelph.ca).

### Q: How do you pull reports from Zoom?

A: More information about generating Zoom meeting and registration reports can be found online:

<https://support.zoom.us/hc/en-us/articles/216378603-Generating-Meeting-Reports-for-Registration>

### Q: There is a limit on the size of video files that can be posted on CourseLink. What are my options for making sure my videos get posted?

A: CourseLink is not intended to be a video streaming platform and there is a 1GB limit on video files. It is recommended that you instead post links to your videos so that it allows students to stream the content. You can do this on any steaming platform (e.g., YouTube) but it is recommended that you use Microsoft Streams. Access is more restricted and all faculty, students, and staff already have access through Office 365. Microsoft Streams also allows you to [embed polls and questions into videos](#) that makes them interactive. More information on Streams can be found: <https://docs.microsoft.com/en-us/stream/overview>

### Q: Can written answers in CourseLink Quizzes be linked to Turnitin to check for originality/cheating?

A: No, Turnitin can only be used for assignments that are submitted through the CourseLink Dropbox tool, and is not available for the Quizzes tool.

### Q: How do I connect virtually with students in large class sizes?

A: Intelligent Agents are one option to consider. These allow you to set up customized, automated, messages based on a number of variables to students, allowing for more strategic and bulk communication. More information on how to use this feature can be found here:

<https://opened.uoguelph.ca/instructor-resources/resources/Using-CourseLink-Intelligent-Agents.pdf>

Another approach is to try and structure the course in a way that provides spaces for students to ask questions or access information more readily, such as through the CourseLink Discussions tool. If you have an example of Frequently Asked Questions (FAQs) from teaching a course previously you can post



them under a new content module in CourseLink. You might also consider answering some common questions at the start of each synchronous meeting time with your class, or by posting a short video responding to questions if you are delivering your course asynchronously.

Q: What do I do if a student emails me and says they are having internet issues?

A: The University has prepared a response to this on their [COVID -19 FAQ page](#). Their response to dealing with technical issues students may be having is:

*The University has a number of laptops available to students who need access to complete course requirements. Students in need should contact [courselink@uoguelph.ca](mailto:courselink@uoguelph.ca) to request a laptop. An overview of the process for distributing these laptops is available here:*

[Instructions for Student Laptop Loan Program](#)

*Instructors are encouraged to let students know about this program. A draft response may be:*

*I am sorry to hear that you are having technical difficulties with your course. OpenEd has procedures in place to help student issues with access to internet, computers, webcams and/or general technical difficulties. Please reach out via email at [CourseLink@uoguelph.ca](mailto:CourseLink@uoguelph.ca) or via phone at 519-824-4120 ext. 56939 or 1-866-275-1478 (toll-free). They are available 7 days a week between the hours of 8:30am and 8:30pm to support you.*

If you have any questions about this program, please contact [courselink@uoguelph.ca](mailto:courselink@uoguelph.ca).

Q: Where can students get support about how to best learn remotely?

A: Both the Library and OpenEd have provided supports for students learning in online and remote learning environments.

- The Library has created a Library Guide which can be accessed here: <https://guides.lib.uoguelph.ca/OnlineLearning>
- OpenEd has created a portal for students that can be accessed here: <https://opened.uoguelph.ca/instructor-resources/learning-remotely>

You can choose to share any of these resources in your CourseLink course shell.

Q: Do you have any ideas about how to use a whiteboard/blackboard as a teaching tool in a remote environment?

A: OpenEd has created a toolkit about how to record things remotely, called Studio-in-a-Box: <https://opened.uoguelph.ca/instructor-resources/lectures---teaching#studioinbox>

You can also find many helpful tutorials on YouTube. For example, there are short video tutorials that show you [how to create your own lightboard](#) or [how to use your phone as a document camera](#).