

Greetings instructors!

The valuable technology information provided here is intended to help you support your students in your remote course delivery. If in doubt, or if questions cannot be answered with this information, please guide students to University Technology Services (UTS) Self-Service at <https://servicedesk.mcmaster.ca>

How will students access course materials? Here are a few things to consider:

- Semester starts on Tuesday September 8th.
 - If you are using Avenue to Learn, please open your course shell at least one week before term begins and include at a minimum the course outline and required course materials. You can request an [Avenue to Learn course shell here](#).
 - If you are not using Avenue to Learn, please inform students as to where to find your Course Outline, and which online environments and platforms they will use to access your course and course materials. This could include a link to/from your Course Outline and could be emailed to your Class List which can be obtained through Mosaic.
 - This early information will alleviate student concerns as they head into the online learning environment and will also support students with disabilities.
- Please remember not all students have predictable access to Internet service or technology and may be in different time zones. Flexible access to course material is best for all students.
- Preparing pre-recorded lectures or modules for asynchronous instruction will increase the flexibility of student learning and allow them to access the materials at different times.
- Recording synchronous or live streamed lectures, and making these available to students, will support 'anywhere anytime' access.
 - For more information about Closed Captioning Requirements for pre-recorded and recorded lecture materials, please visit the [Faculty and Instructors section](#) of the Accessibility Hub.
- It is good practice to make materials on Avenue downloadable for offline viewing. Instructions are available in the "Ensuring Access to Course Materials" tab on the [MacPherson Institute Teaching Remotely website](#).
- Every student will be taking multiple courses and the fewer platforms they need to manage, the better for their experience and ease of access. We recommend that you use the platforms recommended and supported by MacPherson.
- For more advice on teaching remotely, see various resources and supports including the Teaching Remotely Guide and the [TA Guide for Remote Teaching from the MacPherson Institute](#).

What network connectivity will be available for students?

- UTS will be providing a Virtual Private Network (VPN) network for students who need to reach systems at McMaster University.
- The student VPN is not required to access Avenue to Learn or Microsoft Office 365 productivity tools (Teams) and is intended for accessing on campus resources such as the [Library remote access public computers](#).
- McMaster is investigating options for International students and information will be available on the [Student Success international students website](#) in mid-August.

How can students get access to software they may not have on their own computers?

- The Library will be providing [remote access to public desktop computers](#).
- UTS will provide [virtual lab computer access](#) for some classes and student access.
- Students may [purchase and download McMaster offered software](#) some at reduced costs, and some software 'at no cost' to students such as [Microsoft 365 Productivity Suite](#) (Word, Excel, PPT, etc.).
- Unlimited use of [MATLAB](#) and [Pavlovia](#) is available to all students, faculty, staff, and researchers. These two software platforms allow remote users to design, analyze, and visualize in a variety of fields of research and teaching that span the entire campus. [Access MATLAB and Pavlovia here](#).

- If there are any special software requirements for your course, it would be helpful to list these in your Course Outline along with information on how/where students can find this software (e.g. available from McMaster for download or available on a virtual lab computer) or if it must be purchased by the student.

Where can students get technology support?

- Please consider adding the following tools and resources to your Course Outline to help students find the technology support and information they may need:
 - [Student Success Online Learning Support](#)
 - [Tech Resources for Students](#)
 - [University Technology Services](#) (UTS) and [IT Help Service Desk portal](#).
 - Please note that McMaster does not provide computer hardware or device support for students.

How can we support accessibility for students with disabilities?

- Before the semester starts, and as soon as possible, please alert all students as to which platforms and technologies will be included in your courses, as mentioned above. Students with disabilities require advanced awareness of potential accessibility barriers to arrange accommodations and develop accessibility strategies.
- Ensure that an accommodation statement is included in your course syllabus, in accordance with McMaster's [Course Management Policy](#), and point students to the [Student Accessibility Services website](#) for more information.
- Please visit the [Faculty and Instructors section on the Accessibility Hub COVID-19 Response webpage](#) for instructor-focused support:
 1. Visit [McMaster's Remote Teaching and Captions Guide](#) to learn which McMaster-supported platforms include auto-captioning and transcription functionalities.
 2. Learn more about developing accessible digital content for course delivery, including Word documents, PowerPoint presentations, and Accessible Presentation Techniques, within [McMaster's Accessible Document Webinar](#) resource.
- Please visit McMaster's Accessible Education Resource, [Forward with FLEXibility: An Accessibility and Inclusion Resource](#), to learn more about applying accessibility principles and pedagogical approaches.

Is there a way to prepare for online student behaviour and student success?

- Learn more about how instructors can support [privacy and security at McMaster](#).
- Review McMaster's [Policy for the Handling of Personal Information](#)
- Read [how to manage behaviour in technology environments](#)
- The Student Success Centre has a variety of services available to support you and your students and can be contacted at skills@mcmaster.ca
- Access [MacPherson's Teaching Remotely site](#) for many resources to help you as you prepare for the fall semester.
- The [IT Continuity site](#) will help you with non teaching technology tools and information.

Will there be an Online Proctoring Tool available for use for the fall semester?

- The Online Proctoring pilot will conclude in mid August and a centrally supported online proctoring tool and support resources will be communicated.
- If you plan to use on-line proctoring, [consult with SAS](#) to understand accommodation needs coinciding with online proctoring.
- Consider alternative assessments as [highlighted on the MacPherson Teaching Remotely resource page](#).