

The Virtual Classroom Resources
FAQs
(Non-FERPA)

1. What options do Faculty members have when it comes to using online and real-time to teach classes?

CSU has several approved vendors that provide cutting-edge technology, including asynchronous and virtual options to assist with teaching your students.

The asynchronous delivery method means that the class activities do not take place in real-time. This flexibility allows students to participate as their schedule permits, provided they meet the class deadlines.

There are synchronous delivery methods available to faculty. The virtual classes (such as Zoom) allow for real-time audio and visual display during the class as well as screen sharing, a chat feature and an attendance tracking function.

2. Are faculty required to record their virtual classes?

No. Faculty are not required to record their virtual classes. However, some students achieve better learning when they have the ability to refer back to lectures. CSU encourages faculty to work with students and give them every chance to be successful.

3. Do students have to participate in the visual feed feature of virtual classes that allows their image to show up?

No. The professor/host sets the parameters for student's participation in each virtual class and has the ability to prevent participants from being seen or heard during the virtual class. Faculty should communicate their expectation to students at the beginning of the semester. A sample email is included here -

<https://www.csuohio.edu/sites/default/files/Student%20Exception%20Requests%20for%20on%20campus%20classes%20-FINAL.docx>

The professor/host can have just their computer screen visible to the class and provide real-time audio. If a student is concerned about privacy, they have the personal option to disable their camera and mute themselves during the class. Students selecting either or both options will still be able to listen.

4. What can an instructor do if a student makes an inappropriate or insulting comment or presents an offensive image during a virtual class?

The term for this is 'Zoombombing' and it refers to the deliberate disruption of real-time virtual classes by individuals posting inappropriate content. The individuals could be CSU students or hackers who infiltrated the virtual classroom.

Some examples include:

1. use the videoconferencing feature to show pornographic images in the background
2. using offensive screen names
3. chat conversations with non-academic or inappropriate topics

If that occurs, it is recommended that the professor use the host control features to immediately remove the offender from the class, apologize to the other students, and continue with the lesson. ***After class Student Affairs should be notified.***

Additional resources to prevent Zoombombing include: setting up password protection, turning off file transfer and annotation options, enable the waiting room feature, and disabling private chat functions. Please refer to <https://www.csuohio.edu/ist-help-desk/ist-help-desk> here for information on these features.

5. Is faculty required to use CSU approved technology platforms to teach virtual classes?

Yes. CSU has secured vendors who offer the capacity and security features necessary to support learning in a higher education environment. The technology is constantly changing so faculty should work with the Provost's Office and IS & T to determine which approved vendor is suitable for their class needs. See the CSU Keep Teaching page -- <https://www.csuohio.edu/keep-teaching/keep-teaching>

6. Where can faculty get help with making class materials accessible to all students?

The Office of Disability Services is offering accessibility assistance. Please refer to these resources: <https://www.csuohio.edu/disability/onlinetransition>

7. Can CSU provide any language that faculty can share with students regarding the use of virtual technology in class?

Yes. Suggested messaging for instructions to students on the use of virtual technology for synchronous instruction is available here - https://www.csuohio.edu/sites/default/files/Sample%20email%20for%20addressing%20zoom%20recording_0.docx

8. If a student misses a virtual lecture in real time, where will they be able to access it?

Yes. Most virtual systems allow the instructor/host the option to record each class and make that recording available to students. IS & T can discuss with the professor/host the specific recording logistics for the system they are using for their class.

9. Is a student allowed to share information about accessing the class to someone that is not a student?

Many virtual platforms are set up to automatically notify students that any links they are provided to access the class should not be shared with others. If the class invitation is sent via an Outlook calendar invitation, the instructor/host will be notified each time that invitation is forwarded to another person.

Some students may be sharing class access information as a part of an approved accommodation. If you are concerned that a student is sharing class access information with someone else, please notify the Dean of Student, Shannon Greybar Milliken. Her email is s.greymbarmilliken@csuohio.edu.

Only the phone number and the meeting identification number are needed to join the virtual meeting telephonically. However, the professor/host can see each phone number that is participating in the class and/or the screen name of anyone invited that signs in using the technology system.

10. What happens to all the exchanges that take place on a platform during a class? Do they go away after the semester?

No. IS & T can discuss with the professor the specific storage logistics for the system they are using for their class.

11. In the remote work environment, I meet my student's medical and counseling needs through a virtual platform. What do I need to know about FERPA and HIPAA?

CSU has engaged a vendor whose virtual platform meets the rigorous security standards of both the Family and Education Privacy Rights Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA). This interactive platform will allow students to see their healthcare provider and/or counselor and ask questions in real-time. To participate students will be required to complete the appropriate release (HEALTH CLINIC AND COUNSELLING CENTER -- <https://www.csuohio.edu/health/health>) and a secure link will be provided to them to facilitate their appointment. The Health Clinic and Counseling Center will continue offering services to students using phone, email and in-person appointments will resume in the future.