

ACADEMIC CONTINUITY TEAM

Dear Colleague,

You have worked hard this summer to prepare, learn new technologies, and adapt your classes to different modalities and now--congratulations on completing the first week of classes! We hope that the week went well and that any hurdles were successfully navigated. Below are some important reminders, especially around communicating how you are delivering your course modalities.

Communication Strategies

In the online environment, you can lose some of the frequent informal communication that occurs before, during, and after class in face-to-face settings. Intentional communication strategies become critical! Consider these strategies for making sure your students receive your message loud and clear:



- 1. Modality Communication--it is critical that you communicate how you are delivering your course, especially with any unique variations to your course modality. If students don't know when, where, or why you're delivering the class as you are, they will experience frustration.**
- 2. Develop (and deploy) your communication plan--**tell your students how to contact you, when you're available (and when you're not!), how you will communicate with them (email, Bb announcements), and your office hour modality (Webex, face-to-face).
- 3. Communicate early and often--**consider weekly messages to introduce or reiterate the week's objectives, as well as relate it to previous course material. You could include reminders of current and upcoming deadlines. These messages help students stay oriented to the class progression.
- 4. Articulate expectations--**what do you expect from your students? Should they check Blackboard several times a week, know specific technologies, meet criteria when responding to discussion boards? Provide students the "guardrails" needed to meet your expectations.
- 5. Use technology--**there are a lot of technology tools you can use to hold office hours and facilitate communication (both with you and student-to-student), such as Webex and Microsoft Teams. YSU's **Classroom Safety and Health Protocols** recommend virtual office hours where possible.

Visit the ACT resources on **Communicating with Students** and **Setting Expectations** for more information on good practices and tech tool guides.

Ready, Set, Technology!

Whether your students need to use specialized software for your class, know their way around Blackboard, connect with classmates on Webex, or just connect to wifi, YSU has a wealth of resources to ensure your students can access and use the tools needed to learn.



- **First Things First: Prepare to Log into Your Penguin Portal Account**
- **Request YSU Loaner Equipment**
- **How to get Technology Support**
- **Blackboard Help for Students**
- **How to Succeed in an Online Environment**
- **How to Find a Lab on Campus (LabFind)**
- **Tips for Improving your Home Internet Connection**
- **Software Available for Students Personal Computers**
- **Accessing Software Remotely through the YSU App Cloud**

ACT Consults

Please remember that all ACT members are available to consult and assist in your course design and delivery. ACT members have expertise in course design, assessment, pedagogy, Blackboard, Webex, Microsoft apps, technology tools, and more. Book an appointment that fits your schedule by visiting the **ACT consults page**.



The Academic Continuity Team (ACT) is a collaborative of faculty and staff from the Institute for Teaching and Learning, Office of Cyberlearning, and Information Technology Customer Services. Our offices have been working together since the beginning of the COVID-19 pandemic in order to coordinate services, provide training and resources, and support faculty teaching. Visit our **website** for resources, training opportunities, or to contact an ACT member.

Academic Continuity Team

Office of Cyberlearning	Institute for Teaching and Learning	IT Customer Services
Jessica Chill	Hillary Fuhrman	Rosalyn Donaldson
Joe Alberti	Cary Wecht	Sharyn Zembower
Stephanie Adams	Alison Kaufman	



Share this email:



View this email [online](#).

One University Plaza
Youngstown, OH | 44555 US

This email was sent to .
To continue receiving our emails, add us to your address book.