



COVID-19 ACTION PLAN
March 16, 2020

The leadership team in Academic Affairs (Provost, Vice Provost, Associate Vice Provosts) has over 50 years of combined experience and expertise in delivering instruction from a distance. The leadership team has been meeting daily to consider ‘what if’ scenarios and to coordinate activities and communications. Together with our partners in the colleges and academic units, Ellbogen Center for Teaching and Learning (ECTL), Division of Student Affairs, and Division of Information Technology (IT), work is currently underway to:

1. provide support for faculty as they prepare for alternative instructional delivery systems,
2. to ensure that students are provided sufficient opportunities to demonstrate the learning outcomes listed in the course syllabi without extending the spring semester, and
3. to prevent any delay in student progress toward graduation.

To achieve this end, the University is implementing an “all hands-on deck” approach to faculty and student success, including the mobilization of all instructional and web designers, WyoCloud and Financial Affairs support teams, Human Resources, and other Divisions as needed.

Communication

The Office of Academic Affairs maintains three list serves for Academic Administrators; aa-deans@uwyo.edu, aa-associate-deans@uwyo.edu; aa-department-heads@uwyo.edu. These list-serves are used to provide instructions for administrators and faculty. During spring break, Academic Affairs will convene a working group of department heads, associate deans and deans to continue planning for distance learning and to determine need for additional support.

The Office of Academic Affairs will provide regular messages to the faculty and teaching assistants providing important details about the transition to alternative course delivery and available support resources. Faculty will be instructed to email students enrolled in their courses as soon as possible, but no later than 24 hours before the scheduled meeting time of their first class session after Spring Break, with plans for course continuation. If faculty do not have full plans ready at that time, your message should let students know when they can expect further details.

Faculty Readiness Report

There are approximately 1069 unique primary instructors this spring 2020 semester. Of those instructors, 35% are already teaching an online class in the spring semester (N=239), have taught an online class in the last two years (N=87), or have taught an online line class prior to summer 2017 (N=50). Sixty-five percent of instructors (N=693) have never been the instructor of a strictly online course at UW. However, some of those instructors use WyoCourses, the University's online student management system, for their face-to-face courses as a repository and method for sharing course materials, making class announcements, and completing/scoring class assignments and tests.

All faculty teaching face-to-face courses in Spring 2020 have course shells in WyoCourses, the university's online student management system, for each of their classes and are required to have their course syllabi posted. Therefore, faculty have previous experience in posting course materials and should require minimal assistance in placing all key course documents in their course shell.

Resources and Support for Faculty

1. Since March 6, 2020, Academic unit heads have been working with their faculty to assess how they will convert their face-to-face courses, including how to condense material lost due to the extended spring break.
2. Colleges are providing additional support. For example, the College of Business has asked all faculty to complete a survey so they can develop training and schedule 1-1 meetings for online course delivery. The college has an online course group and their book publishers are offering additional support. They are also encouraging faculty to take advantage of free peer-led webinars that address strategies for quickly transitioning courses to online. The College of Engineering and Applied Sciences has developed and several instructional videos on recording lectures, using ZOOM, and using HonorLock. They have also provided faculty with links to various resources from Top Hat, a software that is used by faculty in the college.
3. The ECTL has begun to mobilize its staff and resources to support all faculty teaching online. Resources from the ECTL include:
 - a. In partnership with Information Technology (IT), ECTL has created a website for teaching and working remotely (<https://www.uwyo.edu/workteachremote/>). There, links to general tips for moving online are provided, as well as specific

information about using many of the tools available to instructional faculty and teaching assistants.

- b. The ECTL will offer webinars on a variety of topics starting March 16, 2020. Schedule to be posted on the ECTL website soon.
- c. The [ECTL website](#) (see screenshot below) includes [Videos](#) to address:
 - Using gradebook
 - Zoom lecture capture
 - Uploading your videos
 - Making course content available
 - Breakout rooms
- d. Online resources are becoming available daily. The ECTL will be updating their website and links regularly as new resources and information become available.
- e. ECTL will provide regular, up-to-date information on webinars and blog posts that support remote teaching, such as ["Best Practices for Remote Teaching"](#)
- f. The faculty and staff at the ECTL, who are well versed in online teaching, are available for individual consultations. Please fill out [this form](#) to [request a consultation](#). This form is also on the ECTL website (<http://www.uwyo.edu/ctl/>), see screenshot below.



THE ELLBOGEN CENTER FOR TEACHING AND LEARNING

Resources for Moving Courses into an Online Format

INSTRUCTIONAL DESIGN AND PEDAGOGY-CENTERED SUPPORT FROM THE ECTL AT:

[UWYO.EDU/CTL/IDT](http://uwyo.edu/ctl/idt)

TECHNICAL-SUPPORT AND OTHER USEFUL INFORMATION FROM UW IT AT:

[UWYO.EDU/WORKTEACHREMOTE](http://uwyo.edu/workteachremote)

The mission of the ECTL is to promote, support and evaluate the active pursuit of teaching and learning excellence for UW's teaching community through a broad range of research-based programs, services and resources. We support instructors on- and off-campus by

- Highlighting "best-practice" pedagogies
- Encouraging innovative and transformative teaching
- Supporting the development of sustained reflective practice
- Fostering university-wide dialogue and collaboration among colleagues

In service of our mission, we create a broad array of programs that include workshops and seminars for new and experienced faculty and graduate students, learning communities, book discussions, and grant-supported projects. We consult with individuals and provide classroom evaluations. Our website provides a vast collection of Teaching Tips and Resources. We welcome suggestions for programs and are pleased to collaborate with university departments and to support teaching and learning events.

All of our services and programs are free to the university's instructional community, both in and outside of Laramie, including faculty, lecturers, graduate teaching assistants, post-doctoral fellows, and anyone else involved in teaching at the university.

4. Academic Affairs has appropriated \$25,000 to allow ECTL to pay a \$1,000 stipend to a select group of experienced faculty to assist with mentoring, especially in their college/departments. To date (March 14, 2020) they have identified ~15 to 25 who have experience and demonstrated high quality online teaching.

5. Targeted announcements in WyoCourses (UW's online course platform) that appear immediately when faculty login to their courses will provide information about faculty support/resources for preparing course shells and delivery courses online.

Maintaining Educational Continuity

Instructors of record for each course taught at UW have been instructed to:

1. Establish a complete and regularly updated gradebook that is available to the academic unit head,
2. Ensure that final exam papers can be reliably collected and graded, and the course grades computed and submitted, even if the instructor or other course staff become ill or are quarantined,
3. Plan how to adjust course policies related to class attendance so as not to penalize students who become ill or are placed under quarantine, and
4. Place all key course documents in their WyoCourses course shell.

Unit heads are currently working with faculty to identify back-up instructors. Academic Affairs has worked collaboratively with academic unit heads to develop a Google Doc spreadsheet they can use to document each of the requirements listed above. One of the limitations of WyoCourses is the inability of the instructor of record to add a back-up instructor. Unit heads are submitting lists of courses and backup instructors to Registrar Kwanna King, who is administratively adding them to the respective courses. These back-up instructors have full access to the course developed by the primary instructor, including access to all class materials, course assignments, exams, and gradebook. The Registrar's Office has the ability to upload final grades from WyoCourses if necessary.

Faculty have been encouraged to arrange for lecture capture/podcasting, if feasible and to make those videos or podcasts available to their department. They have also been encouraged to ask their department if previous instructors have captured lectures that could be used if necessary. To support this effort, Academic Affairs is providing additional funding to ECTL to increase the number of licenses for several of the online tools used for video capture and online testing.

These tools include:

1. *ZOOM*, which is the best option for teaching live online. UW has an enterprise license which will allow the university to accommodate everyone who chooses that option for synchronous online teaching. IT has confirmed there is sufficient bandwidth to do this.
2. For recording videos of lectures to post online asynchronously, there are currently two options. One is to do this through *ZOOM*. The other option is *Vidgrid*, a video lecture recording tool). This year ECTL purchased a limited number of licenses and were

prepared to purchase more using Distance Education funds, but *Vidgrid* just announced it will be giving free licenses until June 2020.

3. For proctored online quizzes and exams, *Honorlock* is currently being paid for by distance student fees and is used almost exclusively in distance courses, with a couple of exceptions. Academic Affairs has provided additional funding, which will allow ECTL to purchase 1,000 more licenses at a drastically reduced price (from \$6 to \$1/per student per test). These licenses include live authentication and live “pop-in”—their highest level. Currently, the university has used 5,777 licenses (as of 3/11/20). Academic Affairs will provide additional funding should more licenses be needed. Webinars on how to use *Honorlock* are available.
4. *Respondous* is a lock down browser option that is also for online test taking. Unlike *Honorlock*, this is not a proctoring service; it only limits students’ ability to open windows and/or applications outside WyoCourses during a test. The university has unlimited access to Lockdown Browser until the contract runs out.

Academic administrators have been instructed to:

1. Work with their faculty to ensure the steps listed above are followed,
2. Make contingency plans for how units will keep courses running if instructors become ill,
3. Plan ahead to meet the ADA needs of quarantined instructors or students who had arranged accommodation for in-person courses,
4. Develop a plan (capable if needed) to increase summer course offerings for summer 2020 to support the academic advancement of students from abroad who cannot go home during summer 2020,
5. Inventory courses for which lecture capture exists already, and
6. Arrange of key courses to undergo lecture capture in spring 2020, summer 2020 and beyond.

Academic Affairs will track these expectations by asking unit heads to provide a status report on readiness for online/distance learning, due at the end of spring break (March 20, 2020). This information will be used to determine what additional resources may be needed the following week to ensure that faculty are ready to begin online/virtual instruction by March 30, 2020.

Managing Credit Hours

There will be no change to the length of the spring semester. Unit heads have been directed to ensure that course revisions account for content that was scheduled for delivery during the week of March 23-27, 2020. Revisions must allow students sufficient opportunity to demonstrate learning outcomes listed in the course syllabi. In one example, faculty in the LIFE Sciences program at UW will develop three instructional videos pertaining to content that would have been covered during the week spring break was extended. Students will view these videos over the remainder of the semester and knowledge will be assessed through online exams.

Addressing Unique Academic Criteria

Academic units are currently examining alternative strategies for teaching and learning content that is not typically taught through distance modalities. For example, faculty in the Art department are reaching out to colleagues at other universities that have gone to online delivery to learn how student learning outcomes are being met. Other units are utilizing crowd-sourced repositories for online labs and online field techniques, like one shared with Zoology, Botany, and Program in Ecology (PiE) faculty (https://docs.google.com/spreadsheets/d/16K6bGTf-wGjxxi6aGi_v6vILQSpsOgl1zq3tXLHWweg/edit?usp=sharing). The ECTL is monitoring their organization's list serve for what other schools are doing, including how to conduct labs and clinicals online, and sharing that information with academic units.

Student teachers, interns, externs, and clinical placements. Students will follow protocol of host institution or employer. Students will be instructed to check with their dean's office on any exceptions that may emerge. If the host institution cancels a placement, the department and college will determine how to ensure learning outcomes and required contact hours will be met in alternative locations or alternative times, pending emerging guidance from national accrediting bodies and boards, including the Professional Teaching Standards Board.

Resources and Support for Students

Student Technology Needs

Academic Affairs has worked with IT and UDSS to develop a student survey (<https://bitly.com/UWyoTechAccess>) that assesses limitations and accessibility of technology (e.g., computer adequacy; network/cellular connections at home; available devices that enable web-based audio and video connections; accessibility tools, technology and services students use during classes; essential software needed for remote access to complete coursework). The survey also asks students if they would like for someone to contact them about their needs for accessibility tools. Results from the survey will be used to ascertain that students learning needs are met. If a student needs access to a laptop or other computing resources, they can indicate this in the survey or contact the IT Help Desk at 766-4357 (766-HELP) for assistance.

The STEP Tutoring Center provides free online tutoring is available through UW's partner NetTutor (<https://www.uwyo.edu/step/tutoring/>).

Charter's COVID-19 response includes free Spectrum Broadband, WiFi access to students' homes for 60 days in homes that do not have existing Spectrum service level up to 100 Mbps. Installation fees will be waived for new student households. (See <https://www.cordcuttersnews.com/charters-covid-19-response-includes-free-spectrum-broadband-wifi-to-students-homes/>).

Student Advising and Information about Registration for Fall 2020

Advising centers will communicate with students that have already scheduled advising appointments and convert those to *ZOOM* and telephone advising platforms. Remaining advising appointments will be scheduled as above. Students will be instructed to contact their college advising center or faculty advisor for information on how to connect with their advisor. The advising and registration schedule to be managed for the remainder of the Spring 2020 semester (for Fall 2020) remains unchanged and advising appointments already booked should be maintained. Students will be notified that if they need to reschedule, and should contact their advising office or faculty advisor.

Enrollment Management

Planning is underway to deploy an online chat-bot that utilizes artificial intelligence capable of accessing information from UW websites and that utilizes real-time virtual interactions with Enrollment Management staff.

Campus Visits and Recruiting Events Information. Campus visits and events are currently suspended until further notice. March 27 Admitted Student Day will be an online live event. Currently scheduled and future campus tours will be converted to the online virtual tour. Students' appointments with faculty and department representatives will be converted to Zoom and the Admissions presentation will be uploaded for students to view remotely. Student Ambassadors will be available virtually to hold current student interviews. Online recruiting events will be announced, and virtual campus tours will be held.

Scholarships and Financial Aid. Telephone and video conferences with students are being planned for the purpose of reviewing student financial status. All EM websites will be updated to include contact information and incorporate the ability to schedule personal appointments via Zoom.

Regional Staff. EOC staff and Statewide Enrollment and Recruitment Specialists housed on community college campuses are working remotely from their homes; their campus phones have been forwarded to their personal phones and will continue advising and enrollment activities through tele- and video-conferencing methods.

Graduate Education

Masters and Doctoral defenses may be conducted by Zoom, Skype, or other remote video or teleconference means. Graduate form submissions and authorizations will soon be completely

online. Upcoming Grad Chats will be cancelled, and the Graduate Awards Luncheon will be rescheduled, subject to circumstances.

Graduate Research Assistants who work or conduct research on campus should consult with their supervisors on how they would conduct their work during this period. Graduate Teaching Assistants should work over the coming days with their departments to assist in the online/virtual development of courses. Graduate Administrative Assistants may be able to telecommute depending on duties and should work with their supervisors. Stipends will be unaffected.

Emergency Measures of UW Libraries during the Covid-19 Health Crisis

1. Coe Library will remain open but on typical holiday hours. Hours are posted on our public access doors and on our website.
2. Library service will go online almost entirely, and students and others will be discouraged from coming to the library; a main point of these emergency measures is to reduce personal campus interactions.
3. We have extra workers over the next two months to do scanning of print materials; they will email documents to borrowers. (Copyright law has been suspended nationally during this emergency under “fair use.” All library organizations have issued this proviso.) Faculty needing scanned documents for online courses should contact the Help Desk (307-766-3190 / 307-766-2070) or our Education and Research Office (307-766-6553 / coeref@uwyo.edu) (Additional contact info is posted on our website: <http://www.uwyo.edu/libraries/>).
4. Due dates of all borrowed materials regardless of format have been pushed back to May 15. If this date is extended further, notice will be posted on the UW Libraries website.
5. All research, reference, and library instruction services will be online beginning Monday, March 16, through the remainder of the semester.
6. Students and other library users are encouraged to call the Library Help Desk (main circulation) to discuss special library needs and other library information.
7. All library rooms used for meeting purposes by students, campus groups and non-university groups will not be available during this time of emergency.

These temporary terms of service are posted on the UW Libraries website, noted above.

As this is an evolving situation, this plan may be updated as needed.