

# FAQs

## **My student informed me that they do not have the best computer technology. What should I do?**

Given that this is an emergency situation that most institutions across the U.S. and other countries have been dealt, we are requesting that faculty be accommodating considering circumstances and simply use your best judgment.

- Students may utilize the local library, as well as the TSU Library Learning Center or on-campus computer labs
- Blackboard is accessible via cell phone
- Students may utilize local shops that offer free wifi

## **I've never taught online before. Do I already have a course template? What about course availability to students?**

All courses offered this semester already have a blackboard course "shell." Starting Monday, March 23<sup>rd</sup>, 2020, all blackboard courses will be made available to students as the primary means of communicating instructional content. Please populate your assigned courses with content accordingly.

## **Is there an Orientation for students?**

Yes, the online student orientation is available in Blackboard and on the TSU Online website.

## **Do I need to maintain office hours?**

Yes, faculty are expected to maintain office hours.

## **Is video conferencing available?**

Yes, video conferencing is available through Blackboard Collaborate. All faculty members have access.

## **Are there video tutorials for faculty and students?**

Yes, video tutorials are accessible 24-7. In addition, both faculty and students may set up conference sessions for faculty-student or student-student interactions within each course.