

Shaw University Student Catastrophic Events and Continuity Guide

Policy

Crisis and emergency management preparation is an essential function for Shaw University. The university will mitigate the impact of crisis situations and operational disruptions on its campus community through implementing policies and procedures that provide for continuity of operations in cases of a catastrophic event.

Purpose

To provide guidance for a safe and efficient response to disruptive events that impact Shaw University's faculty, staff, and students.

Catastrophic Events and Continuity of Operations

Shaw University maintains and adheres to specific policies and procedures regarding crisis situations, catastrophic events and program discontinuances in order to minimize the length of time that students' educational activities are disrupted and, when applicable, minimize the length of time that students, faculty, and staff are displaced.

Details

In the event of a crisis that disrupts face to face instruction, such as the COVID 19 outbreak, the Shaw University Student Continuity Guide provides students with information and tools to ensure continuity in course participation for all of our studies.

This is an interactive document. Wherever there is a link to follow, you may click and view videos on the content discussed in the text.

Students can ensure they are "contingency ready" in advance, every semester by reviewing each syllabus in Moodle and having all needed course materials.

Communication with Faculty Off-Campus

In the event face-to-face instruction is discontinued, it is imperative that students establish and maintain open lines of communication with course participants. Instructors may use tools such as Zoom, Moodle Chat, and Email.

Zoom: Zoom links are provided by faculty members for class meetings in a virtual setting for each course. A camera is not required; however, the use of cameras in your courses is strongly encouraged. Students have the option of participating in the call using computer audio and camera, cell phone audio or camera, or dialing in to participate.

Moodle Chat: The Moodle Chat activity module enables participants to have text-based, real-time synchronous discussions.

Faculty members may utilize the Chat feature as a one-time activity, or it may be repeated at the same time each day or each week. Chat sessions are saved and can be made available for everyone to view or restricted to users with the capability to view chat session logs.

Email: The course email function can be used by way of Moodle or Bearsnet. However, students need to be aware that the email address affiliated with Moodle and Bearsnet emails are the Shaw University issued email addresses. This will be one of the primary modes of contact in the case of virtual learning. Please reach out to IT if you are experiencing issues accessing your ShawBears email.

Virtual Office Hours: Your faculty members may use TopHAT or Bookings to host virtual office hours. Please review your syllabus and course set up in Moodle to determine what method is being used for Virtual Office hours in your course.

Tips for effectively communicating with Faculty online:

- Review the digital tool selected for online communications by your instructor, this information should be posted in a prominent location, such as the main course page in Moodle or in course communications like Email.
- Be clear on expectations for how you should engage in communication for your course, including the method by which the instructor prefers contact.
- Request expectations with faculty members for how quickly the instructor will respond to online communication.

Delivering a Virtual Lecture

Shaw University has provided many tools instructors may use to host lectures with students in a synchronous or asynchronous matter. For virtual, synchronous meeting (meaning all learners engaged at the same time), Zoom is the preferred choice. In a Zoom meeting, both the instructor and participants can share audio, video and screen presentations. Zoom sessions may be recorded to the Zoom cloud and shared by using a link posted on Moodle Course pages after the session ends, however this is at the faculty member's discretion.

To ensure a quality experience while using Zoom, it is recommended:

- Use headphones or earbuds with a microphone to minimize surrounding noise and maximize your voice.
- In your Zoom settings, opt to mute yourself as a participant unless the host request you unmute.

Asynchronous course lectures (where each student engages course content on their own time) may be posted using Screencast-o-matic or recording videos and placing them as unlisted on YouTube. Once the video is posted as unlisted on YouTube, the instructor may use the link generated for the video and post this on the Moodle page for student review.

TopHat: an active learning tool that is used to engage students in the face-to-face, hybrid or remote environment. At some point in the beginning of your course, your instructor may request that you sign up for a TopHat account.

In some cases, students will mistakenly use a personal email address when signing up for a Top Hat account instead of their school email address. **Please use your ShawBears email issued account to sign up for TopHat.** In the event that you have signed for Top Hat using a personal email address, you can simply update the email address on your account through the Account Settings (on either web or mobile).

Please review the following videos to learn how to get started in TopHat:

[Click here to get started using TopHat](#)

Attendance in the Virtual Environment

Attendance remains a requirement in the event of an emergency that disrupts the residential learning environment for an extended period. Attendance **will be recorded** in Moodle on a weekly basis, based off a student's completion of an "attendance activity" at the discretion of the faculty member. If a student **is not** participating in class assignments, as usual the faculty member will report this to the Office of Academic Success.

Guidance for recording attendance in the online learning environment:

- Follow and expect clear expectations for participation and attendance in the course.
- Plan with faculty members if you do not have the proper tools or internet connection to be counted for attendance.
- Shaw University does not have a “camera- on” policy; mandating students show their face during Zoom or virtual learning settings to be counted as present. However, it is recommended that cameras be turned on to actively engage in your course.
- Reach out to your instructor, the Office of Student Retention, and the Office of Academic Success in the event you cannot not attend or must stop participating in a course immediately.

Accessing Course Technology Remotely

If you need to access campus university systems remotely, we have several solutions in place:

Email

- Students can access email remotely from any device at <https://gmail.com>

File storage

- Students can store and access personal documents in their Google cloud storage (available at <https://drive.google.com>) or through OneDrive (Office 365 for students is available at <https://office.com>. To create an account, visit <https://www.microsoft.com/en-us/education/products/office>)

Accessing Bearsnet

Students can sign into Bearsnet:

URL: <https://bearsnet.shawu.edu>

Username: student ID number (e.g. 2192354, not their email address)

Password: issued by registrar (e.g. xc99w32\$) in welcome letter email

Once in Bearsnet, students can click on the **Students** tab and get to Moodle by clicking on any of the links under *My Moodle Courses* as shown below. This will automatically log the student into Moodle.

Students

My Moodle Courses

Course	Term	Course Title
BIO 111 - 03	2020-2021 FALL SEMESTER	INTRO TO BIOLOGY SCIENCES
ENG 113 - 05	2020-2021 FALL SEMESTER	COLLEGE COMP & LIT
HON 201 - 01	2020-2021 FALL SEMESTER	HONORS COLLOQUIUM
HUM 201 - 01	2020-2021 FALL SEMESTER	INTRO AFRICN-AMERICAN HUM
REL 295 - 02	2020-2021 FALL SEMESTER	AFRICAN-AMERICAN RELIGION
SSC 200 - 801	2020-2021 FALL SEMESTER	ELEMENTARY STATISTICS

Students can also login to Moodle directly at <https://moodle.shawu.edu> with the same credentials. *Note: If your password does not meet complexity requirements (e.g. fewer than 8 characters), logging into Moodle directly will fail.*

My students can't access Moodle from their smart phones

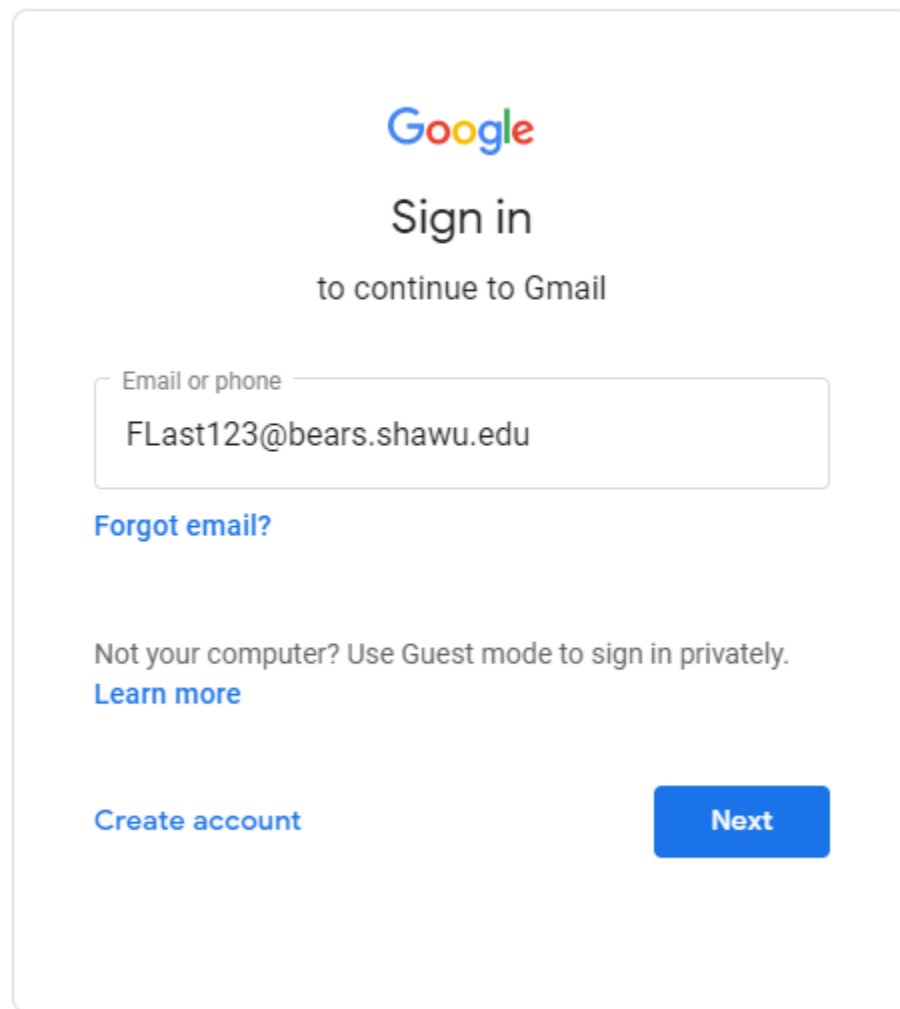
Moodle users will need to accept the various terms and conditions upon their first login. It should be done from a conventional computer first.

Accessing ShawBears Email

First, make sure your student can sign into Bearsnet: URL: <https://bearsnet.shawu.edu>

Once you are logged in, click on the **Email Information** tab to see their Bears email address. It is usually in the format of first initial, last name, and 3 digits from their student ID followed by @bears.shawu.edu.

Sign into <https://gmail.com> with the email address listed and the password used for Bearsnet.



The image shows a screenshot of the Google Sign in interface. At the top is the Google logo, followed by the text "Sign in to continue to Gmail". Below this is a text input field labeled "Email or phone" containing the email address "FLast123@bears.shawu.edu". Under the input field is a blue link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." with a blue link "Learn more". At the bottom left is a blue link "Create account", and at the bottom right is a blue button labeled "Next".

Technical support

- Students can request technical support from the Office of Digital Teaching and Learning by emailing moodlehelp@shawu.edu
- Jillian Jackson, Director | jillian.jackson@shawu.edu
- Jasmine Trotter, Assistant Director | jasmine.trotter@shawu.edu
- Students can request technical support from the Office of Information Technology by emailing helpdesk@shawu.edu from any computer.

Academic Support at a Distance

Academic Support Center (Early/Attendance Alert)

The Early Alert System is a campus-wide effort to identify undergraduates' students including Adult Education needing assistance from academic and student services. The Early Alert System is designed for faculty and staff to identify students early in the second and 7th week of a semester who need assistance due to academic performance, class participation, and/or behavioral issues.

Students should speak with their instructors, take advantage of support resources, and use the Early Alert System as a wake-up call, if needed. Students in the Early Alert System are identified by their class instructors for reasons such as but not limited to:

- Poor class attendance
- Low test scores
- Missing, incomplete, or poorly completed homework assignments
- Personal/ Behavior Issues
- Change in Demeanor

The Attendance Alert system identifies students who are not regularly attending class, the Office of Academic Affairs receives an Attendance Alert if a student has three consecutive unexcused absences.

If you are contacted regarding an Early Alert or Attendance Report please communicate with OAS staff can be via direct emails to staff, through the Academic Success email, and through Google voice number (984) 444-8829. Staff contact information is:

General Email | academicsuccess@bears.shawu.edu

Rishard Wedderburn, Director | rwedderburn@shawu.edu

Lorraina Halls-Taylor, Academic Success Specialist | lhallstaylor@shawu.edu

Vincent Owusu, Math Tutor | vowusu@shawu.edu

Nfassory Kake, Math/Science Tutor | nkake@shawu.edu

Other Academic Support Units

- **Adult Degree Programs:**
oscar.rodriguez@shawu.edu | (919) 546-2678
- **Academic Success Center:**
rwedderburn@shawu.edu | lhallstaylor@shawu.edu | (919) 716-5519
- **Library:**
keyunda.miller@shawu.edu | (919) 546-8407
- **Writing Center:**
writingcenter@shawu.edu | (919) 546-8468