

**CITY**  
**COLLEGE**  
**OF SAN FRANCISCO**



# Student and Faculty Support for Remote Teaching

Presentation to the Joint City, School District, and City College Select Committee Meeting, September 25, 2020

Office of Online Learning and Educational Technology

# Guiding Principles for Temporary Remote Instruction



EQUITY, CONNECTION,  
SUPPORT



NEW TO DISTANCE LEARNING  
AND TEACHING

# Planning and Response Summer 2020

Instructional Continuity Course for Spring 2020 (Faculty)

Summer Collaborations

- Virtual Campus
- Partnered with Noncredit English as a Second Language Faculty
  - Canvas Templates specific to the English Language Learner
  - Digital Guides (multiple languages)
- Preparing to claim your RamID
  - Claiming RamID
  - Logging into Canvas (desktop/mobile)

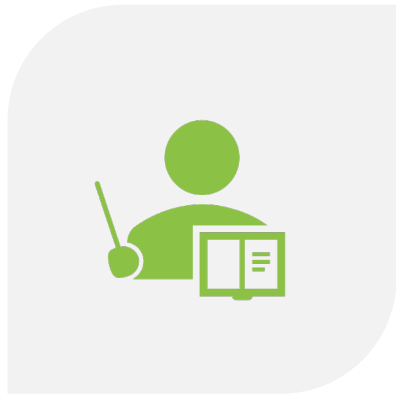
Temporary Remote Training Course and Refresher (Faculty)

Low Cost and Free Internet Access

Technology for Students and Faculty

Remote Learning Survival Tips

# Faculty Engagement in the Temporary Distance Learning Training in Summer 2020



NUMBER OF INSTRUCTORS TRAINED:  
851



NUMBER OF QUESTIONS AND  
COMMENTS FROM INSTRUCTORS: 708

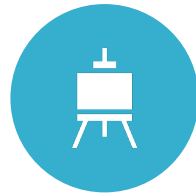


ASSIGNMENTS AND QUIZZES  
SUBMITTED: 5657

# Canvas Tools: New and Expanded (Summer 2020)



**PlayPosit** - An interactive video platform (new)



**Canvas Studio** - A tool for creating video content (new)



**Pronto** - A valuable communication tool (new)



**Labster** - A tool for online STEM labs (new)



**CidiLabs Design Tools** - To improve design and accessibility in all courses (new)

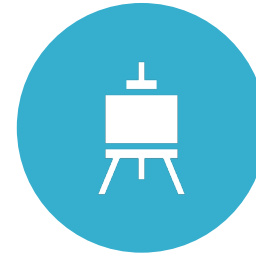


**Pisces** – An online tutoring platform (expanded)

# Fall 2020 Student Support At a Glance



CANVAS GLOBAL  
ANNOUNCEMENT



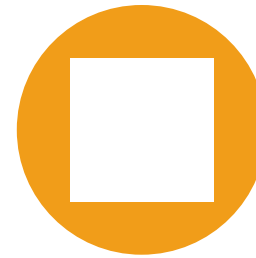
VIRTUAL COUNTER  
FOR CANVAS HELP



PASSPORT FOR CANVAS  
COURSE



STUDENT SUPPORT  
PAGE



"WELCOME TO  
CANVAS" MESSAGE



HELP INFO IN  
MULTIPLE  
LANGUAGES

# Fall 2020 Faculty Resource Center



1004 Faculty



308 Posts in the Q&A Discussion(s)



3 Webinars per week



20 Hours of 1:1 Appts per week (15 min slots, 80 faculty)



13 Modules of Resources



1 Global Announcement per week

# ConferZoom and Learning Spaces



**Empathic** to the variation in students type of spaces they have access to in order to engage in their learning. Limited student access to quiet, private spaces. Comfort in showing physical surroundings to peers and instructor.



**Giving students flexibility** to join without their camera on. Normalizing the use of virtual backgrounds. Recognizing some students need to join by phone only.



**Supporting students** in maintaining privacy. Announcing when recording a ConferZoom session so that students can choose to turn off their video.



**Understanding students** are sharing an internet connection and device(s), needing to attend to children or other people in the same learning space, and/or are experiencing a changing work schedule.



# Strong Safety Net: Troubleshooting



FACULTY RESOURCE CENTER DISCUSSIONS ARE MONITORED WITH QUICK RESPONSE TIMES



ZOOM SUPPORT: CCSF FACULTY HAVE PRO ZOOM ACCOUNTS AND CAN ACCESS ZOOM LIVE CHAT SUPPORT



CONFERZOOM SUPPORT: CONFERZOOM IS THE CANVAS INTEGRATION THAT WE USE TO CONNECT STUDENTS TO OUR ZOOM SESSIONS



CANVAS 24/7 CHAT: CHAT WITH CANVAS SUPPORT



LOCAL [CANVASFACULTY@CCSF.EDU](mailto:CANVASFACULTY@CCSF.EDU) FOR CANVAS RELATED QUESTIONS SUCH AS ENROLLMENT-FACULTY ONLY



LIVE AND ON DEMAND WEBINARS ABOUT CANVAS THE PEDAGOGY OF DISTANCE EDUCATION IN THE **FACULTY RESOURCE CENTER**



DISTANCE LEARNING QUICKLINKS: FIND FORMS FOR CREATING A SANDBOX, ENROLLING A GUEST, AND MORE!



REGULAR REMINDER EMAILS POSTED TO THE ALL FACULTY-LISTSERV AND HIGHLIGHTS IN CITYNOTES



PRONTO SUPPORT: HIGH DEMAND COMMUNICATION TOOL



OUTREACH: TEAM VISITS TO COLLEGE GROUPS SUCH AS SCHOOL MEETINGS, DEANS & CHAIRS, AND A&R

# Remote Learning Support Team (Fall 2020)

- Jen Kienzle, Distance Education Coordinator, Faculty-Communication Studies
- Robert Griffiths, Faculty-Noncredit English as a Second Language
- Natalie Cox, Faculty-Behavioral Sciences
- Shawn Wiggins, Faculty-Mathematics
- Monica Landeros, Faculty-Latin American & Latino/a Studies
- Alex Hosmer, Classified Staff-Senior Trainer
- Fred Teti, Educational Technology Department Chair, Faculty-Mathematics
- Lisa Yamashiro, Distance Learning & Teaching Specialist, Faculty-Health Education
- Nancy Webb, Faculty Canvas Support, Faculty-Ed Tech
- Matheus Maynard Vasconcellos Frank, Student Worker
- Allen Lin, Classified Staff-Canvas Administrator
- Rob Valencia, Classified Staff-Administrative Support
- Cynthia Dewar, Dean of Online Learning and Educational Technology



