![Vance-Granville Community College logo]

Vance-Granville CC-Student and Employee Resources   *March 19, 2020*

Support

VGCC will make every attempt to support our employees and students who are working and/or learning from their home.

1. Employee Helpdesk Request:
   https://login.myschoolbuilding.com/msb?acctNum=326453786&productID=ITD

2. Student Username Help:
   https://www.vgcc.edu/myvgcc/

3. Student Helpdesk Request:
   https://vgcc.wufoo.com/forms/webadvisor-help-desk-request/

4. DE/Moodle Instructor Support- Julie Jones- jonesj@vgcc.edu and 252-738-3269, Evelyn Harris- harrise@vgcc.edu and 252-738-3254, Tammy Ball-ballt@vgcc.edu and 252-738-3248.

Tutoring Services

The Academic Success Center provides free tutoring services to all students in various subject areas.

- **Upswing Online Tutoring** is available 24 hours a day for all curriculum students.
  https://vgcc.upswing.io/

  Watch the How-To Video for instructions located at the bottom of the page. For additional assistance, please contact Jason Snelling, Coordinator; snellingj@vgcc.edu or 252-738-3376.

Microsoft Resources

1. As a VGCC employee, you are allowed to download and install Microsoft Office and Skype for Business on a home computer or other technology device. Please submit a helpdesk request if you need help completing this task or visit https://www.vgcc.edu/office365/ to download the software.
2. For access to data files that you may need to work remotely, we are asking that you submit a helpdesk request to install Microsoft OneDrive on your College issued PC. This program will sync the designated files with the cloud and they can be accessed anywhere with Internet access through the Office 365 portal.
3. Microsoft Teams, https://teams.microsoft.com, you can use this application to setup groups for organizing a variety of options.

Communication/Conferencing Resources

1. If you need to use your personal phone to contact students add ***67** then the number and your phone number will be hidden.
2. **Microsoft Skype for Business**; this program allows the sharing of screens, instant messaging, voice calls, and video calls. All VGCC employees and students have access, [How to set up Skype for Business](#)
3. **Google Voice**– Allows you to have phone number that you can share with your students, [Learn more about Google Voice](#).
4. **Big Blue Button**- While VGCC strongly encourages the use of the Video tool, Big Blue Button, inside of our Moodle classes; tools such as **Zoom** and **WebEx** are available for free to facilitate synchronous remote class sessions. Big Blue Button also facilitates chat and session recording.

Open Labs

For students that have Internet reliability issues or no Internet access; Open labs will be available on each campus from 10am to 5pm Monday through Thursday and 10am to 3pm on Friday unless further restrictions are implemented at the state or federal level.

1. Main Campus – Room number 7340
2. South Campus – Room number G1103
3. Franklin Campus – Room number F1124
4. Warren Campus – Room number W1107

Moodle Resources

- META courses – This is where we join all similar sections into one course but the students remain separated by section. By using META courses, you only have to maintain one course section.
- NCLOR – the North Carolina Learning Object Repository (NCLOR) is located in all of your course sections. The NCLOR has many pre-built content resources that you can add to your courses. There is no need to start from scratch when these items are already for you. To reach the NCLOR select "Add an Activity or Resource" scroll down to "Resources" and select "NLOR Resource" then follow the directions located there. Please take time to check it out.
- Quality Matters course checklist – This will help guide you through building an online course and making sure that you have everything that you need.
- [QM Emergency Remote Instruction Checklist](#)

Library Resources

Library books are available for checkout by contacting the library at (252) 738-3279 or via email library@vgcc.edu, if the book is available, a time will be scheduled for pickup. Access to reference books will be by appointment only. Online services are located at http://library.vgcc.edu.

How to Videos

1. BigBlueButton (Web conferencing software) - Here are links to their support material:

   - Blindside Networks Knowledge Base: https://support.blindsidenetworks.com
   - Tutorial videos: https://bigbluebutton.org/videos
   - Support email (2nd level): support@blindsidenetworks.com

Best Practices for using BigBlueButton in the event of a closure
In the event of a closure, we expect many students and faculty are going to be using BigBlueButton for the first time. Also, students will be coming in with various levels of bandwidth. The following is our recommendation for how to ensure faculty and students have the best experience.

   a. **Where possible, adopt a Flipped Classroom model** where you recommend instructors record the instructional content ahead of the class (the recordings will appear in their LMS) and have students view the material before the online class.
   b. **Use BigBlueButton (or other tools) to record the instructional portion of the lecture ahead of class.**   Some of your schools may have other products such as MediaSite, Canvas Studio, Echo 360 and, of course BigBlueButton. Any of these tools will let you record a lecture.
   c. **Use BigBlueButton for live sessions that support the recorded content**. This will reduce the need for the instructor to "get through the material" in a live lecture and focus on student engagement, answering questions, and reviewing material. Of course, instructors can give a live lecture with content as well without recording ahead of time.
   d. **Upload slides as PDF and avoid, where possible, sharing screen or using webcams**. Students will be coming in with different levels of bandwidth. When uploading and sharing PDF slides (and using the whiteboard controls for annotation), BigBlueButton uses very minimal bandwidth and only downloads the slides once to each computer.
   Furthermore, if the instructor shares only their audio, the bandwidth needed by students (aside from loading the client and the slides) is very low. The audio bandwidth is 50 kbits/sec. Of course, BigBlueButton can share webcams and screens, but using uploaded PDF slides where possible will reduce issues where students may have insufficient bandwidth to view the streams.
   e. **Use recommended browsers**. BigBlueButton works best with Chrome and FireFox (and the newest version of Edge released in January 2020). Students on iOS devices (iOS 12.2+) can join with Safari mobile. Students on Android (6.0+) can join with Chrome mobile.
   f. **Use Lock settings** To make classroom management easier for the instructor, BigBlueButton has the ability to lock out features for viewers (students) so they cannot, for example:

      a. private chat
      b. edit Shared Notes

c. share webcam
d. share microphone (they will join as Listen Only)
e. see other students webcams (in the event that share webcams is enabled)

Students can still chat, respond to polls, and raise their hands during the lecture. These settings are recommended for K12 classes.

g. **Blindside Networks can configure any account to these lock settings as default for a K12 school (recommended).**
By making the above recommended lock settings default, students cannot disrupt the class by sharing audio, video, or chatting privately. This greatly simplifies classroom management for the instructor. An instructor can individually unlock any student during the lecture if needed.

h. **Keep class sizes below 100 students.** The recommended size of any conference is 100 students (or less).
Large sectional classes should be broken up so they are 100 students. The flipped classroom model will also help with keeping the size under 100.

i. **Stick to the basic features**. There are advanced collaboration features – such as multi-user whiteboard, shared notes, and breakout rooms – and, if you are a seasoned BigBlueButton user, you're probably using these features, but for short-term usage of BigBlueButton, we recommend using the basic features of public chat, emojis, and polling.

j. **Set expectations on connectivity**. An individual student may get disconnected from a session (such as when their bandwidth drops too low). Let students know that if they get disconnected, or anything in the client doesn't seem correct, they can refresh their browser (no need to log out and log back in again). Refreshing will give them a new connection and, if the bandwidth drop was temporary, they should be able to reconnect within a few seconds to rejoin the lecture.

2. VidGrid (Video Recording Software) -
https://docs.google.com/document/d/1eiirH7uJ5NzcZU5-EHS2gMpIUcWO_d_x9_O2WCpu4zo/edit

3. Poodll (Audio and Video Recording Software) - https://search.yahoo.com/search?ei=utf-8&fr=tightropetb&p=poodll&type=Y137_F69_163993_062419

Other Resources

Internet Service

Please share the article below with your students who are in need of internet service during the college closure.

https://www.wral.com/charter-offering-free-spectrum-internet-to-students-for-60-days/19013856/

NC Community Colleges Virtual Learning Community

Here is the link, which shows you how to view the courses in the VLC. Let Distance Eduation know if you want to use any VLC courses. Due to the Moodle version used by the VLC we would have to copy and paste to get the content but it can be done. Visit NC Community Colleges Virtual Learning Community for more information.

Ebooks

VitalSource is also allowing students & instructors to access up to 7 ebooks for free. Here is the information and link.

"Thank you for all of your efforts to support your students during this unprecedented time. In an effort to make this slightly easier, VitalSource is partnering with publishers to offer **free access** to an expansive catalog of ebooks through May 25th to **all individuals** at non-profit semester-based, majority-on-campus institutions, since in-person instruction has been or may be suspended in response to COVID-19. We are writing to you as an instructor who has used our ebook sampling platform to let you know that your account is authorized to access, for free, this expansive collection of ebooks from the top publishers through Bookshelf via the Explore tab. You may begin accessing these materials today using an institutionally provided email address here: https://bookshelf.vitalsource.com. If you would like to share this information with your students in case they are not able to access their books right now, please feel free to share the above link. Each student or instructor is limited to free access to seven ebooks and must use their institutional email address. Content will be available online and offline in the VitalSource Bookshelf app. Students may access content via their web browser or via native applications for computers and mobile devices."