

Remote Teaching Technology FAQs:

Can I use my personal computer for remote teaching?

You may use your personal computer for remote teaching. However, depending on whether you need to access the Stanford Network or high risk data, you may need to register and encrypt your device.

Do I have to register my computer for remote teaching?

If you use your personal home network, and do not use high risk data, you do not need to register your computer. If you wish to connect your device to the Stanford Network, it must be registered to you and encrypted within 30 days after registration to bring it into compliance. Instructions on how to do this are at the bottom of this document.

What kind of technology do I need?

This depends on your preferences and the resources you currently have on hand.

Apart from using the webcam on my own personal computer, what are the other recommended materials?

Some items that have worked well for others include:

- Document Cameras
- iPads (7th Generation, 10.2") with Apple pencils (1st Generation)
- Wireless Mic: https://www.amazon.com/Samson-Wireless-Microphone-System-SWXP2BLM8/dp/B07HPRZBKC/ref=sr_1_4?keywords=wireless+mic+usb&qid=1584045055&s=electronics&sr=1-4
- iPad/tablet Gooseneck: https://www.amazon.com/Tryone-Gooseneck-Nintendo-Samsung-Overall/dp/B01AUQ33LG/ref=sr_1_3?keywords=ipad+gooseneck&qid=1584045358&sr=8-3
- Adapter for charging & USB/camera port: https://www.amazon.com/HENKUR-Adapter-Charging-Interface-Compatible/dp/B07HK6HNR1/ref=sr_1_2?keywords=camera+and+charger+ipad&qid=1584045417&sr=8-2

Are there any specific methods that have worked for others?

These are some examples of what has been working:

- Using iPads to record lectures on the blackboard using a gooseneck desk stand and wireless microphone. This can be done by Zoom.
- Using an iPad and Apple pencil as a writing surface (in lieu of a blackboard) in conjunction with a laptop to conduct teaching sessions over Zoom using the Notability Application.
- Using document cameras to video record lectures right on one's desk using a normal pen and paper. Using laptop webcams for Zoom sessions but with added accessories like a wireless microphone.
- Using a smartphone to talk and listen while using the whiteboard feature on Zoom to write.
- Applications that have worked for remote teaching include: Zoom, Skype, Canvas, and Notability.

Detailed instructions on how to use and set up these online tools are forthcoming.

Will the department provide me with what I need?

The Math department is working hard to ensure that online teaching needs are met. We are committed to providing the equipment and resources to those who need them. We ask that faculty who have faculty unrestricted funds utilize those, when possible, as the department has limited resources. Please note that all equipment purchased using Stanford funds will remain property of the University.

What is the department procedure for purchasing remote teaching technology?

Please review the list of recommended items that have been purchased and determine if any of those specific items will be necessary for you to conduct remote teaching. If these specific items are unavailable, please identify reasonable substitutes.

Once you have identified your needs, please contact Debbie Lemos (Debbie.lemos@stanford.edu) and Kirstyn Raitz (kraitz@stanford.edu) with your requested items. Your request should include a list and the cost of the items.

Once approved, you have several options to facilitate the purchase. You can purchase items yourself and the department will reimburse you for the expense. You can request that the department purchase the items using a P-card and have the items delivered to your home address. Unfortunately, at this time, we are unable to 'check out' P-cards to individuals remotely.

I know what I need. Who do I contact regarding the purchase of teaching materials?

Please contact Kirstyn Raitz (kraitz@stanford.edu) and Debbie Lemos (Debbie.lemos@stanford.edu) with your specific requested items.

I have already purchased online teaching supplies. May I be reimbursed?

Please contact Kirstyn Raitz (kraitz@stanford.edu) and Debbie Lemos (Debbie.lemos@stanford.edu) if you have already purchased items to aid in online teaching and are requesting reimbursement.

If you need to purchase a specific application for remote teaching, please contact the above for approval. The only approved paid app to aid in online teaching on iPads, as of now, is Notability.

Can I still use Skype or Zoom to speak with my students on my personal computer?

Yes, but please be sure to follow the University's best practices outlined here:

<https://teachanywhere.stanford.edu/best-practices>

I have no idea where to start with moving my class online. Are there any resources that can help me?

There are several resources available from both the university and the School of Humanities and Sciences.

For help on remote teaching methods in general see: <https://teachanywhere.stanford.edu/>

For guidance from H&S, see: <https://humsci.stanford.edu/covid-19>

For more pedagogical support:

- Drop-In Office Hours with CTL (Zoom, room 377 420 213 (8AM-6PM PT, M-F)
- Submit a CTL Consultation Request
(https://stanforduniversity.qualtrics.com/jfe/form/SV_78KTbL61clEWsO9)

- E-Mail ctl-stanford@stanford.edu

What are the Best Practices for teaching remotely?

The university has provided guidance on this here:

<https://teachanywhere.stanford.edu/best-practices>

Is there any training available for using programs like Zoom?

H&S ran a Zoom training on Tuesday, March 17. The slides are available under the IT heading on the H&S Covid-19 website: <https://humsci.stanford.edu/covid-19>

I'm having trouble with Zoom connectivity. What are some ways that I can address this myself?

Check whether the service is experiencing any issues: To see the current operational status of Stanford's major collaboration tools, please see the website at: <https://uit.stanford.edu/collabtools/status>

Ensure the Zoom application is foregrounded on your computer — it can be de-prioritized by your computer's operating system in some circumstances if it is not foregrounded.

Test other applications that use internet connectivity while there are issues — this will help isolate whether it is a Zoom issue or a local internet access issue.

Test your internet connection using <https://fast.com> (Zoom uses up to 3Mbps upload and 3Mbps download bandwidth in normal operations). Try moving around to different locations—WiFi bandwidth can vary significantly.

If your internet speed is not sufficient over WiFi, try plugging in using an ethernet cable. Bad wireless signal or old hardware can significantly degrade Zoom performance. If performance is significantly better with a hardwired connection, consider purchasing a new WiFi access point for your home or plugging in for Zoom meetings.

If your bandwidth isn't sufficient, turning off video or using phone for audio may help. You can also turn off HD video. Point your browser at: <https://stanford.zoom.us/profile/setting>. Under **In Meeting (Advanced)**, turn off **Group HD Video**.

I'm having other technical issues. What should I do?

If you are having technical issues and need support, call 650-725-HELP.

You can also submit a help ticket here: www.helpsu.stanford.edu

I have bandwidth issues with my home internet connection. What can I do?

During the COVID-19 outbreak, Stanford has authorized stipends of \$35/month to benefits-eligible faculty, Lecturers and staff working remotely who experience bandwidth issues. Additional information on this program will be sent out to those eligible shortly. Unfortunately, at this time, this policy does not apply to students.

I have equipment in my office that I want to pick up. Is this still possible?

The situation with COVID-19 is rapidly changing. Currently, you may request permission to go to Building 380 and retrieve essential items related to your online teaching from Debbie Lemos. Debbie will approve your request and give you specific safety instructions. Please note that this may change at any time and access to the building could be denied.

Is it possible to borrow department equipment during the COVID-19 Shelter in Place order?

Due to the Shelter in Place order, it is currently not possible to borrow department items. If there is some specific equipment you need to be able to perform your teaching duties, please do not hesitate to contact Debbie Lemos (Debbie.lemos@stanford.edu) and Kirstyn Raitz (kraitz@stanford.edu).

How do I register my device?

To enroll your device on the Stanford network, go to:
<https://uit.stanford.edu/service/enrollment>

Do I have to encrypt my personal computer for remote teaching?

You only need to encrypt your device if you wish to connect it to the Stanford Network or store FERPA (Family Educational Rights and Privacy Act) data on it.

Your device does NOT have to be encrypted if it is only being used for the following:

- Generating course materials so long as they do not include student records.
- Accessing student records via a secure web page. However, if the student record is downloaded onto your personal computer, you will have to encrypt your device.
- Using Zoom or Skype with students as long as student records are not displayed.

How do I encrypt my device?

Go to the following webpage for instructions: <https://uit.stanford.edu/guide/encrypt/config>