

Due to the COVID-19 pandemic, the University of Regina is offering most Winter 2021 courses through remote delivery. Remote delivery provides continued academic learning opportunities for students, while protecting the health and safety of our students, faculty, staff, and families, in alignment with federal and provincial health distancing directives.

This document is intended as a quick reference to support students and others who may have questions about remote delivery.

**Please take note:** The University's Academic Regulations, Student Code of Conduct Policy (including academic integrity), and other policies related to teaching and learning as outlined in the Undergraduate and Graduate Academic Calendars remain in force unless otherwise explicitly stated.

## Frequently Asked Questions

### **When I am selecting classes to take, how do I know what the delivery method is?**

When picking courses be sure to read the course description and any special notes related to the course. The following codes refer to Winter 2021 course delivery formats:

- **RLDS – Remote Learning Delivery – special circumstance**
- **RLWS – Remote Learning Web – special circumstance**
- **WEB Delivered Course**
- **LIVE-Streamed Courses**

From December 2, you should have access to UR Courses “course summary” section for the courses in which you are registered. Course instructors will do their best to add basic information about the format of their courses and any specific technology requirements (if any) to their UR Courses “course summary” for students to view. Please thoroughly read this information, as more specific details relating to your course may be provided there.

### **I registered up for a RLDS course that meets at a specific time (synchronous instruction), what does this mean?**

These are primarily Zoom- based courses (i.e. synchronous). These courses will be live and will run on the specific days / times as scheduled by the Registrar's Office. RLDS courses may incorporate asynchronous components through UR Courses. Asynchronous teaching / learning tools include readings, videos, and power-point slides as well as exercises, quizzes, and discussion boards among others. The extent and type of asynchronous components are decided by the course instructor. Students complete such asynchronous components of a course on their own schedule while observing course assignment deadlines.

Registering for a course with synchronous participation means that attendance at specific time is expected and implemented to enable interactive remote learning experiences. Course instructors are required to hold any synchronous / real-time class instruction within the scheduled class time as entered in the University's Banner system.

Avoiding / missing participation in remotely-facilitated activities could be considered similar to skipping class in a face-to-face course. The instructor can decide if / when student's behaviour is detrimental to learning and how such behaviour will be reflected in individual performance / grades.

Students may also be asked to participate in class through the use of a webcam. If this is an important aspect of the course delivery, it will be clearly indicated in the course syllabus and / or UR Courses page that webcam participation in coursework and / or class discussions is required.

### **I registered up for a RLWS course (asynchronous instruction) what does this mean?**

These are UR Courses-based courses and predominantly asynchronous. That means that they are delivered in a way whereby students are able to manage them on their own schedule rather than to attend class at a specific time and place. The content of a RLWS course is typically delivered through reading materials, class notes, power-point slides, and media resources such as videos and audio recordings to enrich students' learning experiences. A RLWS course may include a variety of class activities such as discussion forums, chats, quizzes, and interactive assignments in its UR Courses page.

RLWS courses may have some limited number of synchronous components, which involve virtual real-time class meetings or contact hours with the course instructor. Course instructors are expected to comply with the class date and time as scheduled by the Registrar's Office and posted in the Banner system when they decide on the specific day / time of the course's virtual live elements (except office hours). Your course instructor is expected to provide details about such virtual live components in the course syllabus and / or in the course's UR Courses site.

**What are WEB-Delivered Courses?** These are UR courses-based asynchronous courses like RLWS courses. Distinct from RLWS courses, which were developed by course instructors as special delivery during the COVID-19 pandemic, courses coded "WEB Delivered" have been developed with the aid of Instructional Design teams and are regularly offered as web-delivered courses.

**What are LIVE-Streamed Courses?** Similar to RLDS courses, LIVE-streamed courses are streamed over the internet, using Zoom or similar other platforms. Most LIVE-streamed courses were created prior to the University's transition to remote teaching and learning as a result of COVID-19, and thus, they are regularly scheduled as LIVE-streamed.

### **What technology/equipment is needed for remote-delivery courses?**

The minimum technical recommendations for both students and instructors generally include:

- A computer or laptop, a webcam, microphone and speakers or headset.

- Many laptops have a built-in webcam, microphone, and speakers.
- Most webcams also have a microphone.
- Some headsets have a microphone.
- Most smartphones work well for Zoom as they have a camera, microphone, and speakers.
- Using a smartphone for UR Courses is possible, but not recommended.

Please visit the [technical resource page](#) for more details on technology requirements.

### **Will I need access to specific software?**

UR Courses and Zoom do not require additional software to be installed. Course instructors are advised to include any special software requirements in their UR Courses summary and syllabus for students' information.

There are many software products that are freely available to students. Additional information about software for students is posted [here](#).

### **What do I do if I am having technology problems?**

Occasionally technology problems may occur for both students and instructors. Please be patient with each other. If you are experiencing technology problems please let your course instructor know. For additional support please contact IT Support:

Email: [IT.Support@uregina.ca](mailto:IT.Support@uregina.ca)

Phone: 306-585-4685

If you do not have access to Wi-Fi, you may consider converting your mobile phone into a modem for your computer. First, plug your mobile phone into your computer using a suitable USB cable. Most recent mobile **phones** come with a USB port. After plugging in **your phone**, follow the steps to set up a connection between your computer and the **phone**. Lastly, install connection software. If you plan to use your cell phone as a modem, you should be aware of the terms and conditions of your data plan with the wireless carrier.

### **How do I communicate with my course instructor?**

In your course syllabus and / or in UR Courses, your course instructor should outline how you are expected to communicate with them. They will indicate which method of communication is preferred and any other communication expectations. If the instructor is hosting synchronous office hours, this will also be indicated. If you cannot find this information in the syllabus or UR Courses, you may contact your course instructor.

Please observe your instructor's requests regarding communications in order to ensure timely responses. Also remember that course instructors often get a lot of emails and are not "on call" 24 hours a day. Responses may take up to 24 hours and should not be expected outside of regular business hours.

### **I have a question or am looking for information about my course, where do I find this?**

If you have a question or need information about your course, please look in the course's UR

Courses site and syllabus first; and for more general questions, you should check [the remote learning website](#).

**I require accommodations, how do I get this set up?**

Contact the [Centre for Student Accessibility](#) for all questions or needs regarding accommodations for exams or other needs. Students are advised to contact the Centre prior to the start of the classes to ensure that their accommodation needs can be met.

"The Centre for Student Accessibility upholds the university's commitment to a diverse and inclusive learning community by providing services and support to enable students with disabilities to approach their studies in an equal and effective manner."

**Library Services:**

The University Library will allow limited in-person services for Winter 2021 (including curbside pick-up and drop-off of resource materials, and limited access to the common area on the main floor). If you need access to a computer station, a quiet study space, or a solo exam room, you may book one in advance through the Library's [online booking](#).

The majority of the Library services and resources will be accessed at a distance similar to the approach applied in the Fall 2020 semester. The Library's plans for service may be found [here](#).

This Guide was created in consultation with the Working Group on Student Supports.

If you have questions about this document, you may contact [AVP.Academic@uregina.ca](mailto:AVP.Academic@uregina.ca).