



CHARLESTON
SOUTHERN
UNIVERSITY

Academic Continuity through the COVID-19 Pandemic

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CSU Events and Actions

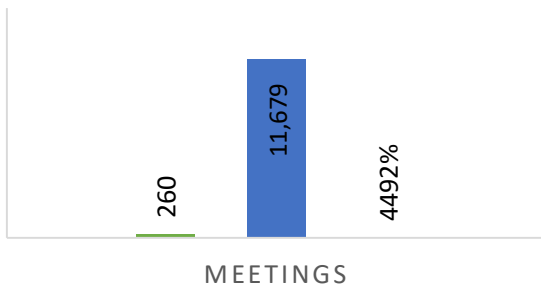
Date	US COVID-19	Actions
3/2/20 Mon.	100 cases	Make plans to create Faculty & Students Online Communities. Team starts to collect and develop training materials, instructional videos, and content for online teaching and learning.
3/9/20 Mon.	704	Create the Academic Technology (Faculty) and Students Communities in Blackboard. Start uploading content. Students and Faculty on Spring Break.
3/11/20 Wed.	1,301	Develop academic and business continuity plans. Accelerate Communities development. Start recording How To and online instructional best practices videos for training. Contact technology partners to discuss increased demand from potential remote access.
3/13/20 Fri.	2,183	Leadership approves Communities' launch and faculty training to convert classes to online format (training sessions scheduled across the weekend)
3/16/20 Mon.	4,596	Faculty and Students Communities Go-Live. Web conference and online faculty training sessions (every 2 hours, 8 AM – 8 PM). Check-in and support sessions 4 times/day. Release daily announcements and updates. Students return from Spring Break.
3/18/20 Wed.	9,197	School closes to students. All classes move to online delivery. Continue to hold daily check-in sessions, faculty training, and announcements. Provide 7/24 support via text, telephone, web conference and email.
3/27/20	104,126	Launch Zoom Accounts to all faculty, staff, coaches, and adjunct professors.
4/1/20	213,372	Host 300-person Zoom Town Hall with Senior Leaders presenting.
4/16/20 5/3/20	667,225 1,122,486	<i>Number of Coronavirus cases in the U.S. on 4/16/20 and 5/3/20 (5:54 PM). Source: Johns Hopkins University and Centers for Disease Control and Prevention</i>

Blackboard Collaborate Usage

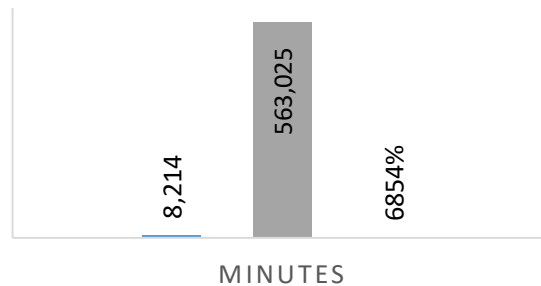
Before and after going to fully-online classes due to COVID-19

Number of...	6-weeks Before	6-weeks After	% Increase
Meetings	260	11679	4,492%
Minutes	8,214	563,025	6,854%
Participants	502	78,069	15,552%

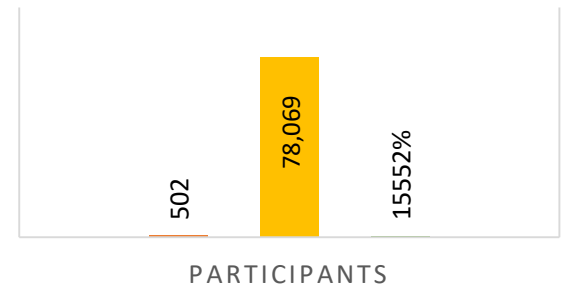
■ 6-Weeks < ■ 6-Weeks > ■ % Increase



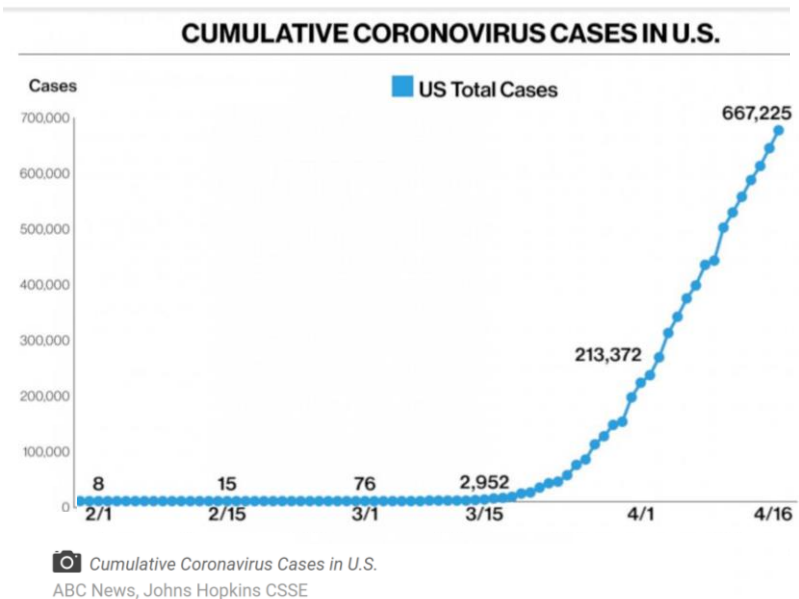
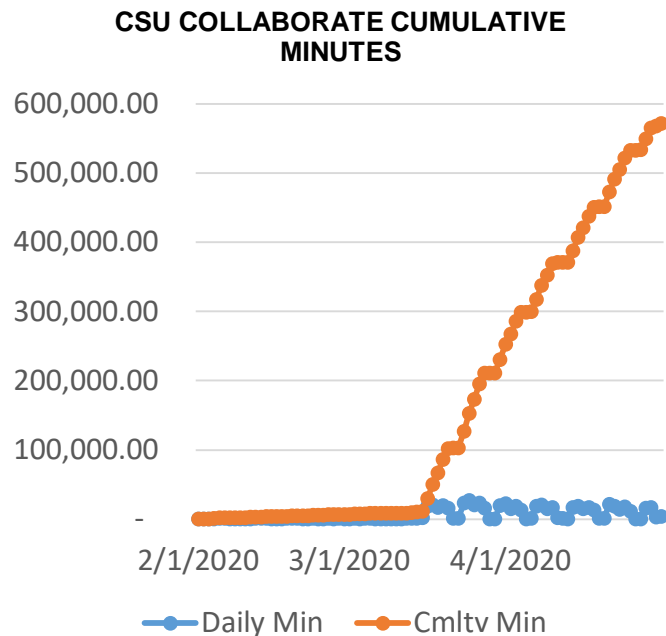
■ 6-Weeks < ■ 6-Weeks > ■ % Increase



■ 6-Weeks < ■ 6-Weeks > ■ % Increase



Collaborate Cumulative Minutes Usage & Cumulative Coronavirus Cases in U.S.



Blackboard Corporate Blog

May 2020

We are so proud of the global education community and their ability to adapt to the changing educational landscape due to the COVID-19 crisis. Millions of learners across the globe have been affected by school closures as a result of the pandemic. While these closures are undoubtedly difficult for all, our clients are rising to the challenge and ensuring the continuity of education through the use of Blackboard products and services. Read their stories to learn about their experiences delivering distance learning and how educators and learners are benefitting from Blackboard tools.

Be sure to bookmark this page to stay updated on more client stories.

Charleston Southern University

Charleston Southern University (CSU) in South Carolina significantly scaled up their usage of Blackboard Collaborate Ultra, allowing educators and learners to connect from various remote locations. Through their use of the tool, CSU increased total minutes in Collaborate by 6.854% in the first six weeks after going to fully-online classes.

Blackboard Collaborate Ultra Usage

Before and after going to fully-online classes due to COVID-19

Number of...	6-Weeks Before	6-Weeks After	% Increase
Meetings	260	11,679	4,492%
Minutes	8,214	563,025	6,854%
Participants	502	78,069	15,552%

Dr. Jeffery Gray, assistant professor of psychology, said, "The Collaborate Ultra software has been fantastic in allowing me to give online lectures that replicate the in-class experience. Collaborate allows me to do voice-overs on the PowerPoint presentations that I would normally use in a classroom. In addition, Collaborate gives me the ability to post the recordings of these sessions on my class Blackboard page. This allows my students who are unable to participate during the live session, the option of watching the recording to keep up with the class!"

Charleston Southern University

Online Technologies & Engagement

March & April 2020

CSU Students Community

- 2,843 Unique users/students
- 148,682 Hits (clicks/views)
- 141,960 Minutes using the Community
- 2,366 Hours spent using the Community



CSU Faculty Community

- 188 Unique users/faculty
- 5,804 Hits (clicks/views)
- 960 Minutes using the Community
- 163 Hours spent using the Community



Web Conference Usage

- 105,327 Participants
- 15,320 Number of meetings
- 1,665,046 Meeting minutes
- 27,751 Meeting hours



Kaltura Video Engagement

- 24,987 Player impressions (content displayed)
- 17,262 Videos plays
- 190,197 Minutes viewed
- 3,170 Hours of video play time



Faculty Studio

- 41 Videos recorded
- 18 Participants creating videos



Faculty Community

Academic Technology
(Academic Technology)
Check In Sessions
Check-In Recordings
FAQs
Ask Academic Technology
Announcements


Tech Tips
Blackboard Ally
Blackboard Basics
Blackboard Help & Support Links
Blackboard Collaborate Ultra
Faculty Studio
General Computer Tips
Hardware
Inform Technology
Kaltura
Office 365
Other Web Platforms
Welcome to the Academic Technology Community!
Respondus LockDown Browser
Zoom


Course Creation
Blackboard Master Templates
Course Design Resources
Document Templates

Support Links
24 x 7 Tech Support
Academic Resources
Blackboard Learn Help
CSU Support Personnel

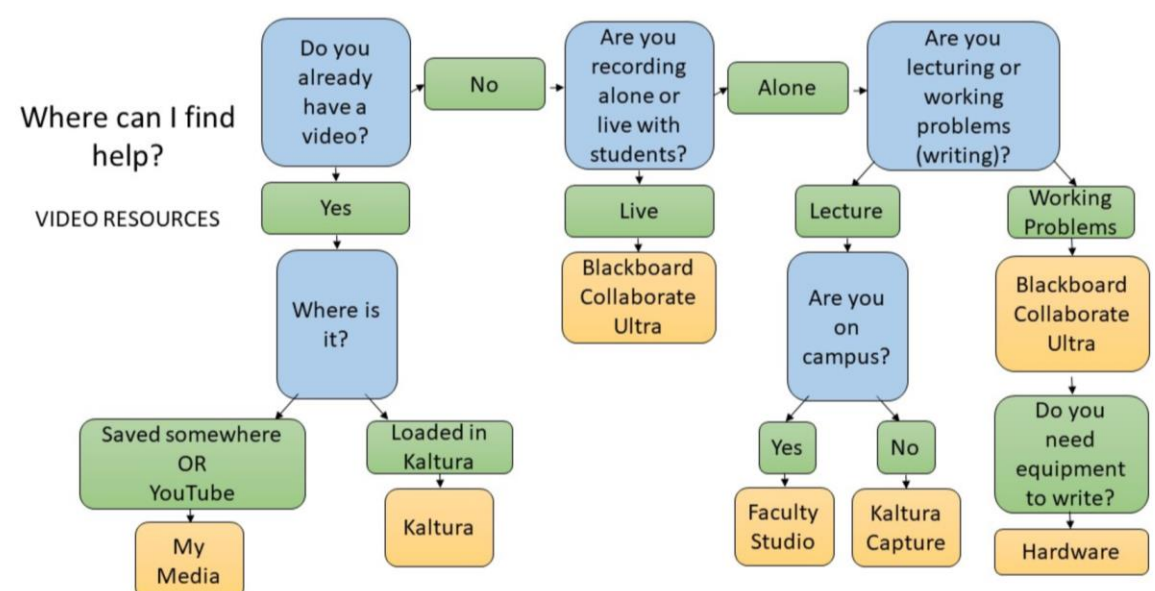
Academic Technology

Welcome to the Academic Technology Community!

 **Finals Dos & Dont's**

 **Resource Map - Video**

Where can I find help?
VIDEO RESOURCES



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graph TD; Q1[Do you already have a video?] -- No --> Q2[Are you recording alone or live with students?]; Q1 -- Yes --> Q3[Where is it?]; Q2 -- Live --> A1[Blackboard Collaborate Ultra]; Q2 -- Alone --> Q4[Are you lecturing or working problems (writing)?]; Q4 -- Lecture --> Q5[Are you on campus?]; Q4 -- Working Problems --> A2[Blackboard Collaborate Ultra]; Q5 -- Yes --> A3[Faculty Studio]; Q5 -- No --> A4[Kaltura Capture]; Q3 -- Saved somewhere OR YouTube --> A5[My Media]; Q3 -- Loaded in Kaltura --> A6[Kaltura]; Q6[Do you need equipment to write?] --> A7[Hardware];
```

Logical flow of questions that identifies where resources are available. Helps faculty to identify which tools are used for what purpose

CSU Faculty Community Feedback

Faculty	Feedback / Quote (source email from faculty member)
Jeffery Gray	The Collaborate Ultra software has been fantastic in allowing me to give online lectures that replicate the in-class experience. Collaborate allows me to do voice-overs on the PowerPoint presentations that I would normally use in a classroom. In addition, Collaborate gives me the ability to post the recordings of these sessions on my class Blackboard page. This allows students who are unable to participate during the live session the option of watching the recording to keep up with the class!"
Jonathan Watson	The online technologies have been a lifesaver during a season of radical upheaval to our normal routines and processes. The Blackboard Collaborate platform and Zoom platforms have enabled me to continue my course content delivery as well as individual student interactions without undue interruption. I am very thankful to our IT and distance learning teams for the ways in which they have facilitated this rapid shift to fully online course delivery. I believe I speak for the full faculty in saying, we could not do what we do without you all. Thank you so much!

CSU Faculty Community Feedback

Faculty	Feedback / Quote (source email from faculty member)
Ben LeVan	<p>During this period of online teaching, due to COVID-19, I have found that online technologies have been extremely effective in creating a virtual classroom. In particular I have used Video creation software to create and edit online lecture; Kaltura to embed quizzes into my lectures to increase student engagement; Zoom to hold virtual classes using Gallery view to see all students simultaneously, Share screen feature to show slides and videos, Breakout feature for role plays and discussion groups, Polling to increase student engagement. Used Zoom to Proctor exams and Hold virtual office hours. Used Socrative to obtain student short-answer feedback. Used Blackboard to manage assignments and grade projects. To the technologies team, thank you for all your efforts to facilitate teaching excellence!</p>

CSU Faculty Community Feedback

Faculty	Feedback / Quote (source email from faculty member)
Scott Yarbrough	<p>The online technologies available today have made teaching in today's online classroom a remarkably fluid environment. Teachers can use video-conferencing web interfaces (like Zoom or Blackboard Collaborate) to have lectures and discussions with students. They can append audio and video lectures to texts, Powerpoints and the like, and post them for students (using services such as Kultura); they can "flip the classroom" by posting audio lectures and video lectures, and then later following up with video/audio conferencing to allow students to ask questions and discuss the texts in question. For some students there may be no substitute to having someone right there in front of them in person, but the diverse tools at the instructor's disposal means that the needs of most learning styles can be met.</p>

Students Community

CSU.Students (CSU Students)

Welcome

Announcements

Student Discussions

CSU Prayer Wall - Let Us Pray for You!

Student How-To Guides

Blackboard Collaborate Ultra

Blackboard Help & Support Links

Kaltura

Zoom

Office 365

Blackboard Ally

Respondus LockDown Browser

General Computer Tips

Online Resources

24 x 7 Tech Support

Academic Resources

BucMail

Counseling

Math Tutoring

Learning Center (Tutoring)

Writing Center

MyCSU


Blackboard Learn Help

Get the BucNation App

Students Community

Welcome

Welcome



Look at the menu on the left-hand side to find the technology that you need.

Student How-To Guides: Videos and handouts to use various technologies in your courses
Online Resources: Resources that are available to you at any time.

Need Tech Support for Blackboard? 24/7 Help is available!
Phone Number: 844-348-6649
Select "24x7 Tech Support" from the left-hand menu to get help via Chat, Email, and Support Articles.

Frequently Asked Questions

- Preferred Web Browser**
Blackboard strongly recommends using the Google Chrome web browser with Blackboard Collaborate Ultra and all Blackboard features for compatibility and the best performance.
 - Download the Google Chrome web browser at <https://www.google.com/chrome/>
 - If you have problems downloading Chrome refer to the instructions for Mac, Linux, Android, iPhone & iPad at <https://support.google.com/chrome/answer/95346?co=GENIE.Platform%3DDesktop&hl=en&oco=1>
- Accessing the CSU Students Community**
If you received an announcement email from the CSU Students Community then you are registered in the Community.
To login to the Community:
 - Log into Blackboard.
 - After you log into Blackboard, scroll your mouse to the far right at the top in the dark blue bar and you will see "Community" to the right of "Courses" (below your name at the top).
 - Select CSU Students to access the Community
 - The dark blue menu bar on the left side of the page shows available resources

CSU Students Community Survey 3/29/20

CSU Student Survey Feedback

The CSU Student Community tools have come in handy the last few week due to this virus. It allows you to get notifications about things that you probably would have missed. It also allow quicker access to things such as bucmail and tutoring. It also show you how to work with the blackboard collaborate ultra.

Looking at the community tab I think it is very useful. I like how it gives the 'How to Guides' and the frequently asked question. I think the virtual writing center is very useful because it has helped me write two papers since we have been away for coronavirus. If I could add anything to the community tab I would add tabs where we would be able to write people who have the same major as me. I also would put the 24/7 support page on the homepage so as soon as the students and professors log into the community it would be right there. I believe it is more important than having the frequently asked questions on the main page.

I really like the CSU Students Community page. My friend has already utilized the virtual writing center. One thing I think the CSU Students Community Page needs is a discussion board that is specific to particular majors or classes. It can be used to talk to and meet new people, get help from others who may have taken a specific class before, or find a study buddy.

I really like the community tab because it gives a lot of resources for students to use and easily accessible from the comfort of their homes. It is very useful to have easy access on learning tutorials for other majors who are not used to using technology all the time. Luckily for us business majors, that is all we do. One suggestion I have is maybe a discussion page open to all students to give suggestions and feedback for everyone to see.

CSU Students Community Survey 3/29/20

CSU Student Survey Feedback

In the CSU Community tab you will find many helpful tools that can help you during and throughout this transition of all of our classes being moved online. It lets you know how to get in contact with advisors which is really helpful seeing as how we cant just walk into their offices. It also helps you find ways to get tutoring online since we are not able to go into any of the centers on campus. This is like your agenda that you received in middle school that helps guide you.

The community tab is useful as students have been forced to go online. There are many helpful tools and tips on the tab which helps remind students they are still in college. I understand it has been difficult for students to go online so suddenly so close to the end of the semester. This is the first I am hearing of the community tab so i think it would be helpful for professors to make an announcement to their classes about this resource to students. Thanks.

Now that every CSU student, along with a lot of other students in the United States, are forced to continue classes on line, I feel as if the Community tab on Blackboard has become very useful to all of us. It provides us with learning tools to help with our classes and ways to connect with other students/ faculty while at the comfort of our own home. The community tab is very easy to access and provides us students with a little more direction. I would critique this tab by maybe providing a discussion board for students to post, or even faculty, to provide even more insight from another perspective. Thank you.

I believe the Community tab is very necessary in the situation we have ALL been put in! At first it was a little overwhelming with all of the notifications and alerts coming in at one time, but it has honestly been very helpful! I think that professors should remind their students that it is available because a lot do not know about it!

CSU Students Community Survey 3/29/20

CSU Student Survey Feedback

I think that the student's community is a very helpful tool on letting us know what is happening at the school and what we can do to find success especially in such a strange time like it is with the coronavirus. The community helps all stay aware of the changes being made already to assist us in our transition to doing class online. I would suggest making a live posting feed so that there could be a more personal interaction with students and staff from the school and just allow everyone to communicate to each other by asking questions and having fruitful conversations.

I wish we had this online community when I started here at CSU. Most of the questions I have had over the years would have been answered quickly rather than trying to figure out who to go talk to. I think that adding a discussion board where students and faculty can ask questions and give feedback would be another asset to this community. There could also be an aspect where students could make new friends, I am not sure how to implement that but it would be a good idea.

I think the CSU Student Community is an incredible tool for us. The community is exactly what we need to get through these trying times that are filled with uncertainty. As an athlete, I also am a member of the CSU Athletics community. Both communities are extremely helpful in answering questions and giving updates on the current situation. If I were to add anything, I feel a discussion board type tool where questions can be asked and answered would be helpful. Our athletic director has done this for athletes by offering us the ability to email him any questions we may have regarding athletics. I think the entire student body would also benefit from this.

The students community tab is helpful especially for the students that need tutoring. I would add more discussions board to it but other than that it is a good way to get help and advises.

CSU Students Community Survey 3/29/20

CSU Student Survey Feedback

Having a CSU Students Community is very resourceful. With it being online and easily accessible makes it even more convenient. It is a great way for students to access different content, tools, and resources to help them reach their full potential for taking a class. As far as recommendations, I would say advertising the CSU Student Community to students on a larger scale using more platforms than emails and text messages, to make them more aware of this tool so more people use it.

The community section is a great new addition to the CSU Blackboard platform. It is easy to navigate and it looks like it has just about all of the essential on-campus resources that you would need and use for classes. The ability to get tutoring or ask for help on papers with the writing center all online is a greatly needed new feature. During these uncertain times, it can sometimes be overwhelming or easy to get lost with having all classes online and not being able to get any personal feedback on issues. This new section for students really helps ease that unsettled feeling.

Now that every CSU student, along with a lot of other students in the United States, are forced to continue classes on line, I feel as if the Community tab on Blackboard has become very useful to all of us. It provides us with learning tools to help with our classes and ways to connect with other students/ faculty while at the comfort of our own home. The community tab is very easy to access and provides us students with a little more direction. I would critique this tab by maybe providing a discussion board for students to post, or even faculty, to provide even more insight from another perspective. Thank you

CSU Students Community Survey 3/29/20

CSU Student Survey Feedback

So far, I have been able to locate what I have needed in the community section however I do have two suggestions. 1.) The phone number that we are supposed to call if we are experiencing connectivity issues (which is often in my case) in order for us to be able to listen in to the lecture, in my opinion, needs to be displayed in a more visible location. For instance if a professor is talking on the screen and the connection fades out, I have had to reload the whole session before I can get access to the phone number. I feel that if the number is visibly displayed somewhere near the top of collaborative then I can get quick access to the number and pin. 2.) Also, this past week several of my friends, as well as myself, experienced this call-in system saying that Verizon could not support this number, therefore, we were not given access to the listen in service. Other than these two issues the layout and implementation of the community tab were brilliant and efficient especially given such short notice to get it running. Excellent.

I think the idea of an online students community is great. It helps students connect with campus resources whenever they have questions. It is a lot better than wondering around campus trying to find someone to help answer questions. I just think it's an efficient way to help students. As far recommendations, I honestly do not have any.