

Don't Panic - Anticipated student queries /issues and how to help

Tech Hardware Issues

Does UBC offer any savings or support for students who need computers or other hardware to participate in their courses?

- [Technology bursaries](#) and links for other student technological resources
- UBC IT has posted information on discounts for students on hardware, cellular, and wireless plans: <https://it.ubc.ca/services/student-discounts-remote-learning>

Software Access and Installation Issues – APSC specific applications

The APSC Centre for Instructional Support (CIS) has created a dedicated website (<https://blogs.ubc.ca/labsos/>) to provide access to the (mostly Engineering) software packages that students will need for their APSC courses. Students can download and install many software packages on their own machine and can also access software using virtual computer labs service.

If students are having difficulty downloading or installing a piece of software, they can contact the Software Installation Helpdesk by sending an email to student-software@apsc.ubc.ca

Please note that this service is for installation help only and does NOT provide instruction on how to use the different software.

Addressing technology issues

How can I address general technical difficulties students are facing?

Advice from CTLT's [Online Teaching Program Module 6](#):

- Check the [UBC IT Bulletins](#) page for service outages. If there is a service outage, consider alternative ways you can contact students to alert them (e.g., sending an email via the SIS).
- If you are having issues with a web application, try using a different browser.
- Restart the application and try again; some connection issues are intermittent and restarting can resolve the issue.
- Restart your computer or handheld device; this clears memory and restores the device's settings.
- If possible, try using a different device. This will help you understand if the issue is with your computer or something else.

What can I do if students need help with learning technology tools I'm using in my course?

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- There are faculty and student help guides and other resources for commonly-used learning technology available on keep-teaching.ubc.ca (faculty-focused) and keep-learning.ubc.ca (student-focused). Below are some of those resources, and links to others:
 - For Canvas: UBC's [Canvas 101 course](#); UBC's [Canvas Student Guide](#); Canvas' [Instructor Guide](#)
 - For Collaborate Ultra: UBC's [Collaborate Ultra Instructor Guide](#); UBC's [Collaborate Ultra Student Guide](#)
 - For Zoom: UBC's [Zoom instructor guide](#); UBC's [Zoom Student Guide](#); [UBC IT's Zoom orientation](#)
- For other issues, faculty can contact their [Faculty Instructional Support unit](#) if applicable
 - They can also contact the **Learning Technology Hub** via phone (604 827 4775) or email (lt.hub@ubc.ca) the **Learning Technology Hub**. The physical office is currently closed, but you can reach central instructional support staff for live help at the [LT Hub online](#) Monday-Friday from 9:00–4:30.
- Students have two options for technology support:
 - For general IT issues or problems, such as wireless, UBC email, VPN, or for issues with learning technology such as Canvas, Collaborate Ultra, or Zoom students can contact the [IT Service Centre Help Desk](#) (ITSC)
 - ITSC hours for Winter session: 8:00 am - 9:00 pm, Monday to Thursday and 8:00 am - 4:30 pm, Friday
 - 604-822-2008, or [ITSC web form](#)
 - For support using learning tools such as Canvas, Collaborate Ultra, or Zoom, students can contact [student peers at the UBCV Learning Commons](#); there are live drop-ins available Monday-Friday from 9:00–5:00, or students can book an appointment

Student connectivity challenges

Is there support if students have internet connectivity issues?

General advice on problems with internet connectivity, from CTLT's [Online Teaching Program Module 6](#):

- If possible, use a wired Ethernet connection as it will provide more stable connectivity.
- Do not run a virtual private network (VPN), unless you are accessing a service that requires it.
- Try disconnecting and then reconnecting to your Wi-Fi network.
- Ask others in your home to temporarily stop using the internet (including streaming media or playing video games).
- Confirm with your Internet provider there isn't an issue on their end.

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- Many providers post update/outage information online and may also offer the option to subscribe to notifications about these.
- If you are still unable to connect, you can:
 - Set up a hotspot or tether your phone and computer to share the mobile connection ([Android \(Links to an external site\)](#) | [Apple \(Links to an external site\)](#)) if you have data available on your phone.
 - Consider connecting to a nearby a source of free internet, if possible (library, community centre, coffee shop, etc.).

There are some discounts available to UBC students for cellular and wireless plans--see the UBC IT web page explaining these: <https://it.ubc.ca/services/student-discounts-remote-learning>

Students who are experiencing issues connecting to online learning resources, and residing in a location designated for this service, now have access to Alibaba Global Accelerator, a new secure internet connection to help improve network connectivity to online UBC learning resources. This service is currently available for students connecting to their UBC online courses from China. More information is now posted at www.it.ubc.ca/vpn/international.

Connectivity issues in some rural areas in BC, Canada, or elsewhere in the world may be challenging if there isn't cellular coverage (e.g., not on a main highway catchment area). These will be challenging even with any opportunities that can be offered through data packages etc.

If students continue to have connectivity issues, and are not able to participate in their courses, consider providing alternative arrangements for those students to be able to access course resources and complete assignments and assessments. In some cases, **in-term academic concession** may be appropriate (see [UBC Vancouver's academic concessions policy](#)).

- Under the current circumstances, consider flexibility on issues such as in-term concessions related to time zones, connectivity problems, and caregiving.
- For Engineering courses, please refer students to the online concession request form (for both in-term and end of term academic concessions). You will still need to determine a resolution to the concession request with the student. By asking them to fill out this form they will be required to give a declaration that the facts presented are true, and will allow ESS to intervene where students appear to need additional help or advising. <https://academicervices.engineering.ubc.ca/form-request-for-academic-concession-in-term-work/>, <https://academicervices.engineering.ubc.ca/form-request-for-academic-concession-final-exam/>
- For SoN, SALA, SCARP – please direct your students to your advising office if appropriate according to your normal procedures

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- Students with disabilities who are registered with the Centre for Accessibility (CFA) should be referred to the CFA for possible accommodations or concessions. If the student is not a CFA client, refer to your Faculty Advising Office.

Other student support:

Support and resources for online learning:

- Keeplearning - <https://keeplearning.ubc.ca/>
- Chapman learning commons - <https://learningcommons>
- AMS tutoring - <https://www.ams.ubc.ca/student-services/tutoring/>

Concerns about students' wellbeing:

- Assisting students in distress: <https://facultystaff.students.ubc.ca/health-wellbeing/assisting-students-distress>
- General information for students on health and wellbeing: <https://students.ubc.ca/health>

A list of various help topics for students including academics, financial support, health and more: <https://students.ubc.ca/support>

- Further information for students on finances - loans, tuition, fees: <https://students.ubc.ca/enrolment>

Information on accommodations for students with disabilities: Centre for Accessibility <https://students.ubc.ca/about-student-services/centre-for-accessibility>

Course and program choices: <https://students.ubc.ca/enrolment/academic-learning-resources/academic-advising>

Support for students to undertake community engaged learning: <https://ccel.ubc.ca/faculty/transitioning-online-community-engaged-learning>

Additional FAQ information can be found here” <https://covid19.ubc.ca/>