CalPoly Pomona

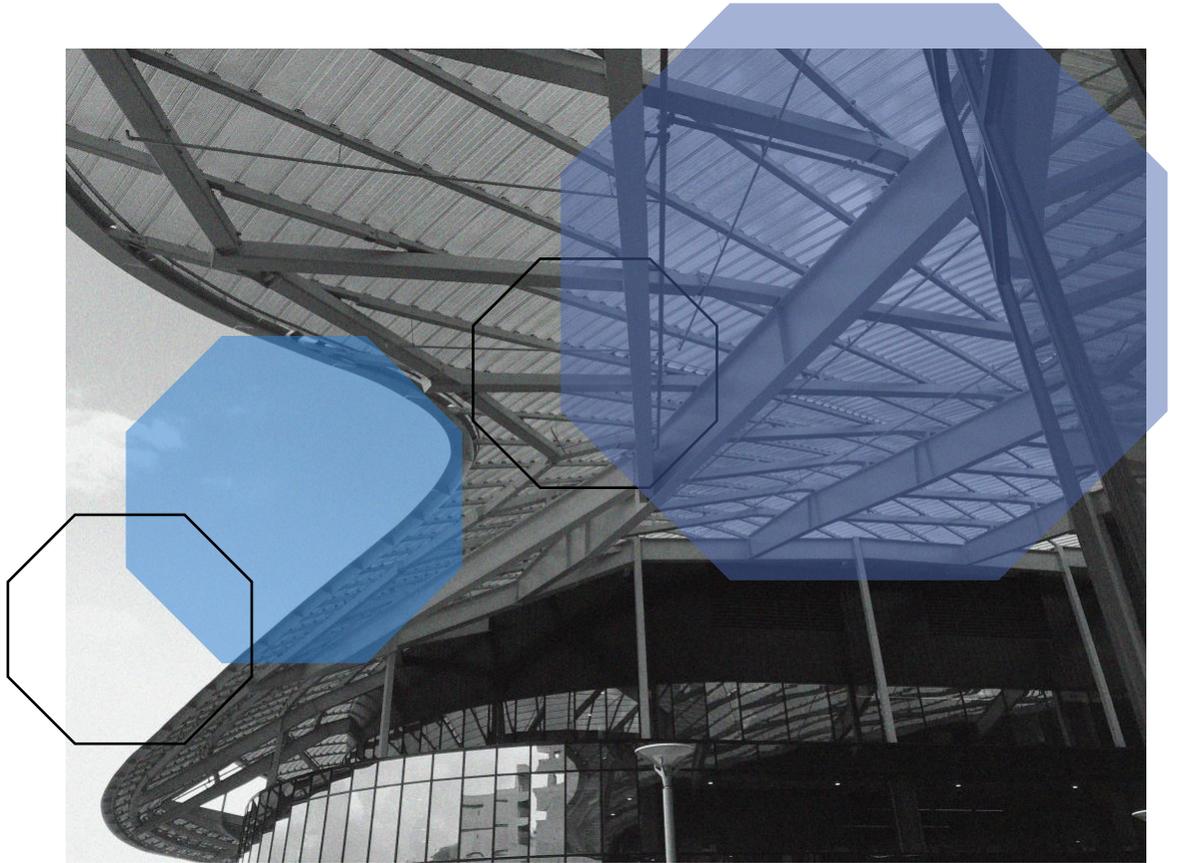**IT REVIEW**

VIRTUAL INSTRUCTION

FALL 2020

IT CLIENT SERVICES EXCELS DURING TRANSITION TO VIRTUAL INSTRUCTION

DEPLOYMENT OF OVER 500 LAPTOPS, 100 WI-FI HOTPSOTS, AND 50 IPADS

During the campus transition to virtual instruction, the Client Services team in IT was required to maintain a presence on campus to facilitate the deployment of needed technology to support remote teaching, learning, and administrative work. In a matter of weeks, the team deployed over 500 laptops, 100 Wi-Fi hotspots, and 50 iPads to our students, faculty, and staff.

In addition to this extraordinary achievement, the Client Services team worked with eLumin to implement a Virtual Software Lab in AWS (Amazon Web Services) that will launch at the start of the fall semester.
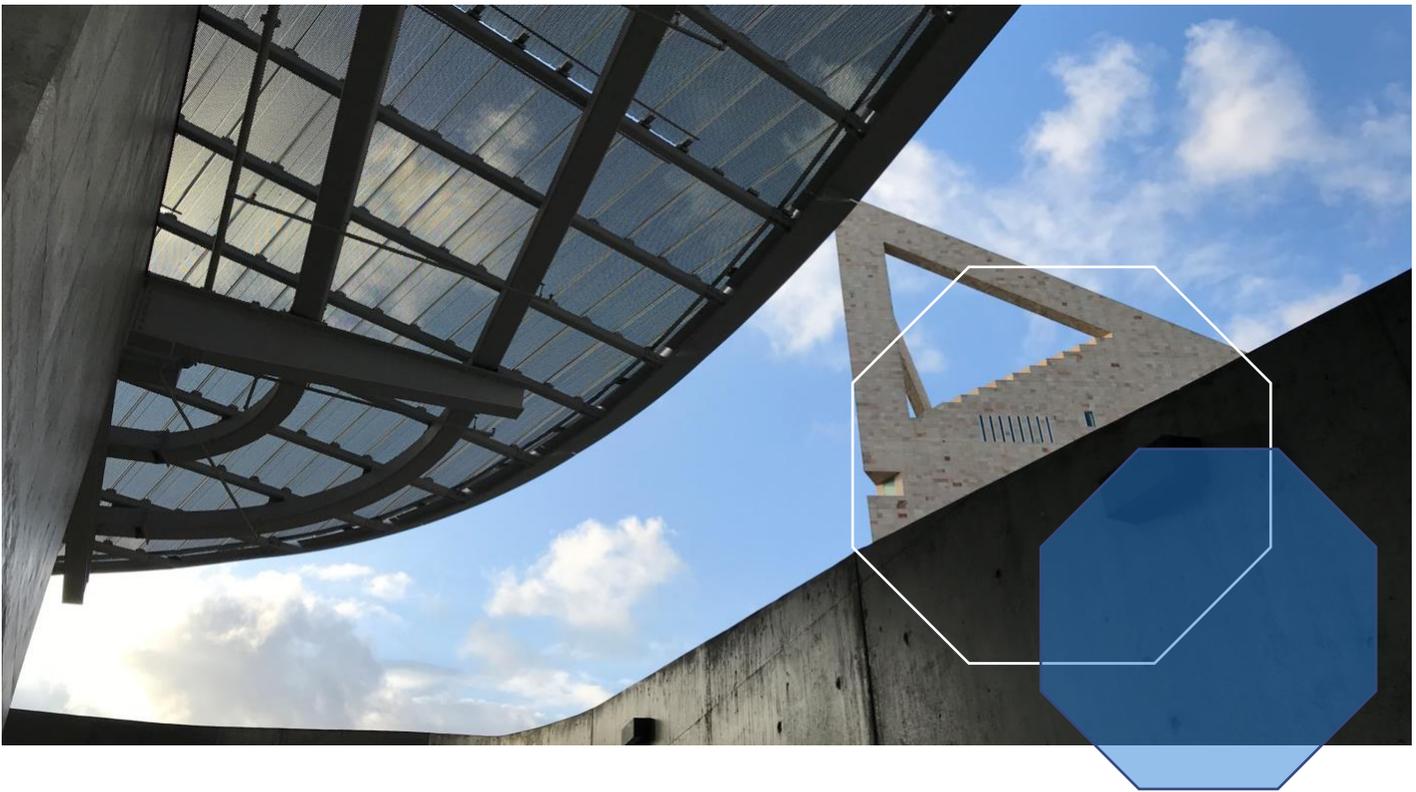
CAFE

THE CENTER FOR THE ADVANCEMENT OF FACULTY EXCELLENCE

The Center for the Advancement of Faculty Excellence (CAFE) team has provided a massive program aimed at training over 1,300 faculty in remote instruction for the fall semester. CAFE is assisting faculty members through the "Remote Course Design" (RCD) experience, a five- to six-week asynchronous workshop that leads faculty through creating well-designed remote courses that use inclusive and equity-minded practices.

Faculty work in cohorts of 35 to 45, roughly along disciplinary lines. Best practices for remote instruction include alignment: making sure that learning goals, activities, graded work, and learning technologies pull together; communication and social presence: having consistent, kind, and, clear communication; and to encourage student motivation and persistence by having a variety of activities to make online classes challenging, interesting, and fun.

Also offered is additional material on teaching large classes for activity and lab classes, supported by Dr. Ian Lubin, a consultant with expertise on inclusive engagement in large classes. Included is "The Fearless Classroom," a special concept focusing on psychological safety leading to greater engagement. Each cohort of the RCD has a faculty facilitator, an instructional designer from the CAFE team, and a student instructional technology assistant assigned to help.

In collaboration with the Disability Resource Center and the Accessible Technology Initiative, CAFE offers best practices and resources to assist faculty in making remote instruction accessible to students with disabilities. To further support equity, these best practices and resources also offer support to students with a variety of needs and situations.

Additionally, the CAFE team has updated a Quality Matters template that can be applied to Blackboard course shells, making remote teaching practices easier and streamlined, while creating a self-paced "Blackboard Mastery Seminar" that faculty can use to hone their Blackboard skills. The team continues to provide one-on-one consulting and coaching, upon request.