What’s Your Pivot Plan?

As COVID rates continue to increase, it’s important to make sure you have a pivot plan in the event of a campus closure or shutdown. An emergency can occur at any time. To help maintain a state of readiness, this infographic is designed to help you think through your strategy before needing it.

**Technology**

You need a computer with the most updated versions of necessary software such as Microsoft Office and Adobe, as well as access to online teaching/meeting tools such as Blackboard Collaborate, Microsoft Teams, and WebEx.

Ensure you have the peripherals you need for efficiency with online teaching/meetings such as a power cords, adaptors, webcam, headset, and mouse. You may request a computer and peripherals from IT.

It is recommended that the speed on your home network is greater than 10 mbps download and 3mbps upload (check your speed at [https://www.speedtest.net](https://www.speedtest.net)).

Remember to set up your CCSU EMail/Office 365 account two-factor/multi-factor authentication (MFA) to a mobile device or phone you can access off campus to ensure you can access systems such as WebCentral-Banner, Blackboard, and Secureapps.

**Supplies**

Ensure office supplies such as research materials, notepads, gradebooks, lesson plans, and textbooks are readily available.

Review the Business Office’s COVID-19 Q&A for information about purchasing supplies for off-campus use.

**For Instructors**

Create an email distribution list for each of your courses or plan to use email via Blackboard to communicate.

Send your students a message about your Pivot Plan – include your expectations for continuing the course should methods change, where they can access your course and materials, and the best way to communicate with you. Include live links to relevant campus resources to support students. Remember, some students might feel anxious about pivoting for an extended period of time.

Revisit your virtual office hours using Bookings/Teams or WebEx and communicate the hours and access with your students. Set up Jabber for phone communication.

Identify changes you will need to make to your course plan and design a communication plan to make sure your students are aware of shifts in your course delivery, course expectations, assignments, etc as needed. Remember that anything forcing us to pivot to online delivery is likely to impact some students’ ability to meet those expectations. They could be dealing with their own challenges including family care or technology limitations.

Review your lab shut-down plans and be ready to implement them if necessary. For those who need limited access, have a staffing schedule and send to your Chair and Dean. Consider how a pivot will influence students’ research activities and have a backup plan identified so that their academic progress is not unnecessarily delayed.
For Administrative Offices

Set up virtual office hours using Bookings/Teams.

Update your departmental website with virtual office hours and how to contact your office. Include links to relevant campus resources to support students. Remember, some students might feel anxious about pivoting for an extended period of time.

Update your departmental voicemail with specific directions for service.

Student Needs

Educate students on resources available to them. The IT department has loaner laptops and loaner MiFi internet devices available through the CARES grant.

Understand now what technology your students have access to, as well as what they think they might have should they lose access to campus resources. Make sure your plans take their technology access into account when planning class meetings, activities, and assessments.

Backup Plan

Ensure you have a backup plan if your computer stops working, you have no power, or your Internet goes down.

Common suggestions are to download the Microsoft Teams, WebEx, Zoom, or Blackboard apps on your smart phone/tablet.

Need More Help?

IT Help Desk
860-832-1720
techsupport@ccsu.edu

Instructional Design & Technology Resource Center
860-832-2081
idtrcstaff@ccsu.edu

Training & Development

IT Self-Help
https://itservices.ccsu.edu

IDTRC Self-Help
https://www2.ccsu.edu/service_catalog/