

**AY 2020–21 ACADEMIC INSTRUCTION:
GUIDANCE FOR COLLEGES, SCHOOLS, DEPARTMENTS, AND PROGRAMS
FROM THE ACADEMIC INSTRUCTION IMPLEMENTATION TEAM**

Edition 3: June 29, 2020

Topics: Class Scheduling, Senior/Community Auditors, Academic Technology, Teaching Support, and COVID-19 Ready Classrooms

Relevant Due Date for Chairs and Directors:

- **June 30, 2020 (in-person classroom allocation spreadsheets)**

Update from the Academic Instruction implementation team

Preparations for academic instruction for fall 2020 continue to proceed at a rapid pace, and this edition of guidance gives a sense of major projects in progress. The [Academic Instruction implementation team](#) is grateful to chairs and directors and the administrative leadership of the colleges and schools for leadership and partnership in this process.

Please continue to send questions, requests for clarification, and requests for further guidance. Your communications are welcome and help shape our decisions about instruction and instructional support for fall 2020 and beyond and our recommendations to campus leadership. Individual faculty and other instructional personnel should direct questions to their chairs and directors. Chairs, directors and school/college administrators should send all queries and requests regarding Academic Instruction implementation to Katherine Eggert, Senior Vice Provost for Academic Planning and Assessment, at katherine.eggert@colorado.edu.

Feel free to email this entire edition of guidance to your faculty, your graduate students with teaching appointments, and your academic support staff.

What's in this edition of guidance, and what's coming next

This edition covers academic scheduling, community and senior auditors, academic technology, Zoom best practices, teaching support, how classroom space is being made COVID-ready, and other FAQs. Future editions will address topics including:

- How colleges/schools will identify which students are taking all their courses remotely
- Provisions for international students
- Dates for student registration and adjustments to continuing students' class schedules
- Administering midterm and final exams
- Building access for students after normal business hours
- Availability of campus space for student study and collaboration
- Syllabus statement on student behavior related to COVID-19 mitigation and the classroom (see FAQs below)
- Fall 2020 FCQs
- Class attendance policies in the COVID-19 era

Tell your academic administrators and support staff: Office of the Registrar process for class scheduling and classroom assignments

The Office of the Registrar has been canceling classes and changing sections to distance-delivery methods per initial departmental requests. At the same time, the Office of Space Optimization is finalizing a complete list of existing and new/temporary instructional spaces with COVID-19 adjusted capacities. The next step is to match fully in-person and hybrid in-person classes to instructional spaces.

As indicated in the second edition of guidance issued on June 18, "If rooms cannot be assigned to all in-person classes because of limited classroom availability, departments may be asked either to prioritize their in-person classes or to choose new meeting times during which rooms are available." We are now at this juncture. The Office of the Registrar sent guidance and detailed instructions along with spreadsheets indicating (1) the classes that departments have requested to be in-person or hybrid in-person for Fall 2020 and (2) the final allotted number of meeting-time slots that each department has to teach classes in-person or hybrid in-person. A department will indicate on this allotment spreadsheet which classes are prioritized.

Note: if a department wishes to move a course from their in-person or hybrid in-person list to a non-in person instruction mode (remote/online), they need to indicate this on their sheet of "Fall 2020 In Person or Hybrid In Person Classes" and return this to the Office of the Registrar.

The allotment spreadsheets must be returned to the Office of the Registrar no later than 5:00 pm on Tuesday, June 30, 2020. If they are not returned by this time, we may not be able to assign the department in-person teaching spaces. Meeting this deadline will help ensure all schedule updates can be made before the pre-registration of new students begins the week of July 6th.

Please reach out to Academic Scheduling at academicscheduling@colorado.edu with any questions.

Tell your faculty: senior and community auditor programs suspended

The Provost has accepted the joint recommendation of the Office of Advancement and the Division of Continuing Education that the Senior Auditors Program and the Community Auditors Program be suspended for fall 2020. In-person classes for auditors are not possible given the limitations on

classroom space created by distancing requirements. Offering online/remote classes for auditor enrollment would set a new precedent that presents a number of logistical and budgetary challenges, including the need for additional IT support. Addressing these issues would require staff resources that must be directed to serving tuition-paying students at this time.

Update: academic technology needs survey

Last week, deans, department chairs and program directors completed a technology needs and requests survey, providing feedback on hardware needs, software requests, audiovisual (AV) equipment needs, tech support needs, and student technology needs. [A summarized report](#) indicates the needs and requests that surfaced. These are the highlights:

1. OIT heard you regarding AV and hardware needs (see sections below about laptops for instructors and remote-capable classrooms)
2. Providing in-classroom, technical support for faculty is crucial
3. OIT will be sharing a process for faculty to make additional technology requests

Tell your faculty: academic technology upgrades and updates

IT Road Map to Fall 2020 web page

OIT has created a webpage to serve as a hub for all things technology-related for fall 2020: the [IT Road Map to Fall 2020 page](#). This page will be updated frequently with information about both existing and planned IT resources.

OIT is providing instructors with suitable laptops

The university has prioritized one-time funds to provide Dell laptops to CU Boulder instructors and lecturers identified as having unmet personal-technology needs. To have the greatest impact with limited resources, the project will prioritize those whose teaching responsibilities affect the first-year student experience and those who directly teach large numbers of students.

Chairs, deans and department/program heads will soon receive an email from OIT with a list of eligible instructors, if applicable. OIT needs your help identifying instructors from that list who have unmet personal technology needs. Once OIT receives your response, they will match identified instructors to available laptops.

OIT is creating more remote-capable classrooms for fall 2020

OIT is significantly increasing the number of remote-capable classrooms by the start of the fall semester. In these upgraded spaces, instructors, using their own computer and dongle, will be able both to teach in-room and remote students at the same time, and record class sessions for all students to review at a later time. The in-room system is based on [Crestron Mercury X technology](#); the software recording tool will generally be Zoom. In addition to centrally scheduled classrooms, select departmental spaces will be supplied with the same remote-capable technology. The Road Map to Fall 2020 implementation teams

will identify and prioritize these departmental spaces in collaboration with deans. Rooms scheduled for the addition of remote-capable technology will be posted on the [Technology Equipped Classrooms page](#).

OIT is supporting more ways to record, edit and share lecture content

- **On-campus classroom capture.** CU Boulder's [Classroom Capture service](#) makes it easy for instructors to record, edit and share lecture content, including both in-room video and computer content (such as slides, PDFs, or other media). Recordings are automatically uploaded online where students can login to watch for supplemental or review purposes. Because the Classroom Capture service is fully automated and already in place in specially equipped classrooms, OIT is working with Facilities Management and Academic Scheduling to create a process to allow instructors access to these classrooms so that they can make recordings in advance for their fall 2020 classes. Instructors who previously made recordings using the Classroom Capture service can reactivate and repurpose those recordings for remote learning. To take advantage of this, please complete the [Reactivate Previously Recorded Content form](#) on OIT's website.
- **At-home classroom capture.** OIT is working to provide a tool, My Mediasite Personal Capture, that will allow instructors to record, edit and share their own content from any location. Instructors can pair their content with webcam video or simply a voice-over, and My Mediasite's Desktop Recorder does the rest. It synchronizes everything an instructor says and shows without requiring video production skills. Students will access the content with the same familiar media player and features they are accustomed to from the on-campus [Classroom Capture service](#). My Mediasite Personal Capture is expected to be available by July 10. OIT recognizes there are a multitude of software tools available for at-home classroom capture, but in an effort to keep a consistent experience for students, OIT is recommending and will support My Mediasite Personal Capture. If this tool does not meet your needs, [OIT would like to hear from you](#).
- **At-home recording tips.** For instructors recording from home, OIT has published a helpful resource called [Tips for Recording Lectures from Home](#).

OIT is supporting students by providing IT software and remote computer access

In May 2020, OIT sought to proactively identify gaps in remote access to software that students would typically access in an on-campus computer lab. Using a list of pathway courses identified by the Office of Undergraduate Education's Student Success Team, OIT contacted instructors who taught those courses in the previous two semesters and asked them to identify any software needs for fall 2020. The instructors who responded named software (e.g., [Microsoft Office](#), [Adobe Acrobat Pro](#), [Canvas](#), [PlayPosit](#), and [Kaltura](#)) and lab-specific software that is already available at no cost, or via virtualized labs (e.g., [Stata 16](#), [Mathematica](#), and [MATLAB](#)).

In addition, OIT has worked to make Windows lab computers available virtually to students who cannot access a physical lab. This makes MATLAB, Mathematica, and Stata 16 available to students in classes that reserve that physical lab space. Because Apple computers don't allow virtual access in the way Windows computers do, in spring 2020 OIT manually provided solutions for small numbers of students who needed access to Apple lab computers. As a top priority in summer 2020, OIT is developing a

solution that will allow students to access Apple lab computers in the same way that they currently access Windows lab computers remotely. For an update on this solution, contact oit-labs-req@colorado.edu.

[Adobe Creative Cloud](#) is a special case for both Windows and Mac computers due to Adobe licensing restrictions. In order to access Adobe Creative Cloud off campus, a user must have a Named User License (and not a Shared Device License). To help mitigate the cost impact to departments, OIT is working on a solution to allow specific class rosters access, and will offer a discounted bulk price for Named User licenses. For departments that have previously requested Adobe CC Shared Device Licenses, you will need to continue to budget for this cost. Please see the [Adobe FAQ](#) page for more information, or contact oitsoftware@colorado.edu.

Tell your faculty: Zoom best practices for class participation and recording

In spring 2020, the CU Boulder community used Zoom as the campus standard for web conferencing and for teaching remotely. OIT and the Academic Implementation team have fielded various concerns about best practices for class participation and recording classes, communicating such expectations to students, and information privacy for students and teachers. Below are best practices and information about class participation and recording using Zoom web conferencing that are also generally applicable to other kinds of audiovisual and recording technologies.

The Department of Education's Family Policy Compliance Office, which is responsible for administering the Family Educational Rights and Privacy Act (FERPA), has addressed recordings, if directly related to a student and maintained by the education institution, as education records protected by FERPA. Several questions arise from treating class recordings as FERPA-protected educational records, and from other issues related to remote class participation:

May I require my students to keep their video and audio on during the class? Yes. There is no general prohibition regarding requiring student participation that includes video and audio interaction, including if a class is also recorded. An instructor may make video and audio participation a condition of class participation. You should make your general expectations regarding Zoom participation clear at the beginning of the course and in your syllabus. At the start of each class you teach, you should remind your students of your expectations for the use of Zoom at the start of each class. During the class session, you may remind students to leave audio and video on.

May I require my students to comport themselves on Zoom as they would in an in-person classroom (e.g., not appear on Zoom shirtless)? Yes. The instructor can ask students to present themselves as if each individual were actually in the classroom. Classes on Zoom, like all other classes, are governed by the [campus policy on Student Classroom and Course-Related Behavior](#).

Does recording class sessions violate student privacy (FERPA) regulations? No. But you must follow these provisions.

- Make your plans and expectations for recording clear at the beginning of the course and in your syllabus.
- Provide notice at the start of each class you record. Students will also see that Zoom automatically provides notice when recordings are started, paused, and stopped.

- Only the course instructors and staff are authorized to record a class. CU Boulder has set Zoom to a default that allows only the host to record meetings, although the host may manually reassign recording capabilities. Further, you should make it clear to all your students that they are not authorized to record a class through any means.
- Do not distribute class recordings outside the audience of students, instructors, and other class staff (TAs, learning assistants, tech assistants) for that particular class. Access to a recording is limited to class participants and staff through one's CU Boulder IdentiKey. OIT has guidance on [how to record a Zoom meeting](#) and make it available to only class participants and staff. You can let your students know recorded Zoom meetings are encrypted and secure.

Please note that recordings are available in the Zoom cloud for one year. It's recommended that instructors upload their recordings to Kaltura via the Canvas integration.

OIT provides [detailed information about many aspects of the use of Zoom](#), as does the [Center for Teaching & Learning](#).

Tell your faculty: teaching support

The Center for Teaching & Learning serves as a campus hub for resources and programming that support all campus educators, including TTT faculty, instructors, lecturers and graduate students. CTL continues to expand and update its resources. Explore the [CTL website](#) to:

- Access campus [resources for teaching online and remotely](#)
- Develop [inclusive](#) and [accessible](#) practices that promote student learning
- Learn about [strategies for remote teaching](#) developed by Boulder faculty
- [Schedule a consultation](#) to meet with a CTL staff member one-on-one or request a department-specific session

Tell your faculty: campus preparations for COVID-19-ready classrooms

The Facilities Task Force—including subgroups for HVAC, Cleaning, Social Distancing, Bus Transit, Transportation Demand Management/Outdoor Spaces, and Access Control—has been meeting weekly to plan the safe fall 2020 return to our facilities that will enable an on-campus teaching and learning environment. The task force's work has included evaluating all campus spaces for instructional use, first looking at centrally scheduled classrooms, followed by departmental classrooms, conference rooms, non-traditional academic spaces (recreation center, UMC, Athletics, etc.), and outdoor spaces, including the possibility of using open-air and climate-controlled tents as options for addressing classroom, dining, study and other space needs.

The Facilities Task Force's work is based on guidance from federal, state, county and on-campus subject matter experts. Among the Facilities Task Force areas of focus and what to expect when classes return to campus in the fall are:

- **Masks.** The Facilities Task Force’s work assumes all faculty, staff and students will be wearing masks when on campus, in line with the campus [COVID-19 Health and Safety Policy](#). Alternatives are being explored for those occasions where wearing a mask may not be feasible due to health or other reasons (e.g., classes in speech, language and hearing sciences or foreign languages).
- **Social distancing.** All faculty, staff and students will be expected to maintain a minimum of six feet of distance when in classes, meetings, etc. To achieve this, new density limits for classrooms/teaching labs have been established, and will be on average 20–30% of normal capacity. Additionally, signage will be posted throughout campus to remind people of the necessary practices for social distancing, including for building navigation, elevators and restrooms in addition to classrooms and common areas.
- **Ventilation.** According to the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), changes to building operations, including the operation of heating, ventilating and air-conditioning (HVAC) systems, can help minimize airborne exposures to COVID-19. Based on this recommendation and supporting research, campus Facilities Management (FM) and Environmental Health and Safety (EH&S) personnel are applying a multi-layered approach utilizing multiple control strategies to minimize risk of transmission through the air. Initial efforts are focused on ensuring building systems are all working as expected, and prioritizing additional measures based on use and occupancy. Depending on building systems and population density in buildings, additional control strategies may include:
 - Maximizing the amount of outdoor air ventilation
 - Minimizing recirculated air
 - Increasing filtration efficiency (MERV rating)
 - Bypassing energy recovery systems with potential for cross contamination
 - Operating building airflow systems 24/7
 - Ongoing maintenance to ensure proper function
 - Portable recirculated HEPA filters in some spaces, including many naturally ventilated spaces on campus.
- **Plexiglass/barriers.** As we return to campus, needs may arise for installing barriers to minimize contact at transactional places--like front office desks, customer service desks or points of sale--as well as in certain learning spaces. Such efforts must be coordinated through FM and EH&S due to the potential impacts to ventilation/airflow, as well as means of egress. **Units should not install barriers independently, without consulting FM.** Facilities Management personnel are in the process of contacting academic units to assess overall facility needs.
- **Hand sanitizer stations/hand hygiene.** To help promote hand hygiene, the campus is providing signage at restrooms and break room sinks and hand sanitizer in areas of public access in campus buildings. Hand sanitizer stations in areas of public access in general fund buildings will be managed and maintained by Facilities Management. Hand sanitizer for areas that are not publicly accessible is recommended but will not be supplied or maintained by Facilities Management.
- **Disinfection and cleaning.** We continue to provide enhanced cleaning throughout campus with increased attention to commonly touched surfaces. In some cases, individual units and groups will be responsible for enhanced cleaning.

- **Centralized cleaning efforts and plans:**
 - Based on recommendations from the CDC, Boulder County Public Health and medical staff, our custodial staff continue to clean and disinfect all bathrooms daily. These recommendations also include routine cleaning of frequently touched surfaces (e.g., doorknobs, light switches, countertops). Additionally, we are increasing use of disinfectant (in addition to our normal multipurpose cleaner) in common areas to ensure that they are disinfected daily.
 - The Cleaning subgroup has begun to update comprehensive cleaning protocols for the campus, including for classroom spaces.
- **Unit-level cleaning responsibilities:**
 - Routine cleaning and disinfection does not include areas that are not publicly accessible (i.e. laboratories, individual offices, etc.). Departments and individual work units are responsible for developing requirements and schedules for staff members to follow for cleaning and disinfection of spaces that are not publicly accessible.
 - Researchers will remain responsible for the self-care and cleaning inside their labs. Our custodial teams have resumed trash pick-up and floor sweeping/mopping twice per week on a routine schedule.

Tell your faculty: new instruction-related FAQs

The following FAQs have arisen since the June 18, 2020 edition of guidance to deans, chairs and directors:

- ***How can faculty enforce physical distancing guidelines in the classroom? May I write enforcement into my syllabus?*** Last week, CU Boulder published a new [campus policy on COVID-19](#) and the revised [Student Code of Conduct](#), including COVID-19 provisions. The campus will supply a standard syllabus statement that students are required to follow COVID-19 protocols in the classroom, and that failure to do so means a student has engaged in disruptive behavior, which is grounds for exclusion from the classroom and sanctions by the Office of Student Conduct and Conflict Resolution. This will be part of the syllabus statement guidance sent as usual to faculty before the semester begins.
- ***I keep hearing that we'll have to teach all of our in-person classes simultaneously in remote mode. Is that true?*** No. Faculty teaching in-person classes are not required to prepare to teach each of their courses as simultaneously in person and remote. Departments are teaching enough courses in online/remote modes to provide options for students, so if a faculty member is unable to provide a fully remote/online option to an in-person class, they should refer the student back to their academic advisor to choose a different class. All those teaching in-person classes should also be prepared, however, to accommodate students who need to work remotely for a shorter period of time because of medical circumstances. Finally, all those teaching in-person classes should be mindful that public health circumstances may require the entire campus to pivot to entirely remote/online teaching on short notice, and should ponder "Plan B" remote/online options that they might need to put in place to restructure their in-person teaching.