

### Getting a list of students into a class

It's not currently possible to add multiple users (like students) to a Teams team, chat, or meeting at the same time. You must manually select each user by name. While this is a highly-voted feature on UserVoice it has not been delivered by Microsoft.

However, it is easily possible to use Outlook to rapidly create a recurring meeting for your whole class or group. Here's how, based on the guidance provided in the initial release of the Guide:

1. Create a new appointment in Outlook
2. Setup the recurrence (days and times); we recommend having it end after the end of the term
3. Insert the Teams meeting information
4. Leave that draft open and start a web browser
5. Sign in to Self Service
6. Head to your course roster
7. Click the Export button, choose Download CSV, and open the resulting file
8. Copy the email addresses (not the other data) and paste them into the To... line in your Outlook invitation
9. Finish and send your invite

You may be able to use the Email All button to generate a list but not all computers are ready to launch Outlook or a mail program. When in doubt, or if you have trouble, use the process above.

If your computer saves the CSV file make sure to delete it or treat it with care. Student ID numbers and enrollments are confidential information and must never be left in a shared location.

### Presenting a PowerPoint in Teams

With one computer screen/monitor

A faculty question after the release of the first Guide revealed an issue in the screen sharing tips. While they work if you have two screens (see next section) they are problematic if you only have a single screen. If you are presenting from a computer with a single screen, like a laptop without a dock, the best method to share a PowerPoint is to use the built-in viewer/presenter in Teams.

After clicking the screen share button choose the PowerPoint section instead of the Desktop or Window section. Recent PowerPoints from OneDrive will appear there. If the file you need isn't recent

click the small Browse link. You'll find options to select a file elsewhere in Teams, from OneDrive, or from your computer.

Note that if your PowerPoint is rather large and your connection is rather slow on the upload (that is, most home connections) it may take a significant amount of time to share and display the file. Plan to shrink any excessively large presentations or plan to present from campus where our internet connection can handle large uploads.

With two computer screens/monitors

If you have two screens you can have complete control of your presentation experience, just like in PowerPoint, but you have to give up a little bit of Teams functionality in return.

First, you need to make sure to use Presenter View in PowerPoint. This is the default in newer versions (2016 and 2019) of PowerPoint that detect more than one screen.

Next, after you start your presentation you'll need to resize the Presenter View control window and place it alongside your Teams window. You may have to resize your Teams window to fit both on-screen. You may also have to modify the Presenter View settings in order to display the full screen presentation on the "second" monitor that isn't being used by Teams.

Finally, share a Window in Teams and choose the one with the full screen presentation. Then use Presenter View controls to navigate and access your presentation notes.

### Playing videos

Information on playing videos was intentionally omitted from the Guide because it doesn't work well through Teams. However, other recent questions led us to this section for extra tips.

- Don't try to screen share and then play a video via Teams. That guidance stands, and things will most likely go poorly.

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- If the video is web-based then embed the link in Canvas, share the link via Canvas, or share the link in chat during your class. Pause for a moment to let everyone watch it. Consider that other computers and connections may mean it takes more time for one person to watch a video than another. You could also “flip” the classroom and have them watch the video *before* class in order to discuss it during class.
- If the video is a file then share it directly with students and have them watch it before or during class. If the video is small you could share it via Teams file sharing (click the paperclip in chat) or Canvas. If it’s large you should use OneDrive.
- If the video is a DVD then you’re pretty much out of luck. Check to see if the movie is part of Kanopy through the Library’s resources. We’re not able to provide support for streaming or ripping a DVD due to copyright issues.

## Hardware options

### Headsets

As noted, we recommend the Logitech H390 headset as a wired (USB) option. However, and unsurprisingly, they are quickly being purchased and are out of stock from several retailers. Built-in microphones typically work quite well, but they are designed to be used from 12” to 18” away, not across a room. And you should always use earbuds or headphones if using a built-in microphone.

<https://www.amazon.com/dp/B000UXZQ42>

For a wireless option, if you need to be farther away from your computer or don’t want to be tethered by a wire, we recommend the Logitech H600.

<https://www.amazon.com/dp/B005GTO070>

We don’t have a recommendation for earbuds or headphones as they all work about the same for voices.

### Cameras

If you need a camera because you have a desktop or your laptop has a problem (come see us!) we recommend the Logitech C270. The quality works fine for online classes and the cost is acceptable.

<https://www.amazon.com/dp/B004FHO5Y6>

At the present time the IT Department is unable to provide headsets, cameras, earbuds, or headphones. We continue to closely monitor the situation and may be able to adapt as things progress and needs become clear and defined.

## Loaner laptops for employees

At the present time the IT Department is unable to provide loaner laptops for employees. As of this writing, contingency plans will result in suspension of classes but not in generally ceasing teaching and business operations on campus. With that understanding the primary intent is to teach from campus offices to students who are at home and in dorms. (This interpretation does not yet consider the ramifications of employee self-isolation or quarantine.)

We continue to closely monitor the situation and will rapidly adapt as things progress. We have identified laptops to be used if we move to online classes and will initially prioritize students without a laptop. In parallel we will monitor demand and intend to also make employee loaners available as fast as possible.

If you believe you have an extenuating circumstance and need a loner laptop early, or as soon as the situation changes to online courses, please contact us soon. IT strategy has been to equip to all full-time employees with laptops to accommodate remote work, but we expect expectations and baseline needs to shift should we go online.

## Loaner laptops for students

UPDATED - See next page.

## Alternate devices - mobile phones

Mobile phones are a backup plan for everyone. Teams is available on Android and iOS, though older phones or non-US phones may not be able to run or install it. In a crisis, try your phone.

### Loaner laptops for students

With classes moving online immediately we are ready to start issuing loaner laptops to students who do not have one, or have one that is deemed incompatible or underpowered by IT (in this scenario students must bring their laptops to us for diagnosis and repair/loaner replacement).

We will continue to work diligently to provide our usual free-of-charge repair and troubleshooting services to everyone. Local students who are returning home are still welcome to visit campus to have a computer checked or repaired. The College is still open for business and it's our job to help everyone stay connected, especially now.

#### *Eligibility*

- This service is only available to students living on campus (see note below) or who regularly commute to campus
- You (the student) don't have a laptop -OR- your laptop is completely broken -OR- your laptop is unable to adequately run Microsoft Teams, as determined with our assistance -OR- your laptop is with us for repairs and you need a computer to continue coursework

#### *A word about your on-campus options*

As noted in yesterday's (March 14) all-campus email, students who cannot return home for any reason are welcome to remain living on campus. These reasons can include not owning a computer or having an insufficient internet connection at home.

How do we define an insufficient connection?

- No internet access at all at home, and no reasonable method to obtain sufficient connectivity (defined below) elsewhere nearby
- Dial-up, satellite, or mobile broadband (3G/4G) access
- Low-speed broadband  $\leq 5$  Mbps (check with your internet provider)

Register for a laptop at

<https://forms.office.com/Pages/ResponsePage.aspx?id=fBitJJTO0mZ47BkrKKz1nU5DRknHVx-Pr9j1tQbYzsNUNkk4V0tBODU3NTY4Nlkw-MjJVWk5QQLlxQiQIQCN0PWcu>

### Use the app, not the web!

After this week's announcements we learned there's a lot of confusion about how to get to Teams. Some of Microsoft's training materials point people to the web instead of the app.

#### **Do not use Teams on the web via a browser.**

Download the app instead and you will have a **much** more reliable, productive, and successful class.

After you download the correct installer for your computer simply click it to run it. No admin rights are needed on College computers.

#### *Windows*

[collegeofidaho.edu/teams](http://collegeofidaho.edu/teams)

#### *Mac*

[collegeofidaho.edu/teams-mac](http://collegeofidaho.edu/teams-mac)

#### *Mobile (not recommended for daily use)*

Search Microsoft Teams in the app store

Teams will automatically update and maintain itself after installation. Watch for any alerts to restart.

### Taking attendance

Faculty who set up classes as recurring appointments (either through Outlook or within Teams) will be able to use the Participant list to see who is in class and who is invited but not present.

Teachers need to make formal note of absences to track attendance. Canvas is a great place to do this. Additionally, you should consider creating a method that verifies each student is active and participating instead of being an idle avatar.

### So long, P: drive

In cruel irony, the scheduled end of the P: drive is reinforced by the exact situation we now find ourselves in: students can't access the P: drive from their own computers. With courses shifting online and most students headed home there is no way for them to access the P: drive.

#### **Do not post content or accept submissions on the P: drive. Use Canvas or OneDrive instead.**

We will accelerate removal of the P: drive to Spring Break to ensure it cannot accidentally be used.

## Troubleshooting

This section will be updated as needed to address common or odd problems.

- It's possible that one or more participants in a course will have trouble sending video, receiving video, or receiving screen share content. Due to the wildly varying nature of internet connections statewide, nationally, and globally, it may be necessary to adapt to individual needs. If received or sent video/content is having trouble from a participant have them mute (turn off) their camera. This allows their connection to emphasize incoming content while still sending audio when needed. There is also an option in the ... menu to turn off incoming video, which will greatly improve performance of critical content.
- If your shared PowerPoint is having trouble advancing try clicking the "next slide" arrow again. A problem was noticed on a MacBook where the slide advanced for the participants but not for the presenter. A second click fixed it but requires communication with participants to understand.