

Recent updates & information

iClicker Cloud now available at UBC

iClicker Cloud is an online student response system that allows you to collect and grade responses to in-class questions that students answer individually using their own computer or mobile device. There is no cost to students or faculty to use this service, and students do not need a physical iClicker device; instead, they respond to questions on their computer or mobile device through a web browser. Though most data is stored securely in Canada, it is important to let students know that the name and email address they use for their account will be stored outside of Canada and that, as a result, they may wish to use a pseudonym and anonymous email address. Please see the [UBC iClicker Cloud Instructor Guide](#) for more information, including how to sync information to your courses on Canvas; there is also a [UBC iClicker Cloud Student Guide](#) you can share with students.

Zoom information

- **Zoom is now integrated into Canvas** - You can now schedule Zoom meetings from within Canvas and save recordings to the cloud, securely hosted in Canada. Please see the [UBC Zoom Instructor Guide](#) for more information. Note: the email address that is used for signing into your Zoom account **must** be the same as the primary email account for your Canvas account. Look under your Canvas profile settings to check your email account for Canvas and change to be the same as your Zoom account if needed.
- As of August 31, all new Zoom sessions **require a passcode** for increased security. As noted on the [UBC IT Zoom Video Conferencing web page](#):
 - Any new meetings that you create as of August 31st will have a passcode automatically enabled and generated.
 - Beginning September 27th, 2020, Zoom will enforce a system-wide change by automatically enabling a waiting room for any meetings that do not have a passcode. We therefore recommend that you edit your existing meetings to enable a passcode to avoid having the waiting room automatically enabled on this date.
- **Zoom updates and suggestions** - Zoom updates will become available from time to time and it is important to keep current for security reasons (see [information from Zoom on how to update](#)). Some updates are “mandatory” in that you can’t use Zoom until you update (and neither can your students), and some are “optional”; it’s important to keep current with the latter as well for security. It is worth keeping in mind that these updates could change the settings you have put in place; it is worth double checking following any update that all is as you had it set up for your class sessions.

Instructor/TA connectivity drops - Have a backup plan ready!

Prepare a backup plan in case an instructor or TA loses connectivity at a critical time (e.g. an exam).

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- **Emergency stopgap solution** - The instructor/TA could quickly reconnect using their phone as a mobile hotspot (this may work for students as well, depending on their mobile plans). **Test this in advance** of needing it to ensure that your data plan/service provider allows for this and so the computer is then set up to remember the phone as a mobile hotspot and able to connect to it quickly.
- **Continuity contingency** - Where an instructor cannot reconnect in an exam, there needs to be a continuity contingency so the exam can continue; i.e. a designated person who takes overall responsibility for supervision so students don't have to repeat the exam from scratch.
 - E.g.: Instructor/TA on-call buddy system **for high-stakes exams** where one can call the other and ask them to step in on very short notice.
 - If using Zoom, be sure to set up an "[alternative host](#)" who can start and run the meeting if the main host cannot get in on time or drops out and can't reconnect.

New information on camera usage

There is a new [FAQ on the Keep Teaching site](#) (for Collaborate Ultra and Zoom):

Can I require that students have their cameras on during sessions?

Only in specific situations. Students may choose to have their cameras off for numerous reasons, including bandwidth issues and privacy concerns (such as other people in the background). To respect their privacy, students should *only* be required to have their cameras on in the following circumstances.

- **When video is necessary for evaluation:** for example, a student must deliver a formal presentation or performance, and it is necessary for you to see them in order to grade effectively.
- **When video is necessary for academic integrity:** for example, you need to confirm the identity of a student and invigilate online exams.