



The Center for Engaged Teaching and Learning

Student Q and A Document:

How do I communicate with my instructor?

Check your MHU email and log into Moodle daily to check for announcements or direct messages in your online courses. Keep in mind that your instructors are moving quickly to transition all of their courses to this online format, so expect your MHU courses to be works-in-progress. Please stay in contact with your professors. We encourage you to reach to your professor when you have questions. If you do not ask, professors may not know you are having issues or concerns. It is up to you to reach out!

Will I have class at my scheduled time?

Some instructors may choose to hold live, synchronous classes at your scheduled class time. If you are asked to meet via video conferencing, via Zoom, or another tool, it is important to know how to use those tools.

- [Zoom Meetings](#) will allow your instructor to host remote classes. You may use [Zoom on your mobile device](#) to join your online classes. However, we recommend a laptop or desktop when available due to the fact that mobile devices often have small screens, and this can make it hard to concentrate.

If your instructors choose not to conduct class during your scheduled time, they may post videos, slides, texts, and other content for you to engage with independently within Moodle.

Note: You may want to ask your professor about your syllabus and any changes including due dates.

How do I turn in homework?

Your instructor has likely created a way for you to submit homework electronically, either through Moodle, email, or another tool. We encourage you to check your syllabus and ask questions of your instructor and peers to get clarification if you are unsure when something is due or how to submit it.

What if I need to create a video?

You can create and edit videos in Moodle or other tools (including most smart phones). Your professors may have additional suggestions for creating videos.

What technology and skills do I need to for online learning?

Make sure you have access to a computer that meets the technical requirements for online learning, and contact support on campus if you don't.

- [Minimum technical requirements](#) to participate in online coursework
- [Library Checkout](#): The Library online resources are still available during this time.
- The following link will open the [Classlink launchpad](#). This will open up a browser window to give you a portal that will allow you easy access to the G-Suite and Office 365 apps for Mars Hill University. If you click on the Files tab, you will be able to access your mapped network drives. You can add in a personal Dropbox, Box or other cloud storage accounts if you use them for University work. You can drag/drop from any of these locations into any other one. Very cool. Everyone is given a "J" drive for storing your personal stuff. You get a 1 TB OneDrive with O365 that is available for your personal work as well.
<https://launchpad.classlink.com/marshall>

To participate successfully in online courses, you should be able to...

1. Download, install, launch, and quit applications such as Microsoft Word or a web browser.
2. Create, edit, and save files using word processing, spreadsheet, or presentation software applications.
3. Configure and use an email client to retrieve, view, create, and send email messages including messages with attachments.
4. Operate a web browser, including navigating web pages, clearing a browser's cache and installing or disabling plugins.
5. Update your computer operating system and computer software applications.
6. Access and change computer operating system settings as well as computer software application preferences, options, and settings.
7. Understand basic computer terminology in order to describe technical issues you may experience with technology.

Internet access resources:

A number of companies are offering both reduced cost and increased bandwidth options.

- [FCC agreement](#) stating that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots
- [Comcast](#) - offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time
- [Internet Essentials](#) - \$9.95 a month with no contract
- [Charter Free Internet offer for 2 months.AT&T COVID-19 response](#): offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families.
- [Verizon COVID-19 response](#): no special offers but following the FCC agreement.
- [Sprint COVID-19 response](#): follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge (I expect others will follow).
- [T-Mobile COVID-19 response](#): follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge (I expect others will follow).

Please remember, this will pass.

We know COVID-19 disrupted everyone's lives. However, know this is temporary and in time we will be back together face-to-face and side-by-side. We encourage you to stay healthy and continue to do the responsible things like social distancing. Take care of yourself and your loved ones.