

# Don't Panic

Student FAQs and how to help

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With UBC's current move to online teaching and learning, you may get questions from students around dealing with technology and online access. If you're not sure how to answer, these resources may help.

## Purchasing technology and hardware

### Is there any UBC financial support for students purchasing computers or other hardware for coursework?

Students who need to purchase technology for their courses can access financial assistance and discounts:

- [The UBC Vancouver Technology Bursary](#) (this page also links to other student technological resources).
- [Technology discounts for UBC students](#) on hardware, as well as cellular and internet plans.

## Technology access issues

### How can I address general technical difficulties students are facing?

Students and instructors can follow this advice from the CTLT's [Online Teaching Program Module 6](#):

- Check the [UBC IT Bulletins](#) page for service outages. If there is a service outage, consider alternative ways you can contact students to alert them (e.g., sending an email via the SIS).
- If you are having issues with a web application, try using a different browser.
- Restart the application and try again; some connection issues are intermittent and restarting can resolve the issue.
- Restart your computer or handheld device; this clears memory and restores the device's settings.
- If possible, try using a different device. This will help you understand if the issue is with your computer or something else.

### Getting help with learning technology tools I'm using in my course

Faculty and student help guides for commonly-used technology are available at [keep-teaching.ubc.ca](https://keep-teaching.ubc.ca) (faculty-focused) and [keep-learning.ubc.ca](https://keep-learning.ubc.ca) (student-focused). These include:

- Canvas
  - UBC [Canvas Student Guide \(PDF\)](#)
  - UBC [Canvas 101 course](#)
  - UBC [Canvas Instructor Guide](#)

- Collaborate Ultra
  - UBC [Collaborate Ultra Student Guide \(PDF\)](#)
  - UBC [Collaborate Ultra Instructor Guide](#)
- Zoom
  - UBC [Zoom Student Guide \(PDF\)](#)
  - UBC [Zoom instructor guide](#)
  - [UBC Zoom: Getting Started guide \(PDF\)](#)

For other technology issues, faculty can contact:

- Your [Faculty Instructional Support unit](#), if applicable.
- The **Learning Technology Hub**: contact LT Hub support staff at
  - Call: 604 827 4775, email: [lt.hub@ubc.ca](mailto:lt.hub@ubc.ca), or
  - Get live help at the [LT Hub online](#) Monday to Friday 9:00 a.m. to 4:30 p.m.

Students can contact:

- The [IT Service Centre Help Desk](#) (ITSC) for help with general IT issues, such as wireless, UBC email, VPN, or issues with learning technology such as Canvas, Collaborate Ultra, or Zoom
  - Call 604 822 2008, or fill out the [ITSC web form](#)
  - Winter session hours: Monday to Thursday from 8:00 a.m. to 9:00 p.m.; Friday from 8:00 a.m. to 4:30 p.m.
- [Student peers at the UBCV Chapman Learning Commons](#) for support using learning tools such as Canvas, Collaborate Ultra, or Zoom
  - Live drop-ins are available Monday to Friday from 9:00 a.m. to 5:00 p.m., or students can book an appointment

## Student connectivity challenges

### Is there support if students have internet connectivity issues?

#### *General advice*

For problems with internet connectivity, first consider this general advice from the CTLT's [Online Teaching Program Module 6](#):

- If possible, use a wired Ethernet connection, as it will provide more stable connectivity.
- Do not run a virtual private network (VPN) unless you are accessing a service that requires it.
- Try disconnecting and then reconnecting to your Wi-Fi network.
- Ask others in your home to temporarily stop using the internet (including streaming media or playing video games).
- Confirm with your Internet provider that there isn't an issue on their end.
  - Many providers post update/outage information online and may also offer the option to subscribe to notifications about these.

- If you are still unable to connect, you can:
  - Set up a hotspot or tether your phone and computer to share the mobile connection ([Android support](#) | [Apple support](#)) if you have data available on your phone.
  - Consider connecting to a nearby a source of free internet, if possible (library, community centre, coffee shop, etc.).

### *Internet coverage and connectivity considerations*

There are some [discounts available to UBC students](#) for cellular and home internet plans.

Connectivity issues in some rural areas in B.C., Canada, or elsewhere in the world may be challenging if there isn't cellular coverage (e.g., not on a main highway catchment area). These will be challenging even with any opportunities that can be offered through data packages etc.

If students continue to have connectivity issues, and are not able to participate in their courses, consider providing alternative arrangements for those students to be able to access course resources and complete assignments and assessments. **In some cases, in-term academic concession may be appropriate** (see [UBC Vancouver's academic concessions policy](#)).

- Under the current circumstances, consider flexibility on issues such as in-term concessions related to time zones, connectivity problems, and caregiving
  - Some faculties have a centralized system for end-of-term academic concessions; confirm your Faculty's advising practices and refer any questions to your advising team or Dean's office.
- Students with disabilities who are registered with the Centre for Accessibility (CFA) should be referred to the CFA for possible accommodations or concessions. If the student is not a CFA client, refer to your Faculty Advising Office.

### *Students accessing UBC course materials outside of Canada*

For students studying from outside of Canada who are experiencing issues connecting to online learning resources, one option may be to use the [UBC VPN](#). For students connecting to UBC from China specifically, the new [Alibaba Global Accelerator](#) may help with connectivity.

## Other student support:

Support and resources for online learning:

- Keep Learning site: [keeplearning.ubc.ca](https://keeplearning.ubc.ca)
- Chapman Learning Commons: [learningcommons.ubc.ca](https://learningcommons.ubc.ca)
- AMS tutoring: [ams.ubc.ca/student-services/tutoring](https://ams.ubc.ca/student-services/tutoring)

Concerns about students' wellbeing:

- [Assisting students in distress](#)
- [General information for students on health and wellbeing](#)

A list of [various help topics for students](#) including academics, financial support, health and more

- [Further information for students on finances](#): loans, tuition, fees

Information on accommodations for students with disabilities: [Centre for Accessibility](#)

Course and program choices: [Academic Advising information](#)

Support for students to undertake community engaged learning: [Centre for Community Engaged Learning](#)

Additional [FAQs about COVID-19 and UBC](#)

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