

March 27, 2020

Dear Millersville Faculty,

As we prepare to move to remote learning on Monday, I wanted to share a few things that I hope you will keep in mind during this period of transition. You have all been living our EPPIC values through this unexpected change, and I know you will continue to extend compassion to your students and colleagues in the weeks ahead. This transition will require all of us to exhibit extreme levels of flexibility and accommodations. This flexibility will be essential in meeting student needs and include:

1. Getting students acclimated to new expectations: Our sister institutions who have already returned to their full remote learning schedules have shared with us that it is taking some time for students to adjust and to realize that they need to log into D2L, Zoom, or other platforms to join class, complete their work or access materials. I encourage you to be proactive and reach out to your students before Monday with your expectations of them, including reminding them of any times that you have synchronous sessions planned.
2. Please be patient with your students and colleagues. Internet access may prove to be sporadic for students and sometimes for yourself. Students may need to share resources with family members or parents or may have limited access to technology, and local WiFi service may occasionally fail.
3. Our students with documented disabilities will be moving to remote environments along with all of our students. You may get requests for additional information or accommodations. If you record any sessions in MU Video or Zoom, please close caption the recordings for any students who require this accommodation. If you have any questions about accommodations, please reach out to Sherlynn Bessick in Learning Services.
4. If you need additional assistance in transitioning your courses, or experience any issues, please utilize the resources we have ready for you. You may reach out to Ollie Dreon and the CAE, who have assembled a team of faculty mentors who may be able to help you with issues that may arise as you transition to remote delivery. Our Instructional Design team has recorded the various training sessions they conducted from March 16-March 23, and these are available for your review. If these materials are not helping you resolve your issue, or you experience technical difficulties, you can submit a Help Desk ticket, and our Instructional Designers and IT staff will be available to offer advice and assistance. I am confident that you will demonstrate patience and flexibility as the IT and Instructional Design teams will be working as fast as they can to help resolve the many requests for assistance that may come in.

Please keep these resource contacts available and refer your students as needed:

- CAE and Faculty Mentor support: Oliver.Dreon@millersville.edu

- Remote Learning Resource Guide:
<https://wiki.millersville.edu/display/instructdocs/Preparation+Guide+for+Remote+Teaching>
- Help Desk hours: Monday - Thursday 7AM-7PM, Friday 7AM-5PM
- How to contact the Help Desk:
 - via phone 717-871-777
 - via email help.desk@millersville.edu
 - via the web <https://millersvilleuniversity.sysaidit.co>
- IT web site URL: <https://wiki.millersville.edu/display/ittac>
- D2L support number:
 - 24x7 365days/year 1-877-325-7778 or
<https://community.brightspace.com/millersville/s/>

I want to thank you for embracing flexibility and creativity to ensure academic continuity for our students to successfully complete their spring 2020 semester.

Warm regards,

Vilas A. Prabhu, Ph.D., M.B.A.
Provost and Vice President for Academic Affairs