CIO MEMO TO ALL STUDENTS - Summer 2021

Dear summer students,

I'd like to provide you with some relevant information with regards to your use of technology inside and outside the classroom this summer. Since there's a lot of information in here, we plan to link this Memo to the student IST page for your future reference.

IST Service Desk Hours and Contact Information

The Service Desk will operate in a hybrid mode this summer and remain open from Monday-Friday from 9am-5pm. You can email the Service Desk at lawhelp@georgetown.edu or use the Service Center portal. You can direct your GoCard issues here as well.

Zoom and attending online or in person classes (Zoom updates for Summer):

o Attending Class: Some professors will teach their summer class from the classroom on campus. Other professors will teach their class via Zoom. In both cases, a classroom on campus has been assigned and students have the option to participate in person from the classroom or via Zoom. You can confirm your professor's teaching plan by reviewing the notes in the course description in the Curriculum Guide or you can confirm with your professor. Your professor may ask you to confirm your plan for attending in person from the classroom or online via Zoom. Students may not use classrooms on campus as study areas without permission. IST uses the campus classrooms as part of the recording system and any conversations or noise made in a classroom during class time may be recorded by our in room system, even if it appears that a room is not in use at the time.

▪ Attending In Person With Your Professor Teaching In Person: Students who will be attending classes in person must bring a laptop or device with them that will allow them to join the Zoom session (also via the Join Online Class link). Please be sure to mute audio on your device and DO NOT join the Zoom session audio. A member of IST will also be on site to remind students of the protocols for hybrid attendance. **Please remember that while in a classroom, you are participating in a recorded activity. Please keep all private conversations to areas outside of the classroom.**

▪ Attending In Person With Your Professor Teaching Remotely: Students who will be attending classes in person will need to bring a laptop or device with them that will allow them to join the Zoom session (also via the Join Online Class link) and

headphones. Please be sure to join the audio session. Students will participate via their own laptop or device and the class session will not be broadcast on a screen in the classroom. There will not be any IST staff in the classroom. **Please remember that while in a classroom, you are participating in a recorded activity. Recordings are captured via Zoom and via Panopto in the classroom. Please keep all private conversations to areas outside of the classroom.**

- ▪ Online Only Courses: If you are enrolled in one of the few courses that are being offered online only (and the note in the Curriculum Guide will state that it is online only), we advise you to participate online only and not come to the associated classroom.
- o Login to Zoom with your Georgetown credentials**:** It is important when accessing Georgetown classes via Zoom to [log in to your Georgetown Zoom account first](). Once you do so, you can follow the next instructions to access your online class sessions via Canvas.
- o Accessing your online course**:** Students will use the "**[Join Online Class]()**" link in their [Canvas]() course to access their online Zoom sessions. If you do not see a Canvas course site for your class, please contact your instructor. You can also [launch the meeting from this web page by]()selecting the link associated with your classroom (check the [Curriculum Guide]() to find the classroom). Please be sure your class is currently meeting before using this form! Students on the waitlist may use this form to attend classes in session.
- o Security**:** Due to security upgrades, faculty and students MUST use Canvas to access their online Zoom sessions as the former links have been changed to include embedded passwords. Links provided from previous semesters will probably not work with summer courses.
- o [Zoom Help]()**:** You can find information for downloading and signing into Zoom as well as support documentation for participating in a Zoom session. Please be aware that other campuses use Zoom differently in some cases from the Law Center and not all documentation will pertain to your experience. Email [lawhelp@georgetown.edu]() if you have questions about this.

Lecture Capture

As in past semesters, all Law Center courses will be recorded (with some exceptions). Please view the [current recording policy]() for more information. Additional information about how to access lectures and how students can make special requests for lecture access, please visit the [IST recording resources website](). Please note that access to lecture videos is dependent on faculty approval and is not immediate.

Canvas Learning Management System

Georgetown Law Center uses [Canvas]() as its official learning management system. Students can access course materials and communicate with other students and instructors through Canvas. There is a Canvas site for each course offered. Students also access lecture recordings via Canvas. Please note that while the majority of faculty

do use Canvas, not all faculty store materials there. Contact your instructor if you are unsure about where to locate course materials.

In addition, some faculty post materials on the Law Center Supplemental Course Materials Canvas site. Students can also view the first week's assignments for their courses by visiting the Law Center Reading Assignments Canvas site. *Note that both of these sites are different from the specific course site that your professor may use to post course materials. These two Canvas sites are available to all students, including students who are not enrolled in the course.*

Microsoft Office 365
Please make sure you use yourNetID@georgetown.edu for accessing Office 365.

Password Change
Georgetown University has recently instituted a complex password requirement for your NetID. More information will be forthcoming on when and how to do it.

Emergency instructions
Emergency Instructions are posted in all of the classrooms to guide members of our community and visitors in the event of an emergency. Please be aware of the location of exits in the event of a fire or other emergency. You may also review the content of the emergency instructions on our Emergency Management website.

Technical advice:
- Hardware: If you need to buy a computer, here's our hardware recommendation which includes ZOOM specific information as well as the basic requirements for our Exam Management system.
- VPN: The University cannot provide or recommend specific VPNs for student use.
- Home Network: If you find that your home network seems slow or unresponsive, we have provided some troubleshooting steps you can follow to hopefully address the issue.
- Zoom: Please make sure you always have the latest version of Zoom installed.

Printing
Printing is suspended over the summer.

I'd like to wish everyone a great summer session. We're here to help with all of your technology needs through our Service Desk. Please do not hesitate to reach directly to me if your technology needs are not being met inside or outside the classroom.

Best,

George

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For all your technology needs, please contact our Service Desk:
lawhelp@georgetown.edu | 202.662.9284 | AV Requests