



Spring 2020

Faculty COVID-19 Reflection 23

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Spring 2020 | COVID-19 Reflection

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At the Library, it was very difficult to adjust to teaching online. Many of the demonstrations that I was used to having with students in-person had to be changed to an online format. While I learned how to use Zoom, LibChat, and Teams to communicate with students, I found infrastructure hurdles in place. Not all students had a device and/or internet connection speed to handle video chat and instruction. The information needed to assist some students and faculty, simply wasn't available in a digital format. Due to this a form was created to allow students, faculty, and staff to request materials and retrieve them via curbside pick-up.

I found support in speaking with other faculty members around campus to create a plan of action for teaching. I had to create video tutorials, which I did from home using a software called Open Broadcast Service. During Spring Break, I completed the InLearning Course on Microsoft Teams, so that I would be prepared to teach Resume Workshops in two EH 141 Speech Courses. I found content to supplement the Social Work students who were in field and that had to finish up the semester with social work scenarios presented via video and text. I answered questions and shared information via email, text, cellphone call, Teams, Zoom, Library chat, Facebook Messenger, and basically any other means of communication requested. While the boundaries of my workday vanished, and I was answering questions day and night, I feel that the experience was positive, overall. I was able to help students in need of information in challenging circumstances, and I was able to show them that I truly cared by answering their need through whatever means of communication they felt most comfortable in a just-in-time fashion.