LEHMAN COLLEGE | CUNY

PROVOST AND SENIOR
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TO: Lehman College Students

FROM: Peter O. Nwosu, Provost and Senior Vice President for Academic Affairs and Student Success

SUBJECT: COVID-19 – Technical Support for Students for Learning and Working Remotely

DATE: March 9, 2020

Dear Students,

As Lehman College plans for the potential impact of the COVID-19 virus, the safety of our college community is our top priority. We want to keep you informed as planning continues to ensure the ongoing delivery of classes at the college.

We know that this could be a difficult period and are committed to student health and wellness. As such, please take advantage of the resources of Lehman's Counseling Center and Student Health Center as well as our Student Life center.

Although many students have smart phones - and can view videos and course content on a small screen, we are mindful that not all students have home computers. If needed, we are exploring the possibility of loaning a very limited supply of tablets and laptops to students. Within the guidelines of the University, we expect that instructors will be understanding and take actions in the best interest of students.

Below is a preliminary list of recommended resources to ensure that teaching, learning and collaboration can take place online in the event that college operations are temporarily impacted.

1   Student Notifications
- In the event of college-wide operational issues or closings, messages will be sent through CUNY Alert, via college-wide emails, and a banner on the Lehman home page. In addition, social media messages will be sent, along with notices on Lehman 360, the main college phone line, and the Lehman mobile app.
- Your instructors will contact you by email, so please review your Lehman email account on a regular basis. In addition, instructors will email you via Blackboard. **Please ensure that your campus email address is correct in Blackboard.** Visit the "*START HERE*" section of a Blackboard course to update your email address. Once updated for one class, the change will be for all of your courses.

2.   Working from Off-campus
   Should it be necessary to hold classes remotely, the college will make use of existing online tools and want to be sure that you are prepared:
- Please update your contact information in CUNYfirst. You can find instructions here.
- Stay informed by reviewing Lehman's Virus Information website.
- Download Blackboard Mobile Learn for your Apple or Android device. There is no cost and the app is designed for students to view content and participate in courses on mobile devices.
- Download Lehman's free mobile app from the App Store or Google Play. Search for "Lehman College." You will find Lehman 3360 on the mobile app.

3. **Blackboard**
- Blackboard is CUNY's learning management system – it's an online platform that brings course material, discussion groups, videos, assignments, and other content to your computer or mobile device.
- New to Blackboard? Start with [CUNY's Blackboard help center](#). Additional Blackboard resources can be found on the [Blackboard help page](#) and on the [Lehman Blackboard website.](#)
- In the event you need to complete a quiz on Blackboard, it is recommended to do so on a computer using Firefox, if possible. If using public wi-fi, be aware that your time on the network may be limited by the service provider.
- CUNY Blackboard complies with web content accessibility guidelines and functions with screen readers such as ZOOM and Browse Aloud.

4. **Library Resources**
- A wide variety of library resources can be accessed remotely via the [Library's website](#).
- Students can also hold an online chat with a [reference librarian](#), 24x7.

5. **Cloud File Storage & Collaboration**
- Students have 1 TB of online storage and sharing on [Microsoft Office 365/One Drive](#).
- There is also limited cloud storage available for students on [Dropbox.](#) Please login with your CUNY credentials.

6. **Video Conferencing**
- In addition to video chat capabilities on your Apple or Android device, students can sign-up for a [no-cost Zoom basic license](#) with their Lehman email address. Please note that free licenses are limited to group meetings of up to 40 minutes and 100 participants.

7. **Other Resources**
- [Lehman's login page](#) includes links to the most widely used Lehman and CUNY resources.
- Find additional [CUNY digital resources](#) available for faculty, students, and staff.
- Lehman's new [chatbot](#), while still a pilot, is a resource for answering many college-related questions, 24x7.

Should you require assistance regarding the use of these or other technologies, please contact the IT helpdesk at help.desk@lehman.cuny.edu.

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