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To:	Long,Kelly; Stromberger,Mary; Donovan,Jody; Nerger,Janice; Withers,Benjamin; Youngblade,Lise; Dandaneau,Steve; Tobiassen Baitinger,D; Murphy,Julia; Walker,Beth; Doe,Sue; Mravinec,Kristin; LaBelle,Chris; Bernier,Brandon; Jackson,Pam
Subject:	Key points & feedback request: Student support staff
Date:	Friday, September 25, 2020 1:17:10 PM

Hello Teaching Continuity Colleagues,

Per our discussion yesterday, I'm writing with updates and a request for your feedback. Several key points emerged in Brandon's and my conversation on student staff to support faculty teaching hybrid courses. Those points and an early set of possible training topics for these student staff are listed below. Could you please send any feedback?

Key points:

- He and I believe that it would be feasible to pilot this semester with 100 student staff and to scale in SP21.
- We're seeking faculty feedback on desired support. I've requested suggestions from Sue D. and Shawn Archibeque (Chair, Faculty Council Committee on Teaching & Learning). A TILT colleague will request comments from faculty working with us on related projects.
- We'll revise the list of suggested training topics based on your and these colleagues' comments.

Possible training topics:

- Using key features of Canvas, Echo 360, Teams, and Zoom
- Monitoring the chat for questions from virtual attendees, grouping similar questions if desired, and either sharing them with the faculty member or raising them in the F2F classroom, per the instructor's preference
- Managing polls and break-out rooms
- Adding links and material to the chat
- Providing basic technical support for faculty and students

Please let us know if you have questions, concerns, recommendations, etc. Also, Brandon will attend the Monday and Wednesday TC, though I can't. I'll attend the Thursday meeting, when he has a conflict.

Thank you in advance for your feedback!

Best,
Gwen

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