March 14, 2020

Dear UNE Community,

With the recent announcement provided by the Office of the President regarding the migration of undergraduate and graduate didactic teaching to distance technologies, the Center for Excellence in Teaching and Learning (CETL) together with Information Technology Services (ITS) are working to provide all members of the University community with the resources required to maintain the distinctive, high-quality educational experience offered by UNE.

We understand that this decision will affect faculty differently, with some faculty, and some courses, being readily amendable to online and others requiring more support and conversion. We and others will be working with all of you to support you in this process. While we continue to update and expand our resources and programming at UNE, we wanted to make you aware of what is currently available. Additional detailed information will soon be available on what resources are here, how to access and use them, and what might be most appropriate to use alone or in combination for optimal teaching and learning online for your particular content and discipline.

First, we will be working with your deans, department chairs, and program directors to schedule colleges, schools, and departments to have their faculty participate in workshops with us. These will focus on the structural and pedagogical aspects of distance learning. Please coordinate with your dean; you may also contact us at cetl@une.edu, or you may directly contact Marc Ebenfield (ext. 2845) or Karl Carrigan (ext. 4891) with any questions about this resource.

Workshops and other drop-in training sessions are available on the ITS training site regarding the more technical aspects of using our different platforms effectively.
- Go to https://une.okta.com
- Log in using your email login and password
- Click on Information Technology Services Training Portal

Community members requiring assistance with access to online resources such as Okta, Blackboard, and Zoom may also contact the help desk at helpdesk@une.edu, call (207) 602-2487, or get personal assistance Monday-Friday, March 16 through March 20, at the following times and locations:
- Biddeford: First floor in Commons, Monday-Thursday, 7:30 a.m.-4:30 p.m.; Second floor in Commons, Friday, 7:30 a.m.-4:30 p.m.
- Portland: Alexander Hall, Wing Lounge, 7:30 a.m.-4:30 p.m.

CETL is providing drop-in hours to assist faculty with moving their courses to the online environment. You may stop by either office (Decary 45 or Hersey 304) or join Zoom at the following times:
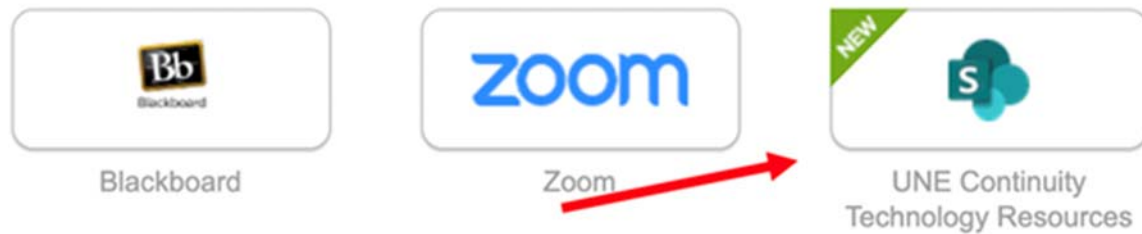
Monday, Wednesday, Friday 9-11 a.m. and Tuesday, Thursday 2-4 p.m. https://une.zoom.us/j/218473386

A workshop on using Zoom, a tool for synchronous online meetings and for recording lectures, is currently scheduled for Monday, March 16, at 11 a.m. in ACHS 205 and via Zoom: https://une.zoom.us/j/925941618

A one-stop online guide has been prepared to help you move your work online. This guide will continue to be updated with new and expanded information. We recognize that it will be difficult to move many of the highly hands-on, interactive, experiential teaching, labs, and clinics online that help make UNE the distinctive educational experience it is. The guide will help you get online quickly and, as we add resources, will give advice on intermediate and advanced online techniques. We can also work with you to determine whether certain face-to-face aspects of courses can be taught online, such as labs, demos, simulations, and other more applied components.

To access the guide, please follow these steps:

1. Go to https://une.okta.com
2. Log in using your email login and password
3. Click on the Continuity Technology Resources tile

Note that Continuity Technology Resources contains resources from ITS and CETL. Additional information will be integrated from other departments on a continuous basis. All workshops and drop-in sessions, by both ITS and CETL, are listed on the main page of the site. Please reach out. We are here to help.

Warm regards,
Craig Loftus, Chief Information Officer, Information Technology Services
Marc Ebenfield, Director, Center for Excellence in Teaching and Learning