Online Delivery of SI FAQ For SI Leaders

Are SI Leaders required to host live sessions at the days/times that are indicated on our website?
Yes. Leaders need to host live sessions via WebEx at the days/times (CDT) posted on your SI Website. Our goal is that this provides SI participants with some consistency in this challenging time. Live sessions offer an opportunity for students to ask specific questions of SI Leaders and to interact with their peers in the virtual session. This will also help the SI Admin Team in our mass communication to students, faculty, and campus community about session format and delivery.

What if an SI Leader cannot facilitate online sessions?
It is our expectation that SI Leaders facilitate SI sessions virtually via WebEx during the day/time published on their SI website. If SI Leaders are unable or unwilling to facilitate sessions during the days/times published on their website they need to immediately contact sistaff@iastate.edu with this notification. The campus community and student participants are relying on the support SI Leaders provide – this support is especially critical now, considering the abrupt transition to an online learning format.

Can SI Leaders continue to facilitate in-person sessions if they choose?
No. Per university policy, SI sessions can only be facilitated virtually via WebEx. Adherence to this guidance is critical to help maintain social distancing in an effort to contain the Novel Coronavirus/COVID-19 Infection.

Are SI Leaders required to be on campus to facilitate virtual SI sessions?
No. SI Leaders can facilitate virtual SI sessions using WebEx from any location.

Can SI Leaders provide recordings for students to access at any time?
Yes, but this does not negate the requirement to facilitate live sessions at your published days/times. Our suggestion is to record your live SI session using the recording feature available in WebEx. You can learn more about the recording feature here: https://help.webex.com/en-us/n62735y/Record-a-Cisco-Webex-Meeting. If you choose to record and post your live session, be sure to inform your live session participants.

Can SI Leaders choose to use a different video conferencing service other than WebEx?
No. We are requiring SI Leaders to use WebEx so the SI Admin Team can be consistent in our communication to students and campus partners. We have already updated each SI Leader’s website to provide participants information about how to access live SI sessions via WebEx. WebEx is a comprehensive web conferencing tool – allowing for video, voice, and text chatting. It has many additional features including a white board, screen sharing, and recording. We encourage you to explore and test out WebEx as soon as possible. I have attached a “How to Deliver your SI Sessions Using WebEx” document for your review – you can also learn much more on the WebEx Support/Help site. If you are experiencing technical challenges with WebEx, please try to troubleshoot the issues using the WebEx support site https://help.webex.com/en-us/ and contact sistaff@iastate.edu if needed so we can support you in finding a solution.
Do SI Leaders need to take attendance for online sessions?
Yes, SI Leaders must collect and report attendance of online sessions. The best way to do this is to ask students to enter their NetID into the text chat feature on WebEx. SI Leaders will need to write NetIDs down or take a screenshot of the chat box with the NetIDs before the session ends (note that access to chat archive after session ends). Enter attendance into the system within 24 hours of the session. You can do so at si.asc.iastate.edu or using your SI iPad/Pod if you choose.

Do SI Leaders need to complete lesson plans for virtual sessions?
Yes. Please write and submit your session plan via Canvas for each session you host. However, we do understand that it will be more challenging to incorporate consistent collaborative learning techniques (CLTs) and active learning strategies (ALSs) in an online format. We will be much more lenient about the requirement for SI leaders be intentional about CLTs and ALSs. We will continue to pay you one hour of planning/prep time per SI session – you should clock in using the Workday App.

Do SI Leaders still need to “attend”/participate in lecture?
Yes. Please determine how your SI instructor plans to deliver learning/lecture to their students. SI Leaders are expected to engage with the content/information that would normally be delivered during the in-person/live lecture. You should clock in using the Workday App for the amount of time lecture normally would take place.

Should SI Leaders continue to create and post worksheets and other resources?
Yes! Students will really appreciate any resources and worksheets you are willing to post on your website. Please continue to do so or consider posting resources more often if you haven’t up to this point.

Should SI Leaders post answer keys on their website?
SI leaders can still make the decision about posting answer keys. However, the SI Leadership Team strongly encourages SI Leaders to post the answer keys during the period of online classes/SI sessions to provide students who can’t attend live sessions an opportunity to engage.

What information are students receiving about the transition to online SI?
Students will receive comprehensive information about the transition to online SI sessions, how to access SI sessions for their specific course/leader, and basic information about how to access and use the WebEx platform. Each SI Leader has a unique link for WebEx meetings (these are listed on each SI Leader’s website) – it is critical that SI Leaders use the WebEx “personal room” feature to deliver their sessions so that the link students are provided is accurate. We will direct students to view their SI Leader’s website for specific updates and information about SI.

What happens if WebEx has a catastrophic failure?
Immediately report failures (unable to login, can’t start a meeting, software freezes completely, etc.) to sistaff@iastate.edu. We will track failures to determine if we need to switch our session delivery to a new platform. We would likely move delivery to another university sponsored
platform like Zoom. We will notify all leaders of any changes of conferencing platform and provide guidance for said transition.

What happens if an SI Leader cannot access internet or has an internet outage?
If feasible, consider available options for public internet (library, university extension office, etc.) or if mobile device data service to deliver the online session. If finding internet access is not feasible, then make an announcement on your website as far in advance as possible that you need to cancel the session due to not being able to access internet connection. Hopefully you can create this website announcement using your cell phone data service. If you cannot create your website announcement please immediately call the academic success center at 515-294-6624 (open hours 8am-5pm) to see if someone at the ASC can create the announcement for you.

Are SI Leaders expected to complete peer observations?
Peer observations are postponed until further notice.

How can I get help/support with my SI Leader role?
The best option is to email sistaff@iastate.edu. We will regularly check and respond to emails at that account. The SI Leadership Team will be happy to set up an appointment to talk on the phone or via WebEx video conference – just email sistaff@iastate.edu to schedule the meeting. You can contact the ASC by phone at 515-294-6624, but staff may be limited in the ASC. Your mentors remain an amazing resource and support – please don’t hesitate to continue to be in communication and community with them!