

## **Frequently Asked Technology Questions — June 9, 2020**

**Q: Does Bucknell have enough internet bandwidth to handle the new normal? Is the WiFi able to handle the load of remote and in-person instruction?**

Our internal WiFi network and our connection to the Internet are sized to support a full contingent of students on campus and all of their typical use cases, including coursework, on-line gaming, video chats, and streaming movies on Netflix. We are confident that the capacity exists to support what may come in the fall. In the event of performance problems, non-critical workloads (i.e. Netflix) could be disabled to make more resources available for core-use cases.

**Q: Can I find what technology is available in a particular classroom?**

To schedule a classroom or to find out what technology is in a particular room, contact Vince Pellegrini in the Scheduling Office at (570) 577-1116.

To schedule other locations on campus or to find out about technology in a particular space, contact [Events Management](#) (for Events staff contact information click “Policies” on the left of the page).

**Q: Can our Moodle instance support the load of all faculty and students using the platform?**

Our existing Moodle environment performed admirably during the spring under greater demand than we experienced in the past. To provide additional capacity and flexibility for the fall semester and beyond, including the ability to expand quickly to meet higher levels of demand, we are moving Moodle to our Amazon Web Services cloud environment. Work will be complete before the fall semester begins.

**Q: When will training start to assist me with my fall courses?**

It has already started! We created a self-paced, interactive Moodle site that functions as an asynchronous training course. It will be supplemented with two-day intensive workshops, office hours, consultations, teaching circles and additional tech-focused seminars. To sign up for workshops, email [susan.musser@bucknell.edu](mailto:susan.musser@bucknell.edu). If you need access to the Moodle course, email [dps@bucknell.edu](mailto:dps@bucknell.edu).

**Q: How will the technology be set up in the classroom to support remote students participating synchronously?**

We are aiming for three demo classrooms to be available beginning the week of June 22 to try out the technology. We'll be working to install the systems in as many classrooms as possible before the start of the semester. The Scheduling Office (Vince Pellegrini at (570) 577-1116) will have the latest information on what is available in any particular room.

**Q: What training and support is available to design my Moodle course?**

Self-paced Moodle instruction is available through the [Moodle Quick Start Guide](#). Moodle will be discussed in the two-day intensive workshops offered this summer by TLC and L&IT. We will also be scheduling some specific technology sessions over the summer, and we will offer drop-in office hours and consultations upon request. Do you have other ideas? Email [dps@bucknell.edu](mailto:dps@bucknell.edu) with suggestions or questions.

**Q: How are we supporting faculty/staff/students with special assistive technology needs?**

Faculty & Staff should contact Human Resources for assistance with accommodation requests. [Faculty & Staff Accessibility Resources](#)

Students should contact the [Office of Accessibility Resources](#)

**Q: What support would I have if I am teaching remotely this fall?**

Technology Support will continue as it has, providing general support for your computer hardware and software and assistance with Zoom and other tools. You can find us on the web using our Client Portal where we have links to our knowledge base, where you can enter a ticket, and find the latest news.

As always, you can contact us at (570) 577-7777; [TechDesk@Bucknell.edu](mailto:TechDesk@Bucknell.edu); [Client Portal](#)

**Q: How would I request technology to meet my teaching needs for the fall semester?**

- Tech for teaching from home
  - Contact Technology Support at (570) 577-7777; [TechDesk@Bucknell.edu](mailto:TechDesk@Bucknell.edu); [Client Portal](#)
- Tech for classrooms on campus
  - Contact Technology Support at (570) 577-7777; [TechDesk@Bucknell.edu](mailto:TechDesk@Bucknell.edu); [Client Portal](#)
- Tech for my special lab/studio/kinesthetic needs

- Contact Technology Support at (570) 577-7777; [TechDesk@Bucknell.edu](mailto:TechDesk@Bucknell.edu); [Client Portal](#)

**Q: Where do I direct my questions about how to best use Zoom and other video things?**

Contact Technology Support at (570) 577-7777; [TechDesk@Bucknell.edu](mailto:TechDesk@Bucknell.edu); [Client Portal](#) to enter a ticket, or check out our knowledge base for [Zoom FAQ](#)

**Q: What is a Remote Lab? What software is available in the Remote Lab?**

Bucknell Remote lab is a virtual lab using VMware Horizon that can be accessed from Bucknell-owned and personal computers both on and off-campus. A list of software can be found in the [Bucknell University Remote Labs FAQ](#).

**Q: How will library instruction work this fall?**

Librarians and technology staff are still working on the best ways to serve our community this fall, based on class needs and in consideration of COVID-19 protection guidelines. Synchronous and asynchronous information literacy and technology instruction can be scheduled. Contact [your librarian](#) to discuss the options available for your class.

**Q: How will research help & consultations work this fall?**

We're still determining the details, but reference and research assistance will be offered with appropriate safety considerations. Right now, you can [reach us](#) by Zoom, chat, email and phone.

**Q: Can I get data management help?**

For support with developing a data management plan or data sharing plan for NSF and NIH grant applications, please contact Agnes Jasinska at [@ajj006@bucknell.edu](mailto:@ajj006@bucknell.edu). A video introduction to the topic is available on the May Plan 2020 channel in Bucknell mediaspace (together with more video presentations on grant writing): [https://mediaspace.bucknell.edu/media/t/1\\_jhzzz4br](https://mediaspace.bucknell.edu/media/t/1_jhzzz4br)

**Q: How will Special Collections/University Archives instruction work this fall?**

Special Collections/University Archives will provide in-person and remote instructional options based on class needs and in consideration of COVID-19 protection guidelines. In-person instruction may require limiting class size by scheduling multiple sessions or individual student appointments. Contact [ioneill@bucknell.edu](mailto:ioneill@bucknell.edu) for scheduling and more information.

**Q: How can I access Special Collections/University Archives collections remotely?**

Special Collections/University Archives staff understands the importance of working directly with physical collections, however, not all materials can be scanned and shared remotely. Staff will evaluate each request and accommodate remote assistance in the best way possible. Use the [Special Collections/University Archives research guide](#) to access digital collections and digitized Bucknell publications. Contact [scua@bucknell.edu](mailto:scua@bucknell.edu) for research assistance.

**Q. How will Special Collections/University Archives provide research assistance this fall?**

Remote research assistance is encouraged. In-person appointments will be scheduled with researchers whose need to access physical collections warrants on-site assistance. Special Collections/University Archives staff will work with researchers to understand their needs and will make recommendations accordingly. Contact [scua@bucknell.edu](mailto:scua@bucknell.edu) for research assistance.

**Q: Can faculty and students access the BisonNET (high-performance computing) from off-campus?**

In order to use BisonNet remotely, faculty and students need to first connect to the Bucknell VPN. Information for connecting to the VPN can be found here: <https://bucknell.teamdynamix.com/TDCClient/40/LIT/KB/ArticleDet?ID=300>. General BisonNet documentation can be found here: <https://bisonnet.bucknell.edu/>.

**Q: Will the class recordings be secure so students can't download and/or alter the recorded session?**

Yes. Additional guidance and information will be added to this section in the coming days.

**Q: What technologies will help our international students who cannot return to campus?**

- Bucknell's Virtual Private Network (VPN) provides 'full tunnel' access to students, meaning all of their internet activity is routed through Bucknell's network providing them the same Internet access as if they were on campus. [VPN FAQ](#)
- Bucknell Remote Lab: [Bucknell University Remote Labs FAQ](#)
- Zoom: [Zoom FAQ](#)
- Remote Desktop to an on-campus computer

Additional resources can be found in the [Off Campus Access Guidelines and Resources](#) Ask L&IT article.

**Q: What is the Bucknell VPN and why would we use it?**

Bucknell's VPN secures your traffic while you're online and can provide some access to Bucknell resources that you would not otherwise have if you're off-campus. For instance, you will need to use the VPN to access Netspace, administrative systems (i.e Banner 9 Admin, Cognos, etc.), access Bmail from locations that restrict Google applications, and to remote desktop to a Bucknell computer on campus. For more information on Bucknell VPN, please check out the [VPN FAQ](#) Ask L&IT article.

**Q: What tech do we have to support my specialized language needs/laboratory needs/studio needs/research needs? In other words, what if Bucknell's current technology offerings don't meet my needs?**

Consult with us, and we will help! A great starting point is Digital Pedagogy & Scholarship, email [dps@bucknell.edu](mailto:dps@bucknell.edu)

**Q: When will the library reopen?**

We are working with the Health and Environmental Safety/Medical workgroup on a process for safely opening Bertrand Library to the campus community. We expect the library will reopen in late July or early August.

- **What services will be offered?**

We anticipate offering all services, with some possible changes in face-to-face interactions to ensure safety for our staff and community.

- **Will interlibrary loan continue in the fall?**

Interlibrary loan will continue as possible. With many libraries still closed, filling requests may take more time than usual.

**Q: Where can I find general information on teaching remotely?**

[Bucknell Teaching Continuity Guide](#)

**Q: Where can I find out more information about Zoom?**

[Zoom FAQ](#); [How do I login to Zoom?](#); [Zoom Security Best Practices](#)

**Q: Where can I find out information about Kaltura and MediaSpace?**

[Kaltura / Mediaspace FAQ](#)

**Q: Do students need to bring a computer to campus?**

While most do bring a laptop, they do not need one. Students can use any of the computers located in open computer labs on campus.

Lab locations [Software in Labs](#)

We do have a the [Bison Laptop Program](#) to assist students with purchasing a laptop

**Top Faculty Tickets:**

1. Issue: Need to change password
  - a. Resolution: [Help! I forgot my Bucknell password, or I need to reset my password](#)
2. Issue: What collaboration tools are offered at Bucknell?
  - a. Resolution: [Collaboration Tools Overview](#)
3. Issue: Common website issues (slow or won't load)
  - a. Resolution: [How do I clear the cache on my browser?](#)
4. Issue: Moodle or Mediaspace Issues
  - a. Resolution 1: [Moodle Quick Start Guide](#)
  - b. Resolution 2: [Kaltura / Mediaspace FAQ](#)

**Top Student Tickets:**

1. Issue: New phone needs Duo app setup
  - a. Resolution: [How do I reactivate Duo Mobile when I get a new phone?](#)
2. Issue: How do you log in with Duo when you do not have your Duo device or your Duo device is broken?
  - a. Resolution Step 1: [Troubleshooting Duo Issues](#)
  - b. Resolution Step 2: [How do I authenticate to Duo with a passcode?](#)
3. Issue: How do I change my password or update my recovery information?
  - a. Resolution: [Help! I forgot my Bucknell password, or I need to reset my password](#)
  - b. Resolution: [Help! I did NOT set up Bucknell Account Management recovery information or my recovery information is not valid and my password expired!](#)
4. Issue: Common website issues (slow or won't load)
  - a. Resolution: [How do I clear the cache on my browser?](#)
5. Issue: Zoom issues due to not signing in to Bucknell Zoom instance
  - a. Resolution 1: [How do I login to Zoom?](#)

Please send additional questions or comments to Tracy Hower (tjh021@bucknell.edu).