1. **When will the remote learning start?**
BUSSW classes will not meet in person effective immediately through April 13, 2020.

2. **How will my course be offered?**
Course content and instruction will be available via your current course’s Blackboard site - go to learn.bu.edu to access blackboard. Live classroom sessions (real time, via Zoom) will be held within your course’s regularly scheduled day and time.

3. **Where can I find remote learning resources?**
   - **Blackboard**: Your course already has a blackboard site and you can access your course(s) site(s) by going to learn.bu.edu. Please check each of your courses’ Blackboard site regularly for updates.
   - **Zoom**: Live classroom sessions will be held via Zoom, within your course’s regularly scheduled day and time.
   - **Technology Requirements and Resources**
   - **BU Tech Web Learning Remotely**

4. **What do I need to participate in Zoom classes?**
Ideally, to participate in Zoom live classroom sessions you will need a computer with high speed internet, a webcam, and a headset with a microphone.

5. **How do I access zoom?**
Your instructor will send you a link to access your zoom live classroom session. You can join a zoom meeting using a computer (preferred method), using zoom via a smart phone, or simply by calling in to the session. You will need high speed internet if you are using a computer.

6. **How can I find out if my computer meets Zoom’s specifications?**
Please go to Zoom System Requirements.

7. **What if I do not have a computer that meets the requirements to use Zoom?**
If you cannot meet the system requirements, you may join the live classroom sessions by telephone. Zoom provides both audio and video capability.

8. **Do I need to download Zoom to attend my courses sessions?**
No, your instructor will provide you with the link to the Zoom session. You do not need to have a Zoom account to attend a Zoom meeting. However, you will be prompted to download the appropriate software when you click on a meeting invite link. You may also wish to create an account, but that is not required to participate in a Zoom meeting.

9. **Are there any other supports available?**
Additional remote learning information is available at:
   - Tech issues: ithelp@bu.edu 617-353-HELP (4357)
   - Virtual Q & A meetings will be available for students – please check your email for correspondence from Student Services and Off-Campus Program Directors
   - BUSSW Covid-19 Info for students
   - Your course instructor
   - Email sswrtc@bu.edu with questions

10. **WHAT DO I NEED TO DO BEFORE MY REMOTE CLASS NEXT WEEK?**
   - Check your course Blackboard site for updated information
   - Keep an eye out for an invitation for your first Zoom live classroom session – contact your instructor if you do not get an invite at least a day ahead of class
   - Review the Zoom System Requirements.
   - Take a deep breath!

GOOD LUCK!