

Steps to Prepare for Possible Closure:

- Ensure that you have contact information for your instructors. This information is typically included in the course syllabus.
- Ensure that you are able to easily access your university email account so that you can stay in the loop as the university and/or your instructors release and update information.
- Review your course syllabi to learn more about your instructors' plans for continuity of instruction.
- Familiarize yourself with the tools your instructors plan on using if campus does close.

Steps to Take If Campus Closes:

- Review your individual class syllabi for your instructors' plans. Check your course Blackboard site for additional information including announcements from your instructor.
- Plan to check your Blackboard site and your university email account regularly throughout the closure. This will ensure that you keep up to date as information changes.
- If you have technical issues, contact the help desk:
 - [LiveChat](#) is our online system that allows you to communicate directly with an ITS specialist.
 - Call IT at (502) 852-7997
 - Access our [Online service 24/7](#).
 - Live Chat and Phone Hours
 - Monday-Thursday 6am - 10pm
 - Friday 6am – 5pm
 - Saturday 7am – 5pm
 - Sunday 10am – 10pm

Help Resources

- If you are unfamiliar with Blackboard: review [Blackboard Learn Help for Students](#)
- If your faculty member is using Blackboard Collaborate Ultra to hold sessions: [Blackboard Collaborate Ultra](#) *Note: If your instructor chooses to use synchronous online sessions, a headset or earbuds with a microphone are suggested. A webcam is also suggested for synchronous online sessions. Sessions can also be attended via phone if necessary.*
- If your faculty member asks to you record with Panopto:
 - [Downloading the recorder app](#)
 - [Creating a video, and uploading it to Blackboard](#)
 - [Uploading an existing video](#)
 - [Panopto sharing settings](#)