



E-Learning Guide

for Students

Version 1.0 | 2020



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GETTING STARTED

Introduction

Here at Rush we prepare you to succeed in your classes while also preparing you for your career. This student guide will help you as you learn from home offering valuable resources and how-to instructions.

ACCESSING AND USING RUSH TECHNOLOGY

Blackboard/RULearning

Here at Rush, the chosen learning management system is Blackboard Learn (RULearning) - a learner-centered environment designed to improve user efficiency and satisfaction in a modern, comfortable, and simple interface. This overview will help you, the learner become familiar with the interface and using Blackboard.

Log into Blackboard

Access your courses in two ways—through the University Portal or via RULearning (Blackboard) using your web browser.

Why are my courses listed in two places?

- **University Portal** is the academic portal.
- **RULearning** is Rush's learning management system, Blackboard.

So what are the advantages of logging in via the University Portal? This is your one stop shop to Rush news and events, various applications, the WebAdvisor where you can enroll, view your financial aid, etc., as well as access Rush various social media sites. The portal uses single sign-on, so once you sign on here, you can access other applications on this page, without logging in again. You will also be able to see announcements from your RULearning courses.

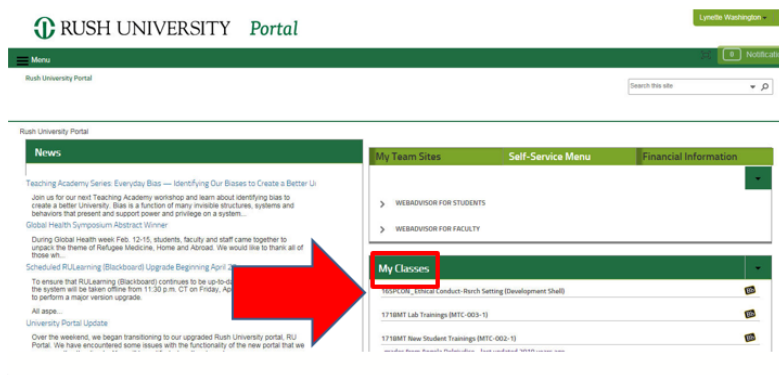
University Portal

<https://rushuportal.learning.rush.edu>

Login: Rush\username and password
(Credentials are same as Email)



Click the name of your course listed under “My Classes” to access your courses.



RULearning

<https://rulearning.rush.edu>

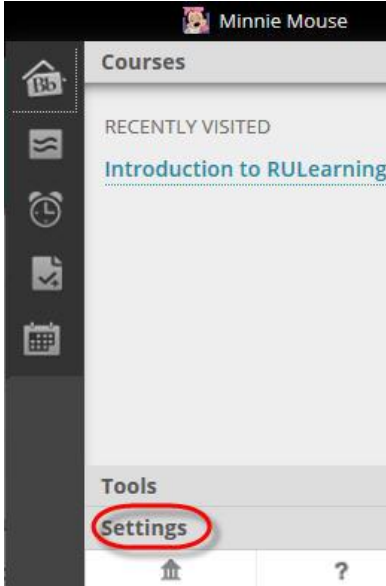
Login: Rush\Username and password (Credentials 1) username same as email and network; 2) password different*

*If you do not know your password, click the “Forgot Your Password” link

The screenshot shows the RULearning login page. It features the Rush University logo and the text 'RULearning'. Below this, there are two input fields: 'USERNAME' and 'PASSWORD'. A green 'Login' button is positioned below the password field. To the right of the login button, there is a link that says 'Forgot Your Password?'.

Upload Your Avatar/Photo

Put a face to the name. Upload an image that is used to represent you throughout the system and within the greater RULearning academic network. Your personal image appears in the page header, blogs, journals, discussions, wikis, roster, and within the notifications modules.

 A screenshot of the RULearning user interface. At the top, the user's name 'Minnie Mouse' is displayed next to a small profile icon. Below this, there are tabs for 'Courses', 'My Home', 'My Courses', and 'Help for Students'. The 'My Home' tab is selected and highlighted with a red circle. Under the 'Courses' tab, there is a 'RECENTLY VISITED' section with a link to 'Introduction to RULearning'. At the bottom, there is a 'Tools' menu with a 'Settings' option circled in red.	<ol style="list-style-type: none">1. Click My Home <p>OR</p> <p>access the Global Navigation Menu by clicking on the down arrow, then settings</p> <ol style="list-style-type: none">2. Click Personal Information3. Click Personalize My Settings4. On the Personalize My Settings page, click the radio button “Use custom avatar image” and “Browse my Computer” to upload your avatar/photo. <p>(Please Note: Avatar images should be no larger than 150 pixels by 150 pixels).</p> <ol style="list-style-type: none">5. Select the avatar/photo image file and click Open.6. Click Submit
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Discussion Boards



You will frequently participate and communicate with your classmates by using the discussion board. The discussion board is similar to a classroom in a face-to-face (F2F) environment and it is used as a tool for sharing thoughts and ideas about class materials.

Create a Thread

1. Click on **Discussions**
Click the name of the forum in which you want to create a thread (i.e. Introductions)
2. Click **Create Thread** in the top left hand corner.
3. Type in your subject and message
4. If you would like to add an attachment, click **Browse My Computer**, otherwise proceed to Step 7.
5. Click the appropriate **name** of the file to highlight **and open or double click** on the file name
6. Click **Submit**

Reply to a Thread

From within the discussion board area

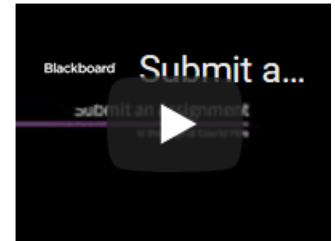
1. Once you have opened the forum and the thread, reply to a thread by clicking on **Reply**
2. Type in your message
3. If you would like to add an attachment, click **Browse My Computer**, otherwise proceed to Step 6.
4. Click the **Browse** button and select the file from your desktop, hard drive, etc.
5. Click the appropriate **name** of the file to highlight **and open or double click** on the file name
6. Click **Submit**



Submit an Assignment

Read your syllabus to find out where in the course you will be submitting your assignments and any additional instructions about your assignments and submission process.

1. Click on the appropriate **assignment link**
2. Only if authorized by your instructor, select **Write Submission** to expand the area where you can type your submission
3. Select **Browse My Computer** to upload a file from your computer or drag files from your computer to the "hot spot" in the Attach Files area.
4. (Optionally) Type comments about your submission
5. Select **Submit**. The "Review Submission History" page appears with information about your submitted assignment



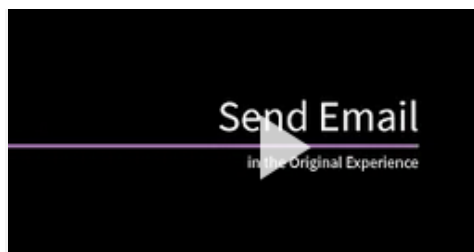
Email and Course Messages

Email is the simplest way to send a personal message to your instructor in Blackboard. Per your instructor's discretion, you can send anyone enrolled in the course an email without even knowing their email address. Read the instructions below to see how to perform these simple steps

1. Click **My Home**
2. Under **Tools**, select **Send Email**
3. Select the course for which you want to send the email. Only the courses you are enrolled will appear.
4. Choose who you want to send an email to (All Faculty Users, Users, All Students, Select Users, etc.)

The **Course Messages** tool provides you with a familiar, email-like environment that you can use to send course messages to your instructor and any course members. You can view and send messages in each of your courses. Course messages' activity remains inside the system. You can't view or send messages outside of your course. You should check your messages frequently as you will not receive an alert when a message is sent to you.

1. From the Course Menu, select **Course Messages**
2. Create Message
3. Select **To** and select the recipient(s), then select the right-pointing arrow to move to the recipients box
4. Type a **subject**
5. Type your **message**
6. Select **submit** to send your message



Please Note: Your instructor controls which tools are available. If this tool is not available, your instructor may have disabled it. Refer to your instructor's preferred method of contact via the course's syllabus

My Grades

Click **My Grades** located on the course menu

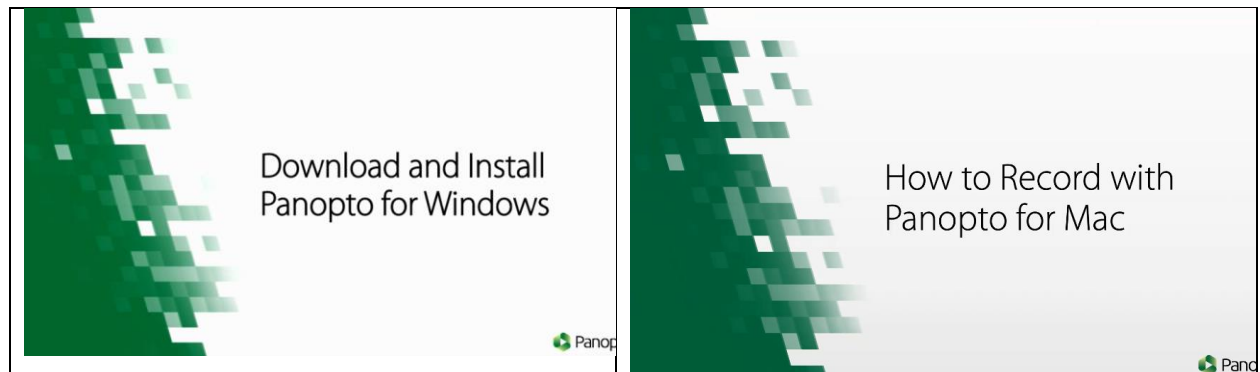


Panopto

Panopto is a lecture capturing tool that allow students to create videos and presentations.



Download and install Panopto to record videos and presentations.





Zoom

This student quick guide provides some information and resources for using zoom as a student.

Additional resources for using Zoom are available on Zoom's Support Website at:

<http://zoom.us/support> and by contacting the Center for Teaching Excellence and Innovation (CTEI) at CTEIhelp@rush.edu. You can access Zoom at <http://rush.zoom.us> by signing on with your Rush e-mail address and password.

What is Zoom

"Zoom offers the best video, audio and screen-sharing experience across Windows, Mac, iOS, Android, Blackberry, Zoom Rooms, and H.323/SIP room systems. Zoom was founded in 2011 by experienced leaders and engineers from Cisco and WebEx" (G2, 2020:<https://www.g2.com/products/zoom/reviews>).

Zoom System Requirements

Zoom is compatible with modern computers and mobile devices (Zoom functionality is limited on mobile devices) and lower bandwidths common for streaming media content. For the complete Zoom system requirements, see the following:

- System Requirements for PC, Mac, and Linux computers: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>
- System Requirements for iOS, iPad OS and Android mobile devices: <https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android>

Downloading the Latest Version of Zoom

Zoom has an app for computers and mobile devices that meet Zoom's system requirements. The latest version of the Zoom apps for both computers and mobile devices at the following website:

<https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version->

Zoom Test Room and Configuring Your Audio & Video

You can join a test Zoom meeting with your computer to familiarize yourself with Zoom and test your microphone/speakers before joining a Zoom Test Meeting at: <http://zoom.us/test>. The Zoom Test Meeting is only compatible with computer versions of the app and thus is not compatible with Zoom's mobile devices app. However, users of either Zoom's computer app or Zoom mobile app can test your video or audio while in a Zoom meeting as shown in a brief video tutorial at: <https://youtu.be/-s76QHshQnY>.

Joining a Zoom Meeting

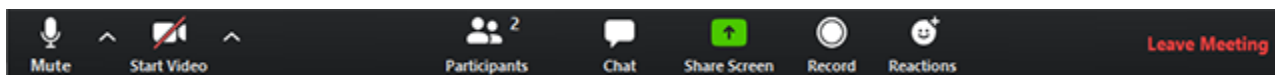
You can join a Zoom meeting via Blackboard by clicking the Zoom link and then clicking the specific Zoom link as seen below

Upcoming Meetings		
<input type="checkbox"/> Show course meetings scheduled by me		
Start Time	Topic	Meeting ID
Recurring	No End Time Zoom Room	130-917-117
Today 5:00 PM	Review Session	277-707-6466

or via a Zoom Meeting's invitation link (e.g., student created group Zoom meetings).

Attendee Meeting Controls in Zoom

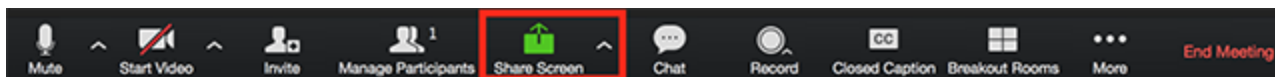
When you join a Zoom meeting hosted by another user, you are considered an attendee. The most common controls are the microphone (mute/unmute mic), camera (start/stop video), chat (read/type text messages), and share screen (for making presentations/demos). The host may enable or disable some controls/features, however a common control bar in Zoom's computer app is shown below.



More information regarding Zoom's attendee controls is available at: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting>

Sharing Your Screen in Zoom

Zoom allows for screen sharing on desktop and mobile devices running Zoom (e.g., making presentations, conducting a software/app demo, etc.). The host may enable or disable the share screen feature. When enabled, you can share your screen by clicking the green share screen button in the Zoom computer app's control bar as shown below.



Additional information regarding sharing your screen in Zoom is available at: <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen> and by contacting the Center for Teaching Excellence and Innovation (CTEI) at CTEIhelp@rush.edu.

Blackboard Collaborate Ultra

This simple and convenient web conferencing tool is available to all students within the learning management system, Blackboard.



Explore Blackboard Collaborate Ultra using the various links:

[Get Started](#)

[Join Sessions](#)

[Participate in Sessions](#)

[Present in Sessions](#)

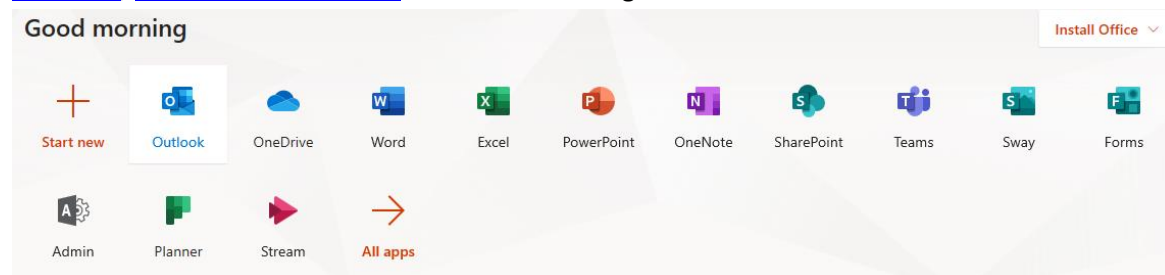
[Recordings](#)

[Accessibility](#)

[Troubleshooting](#)

Office 365

All students receive an Office 365 account through Rush. Office 365 can be accessed anywhere via Office.com. [Login with your Rush login and Password.](#) All Office applications – [Word](#), [Excel](#), [PowerPoint](#), [OneNote](#), [Outlook](#) and [OneDrive](#) have 1 TB of storage.



Students also have access to [Teams](#) for collaboration

- For example, create student groups for class projects
- File sharing, chat, web conferencing

Students can download five copies of O365 applications onto your personal devices.

- [How to install on your personal device](#)

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CTEHelp@rush.edu



LIBRARY SERVICES

Introduction

The Library of Rush University Medical Center and Rush University Medical Center Archives is a collaborative learning and research commons with a strong teaching mission. Our knowledgeable and engaged staff provide access to authoritative health sciences resources, and teach our students, faculty, and staff how to use them effectively. We fully commit to providing high quality instruction, services, and space for our diverse community, as we connect our work in the Library to the Rush University Medical Center mission of delivering the best patient care possible.

Services offered. The library provides information services to all members of the Rush community. By appointment, we offer individual assistance accessing and using our resources, including creating effective search strategies, bibliographic management software, and more. There is a steadily growing demand for library participation in systematic reviews, and our librarians are happy to offer support depending upon demand and staff availability.

Access to Library materials. Through the Library's [home page](#), RUMC faculty, staff, and students can access core resources to support both clinical and educational activities for all colleges and programs within the university.

Please feel free to contact the library through our website
<https://rushu.libguides.com/libraryhomepage>. Try the chat feature!

Contacting the Library

General Questions: General questions about library services can be asked via chat, via email at lib_ref@rush.edu, or by filling out an [Ask a Question](#) form. We can also be reached at 312-942-5950.

Reference Services:

- To request a one-on-one or small group consultation, fill out the [Schedule an Appointment form](#).
- For any other questions about reference services, email us at lib_ref@rush.edu.

Course Reserves: Refer to your syllabus or contact your instructor with any questions about your course's reserves. For technical assistance, or to report a broken link, contact the library by phone, chat or email.

Address: We are located in Suite AAC 517 on the fifth floor of the Academic Center, 600 S. Paulina, Chicago IL 60612.



How to Use the Library

Getting Registered: Students are automatically registered as library patrons before their first term begins. To make sure the library has up-to-date contact information, alert the Registrar's Office of any changes.

Off-Campus Access: While off-campus, Rush University students may access library resources (research databases, clinical resources, e-journals and e-books, etc.) by simply signing in with their Rush username and password. More information is available in our [off-campus access guide](#).

Students: Resources for Research

Instruction sessions: Librarians are always happy to meet with students on a one-on-one or small group basis to help with individual research projects. These appointments usually take one hour and are completely tailored to the students' individual needs. To schedule an appointment use our [Schedule an Appointment form](#).

Video tutorials: The library has a collection of short instructional tutorials on how to utilize library services which can be accessed via the library's [YouTube channel](#).

Guides: Rush librarians have written many guides to make research easier for students. A list of guides can be found [here](#). Topics include searching in databases, a guide to library basics; and many, many more.

Requesting items not available in Rush's collection: If you need a book, article, book chapter or other item that is not available in Rush's collection, you may be able request it through I-Share or interlibrary loan. More information is available in our [Borrowing guide](#).

Archives

The Rush University Medical Center Archives tells Rush's story through its collections - its esteemed and enduring history of education, research, patient care and community service. Dating back to the founding of Rush Medical College in 1837, the Rush Archives identifies, preserves, organizes and enables access to valuable Rush records from our earliest years to current digital assets.

The Rush Archives engages with the Rush community and the public. Rush University students can broaden their understanding of course materials by exploring Rush's past contributions to health care. Students, faculty, staff and alumni are encouraged to contribute their experiences and materials to strengthen and diversify the collections for future researchers. Rush's archivist provides reference services, hosts historic tours, makes presentations, helps create exhibits, and assists with records consultations and acquisitions.

The Rush Archives is located in the Triangle Office Building at 1700 W. Van Buren St., Suite 086. Learn more about the history of Rush and explore our collections online: rushu.libguides.com/rusharchives. Please contact the archivist with any questions: Rush_Archives@rush.edu

CENTER FOR ACADEMIC EXCELLENCE (CAE)

The Center for Academic Excellence provides holistic, targeted learning support for Rush University students. The services provided in the Center for Academic Excellence range from Writing Support to Academic Coaching. Our goal is the support each student from enrollment to degree completion.

APA Formatting



Time Management

Valuable Questions

- How do you work?
- How would you do that?

Time Tracking!

Use an app or an excel sheet to track your hours.

Be **BRUTALLY HONEST** with yourself. List everything you do in a day. We all waste more time than we think, its human nature, but realizing how **YOU** in particular do it will change the way you approach task. Time Management worksheets can be useful. They lay out your day in front of you.

Weekly Planner for the Week of _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7:00 AM							
7:30 AM							
8:00 AM							
8:30 AM							
9:00 AM							
9:30 AM							
10:00 AM							
10:30 AM							
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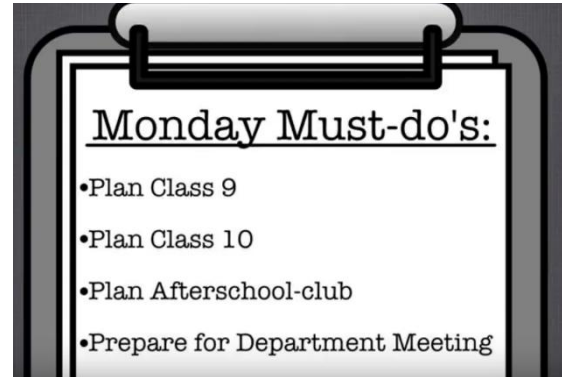
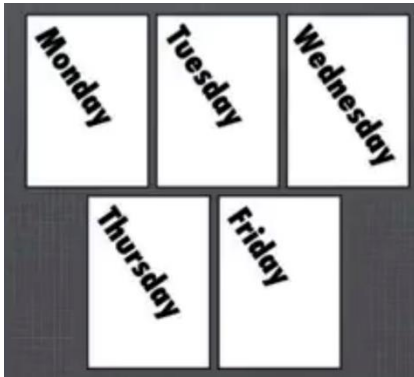
© Student Handouts, Inc. www.studenthandouts.com

Daily Must Dos

What **MUST** I complete today?

What can wait for tomorrow?

How do I balance my schedule? Create a list for each day



To Do List

- When do I want this done:
- Week?
- Month?
- Semester?

Priorities, Priorities, Priorities!

- Tackle smaller things first!
- Organize your tasks by difficulty and length of time you think it'll take you to complete it.
- Group all relate tasks!

Tools

- There are numerous online tools that can be utilized throughout the day to assist with managing your time.
- The following software applications can be helpful for all students.
 - [Forest App](#) can help with not using your phone
 - [Habitica](#) is a free productivity application available online. It sets your day to day activities up like a game.
 - [Alarmy](#) is an online alarm system that can be used to set time management goals. It's available online.
 - [CLOCKIFY](#) is a free tracking software for team time management and is available online.

Pomodoro Technique

- 25 min ON
- 5 min OFF
- 45 min ON
- 15 min OFF



Great Books for Reference

- **Getting Things Done** by David Allen
- **Checklist Manifesto** by Atul Gawande

Manuals and Handouts

Making your sentences more complex using [Adjective Clauses](#)

[Verb Tenses in English](#) – A Basic Review with Exercises

[Supplemental Reference for SPSS](#)

A [book](#) on IBM SPSS for Introductory Statistics

A [dataset](#) to use in SPSS

Student Resources

Your success in this academic school year is our #1 priority, so we have provided below some online resources that will assist with you achieving your goals.

[Tips for studying online and at home for university students](#)

[10 Helpful Online Resources for College Students](#)

[6 Tips to Being a Successful Online College Student](#)

[Time Management Tips for Busy College Students](#)

[Completing an Online Course: 13 Time Management Tips](#)

To fully engage in Online Learning, students need access to the internet. Some students may struggle with affording access once they leave campus. A member of our community has provided a list of providers and their assistance during the COVID-19 outbreak.

- **FCC agreement** stating that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots.
- **Altice USA** is offering Altice Advantage 30 Mbps broadband solution for free for 60 days to any new customer household within their footprint.

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- **AT&T COVID-19 response:** offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families
- **Century Link:** Automatic speed increases to plans offering 20 Mbps or slower download speeds, and suspending data usage limits/caps.
- **Charter Free Internet offer for 2 months**
- **Comcast COVID-19 response:** offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time
- **Cox COVID-19 response:** New plans include offering a low-income internet tier with no annual contract and relaxing data usage overage charges for all tiers.
- **MediaCom:** Offering discounted access,
- **Midco:** Wi-Fi Hot Spots
- **Spectrum:** Offering free Wi-Fi for 60 days and open access to Wi-Fi hot spots.
- **Sprint COVID-19 response:** follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge (I expect others will follow).
- **T-Mobile COVID-19 response:** follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge (I expect others will follow).
- **Verizon COVID-19 response:** no special offers, but following the FCC agreement.

DEVICES/COMPUTERS REQUIREMENTS/ RECOMMENDATIONS

Students are responsible for purchasing their own devices; Rush offers discounted laptops and PCs through our partnership with Dell (www.dell.com/mpp/rush) but students are free to purchase their devices from any site or retailer

Category	Standard User	Power User
	For users needing to use the computer for basic productivity, running multiple applications such as e-mail, web browsing, word processing,	For users running resource intensive programs for audio/video editing, graphic design, running multiple operating systems, storing large multimedia files and playing games.
Laptops - Windows based		
Processor	Intel® Core™ i5 Processor	Intel® Core™ i7 Processor
Memory	8GB	16 GB
Storage	256GB Solid State hard disk (SSD)	512GB Solid State hard disk (SSD)
Optical drive	Optional	Optional
Network	Gigabit Ethernet, 802.11a/b/g/n wireless, Bluetooth 4.0	Gigabit Ethernet, 802.11a/b/g/n wireless, Bluetooth 4.0
Graphics	Integrated graphics	1GB Dedicated Video Card

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Ports	USB 3.0, HDMI, Mini DisplayPort	3 USB 3.0 ports, 1 HDMI port
Battery	4-cell Li-ion battery	6-cell Li-ion battery
Operating system	Windows 10 64-bit Professional	Windows 10 64-bit Professional
Warranty	3 year onsite next business day	3 year onsite next business day
Laptops - Apple		
Model	13" MacBook Air	16" MacBook Pro
Processor	1.6GHz dual-core Intel i5	2.2GHz quad-core or faster Intel i7
Memory	8GB RAM	16GB DDR3 SDRAM
Storage	256GB PCI-e based flash storage	512GB PCI-e based flash storage
Graphics	Supports 1920x1080 or higher resolution	Supports 1920x1080 or higher resolution
Network	802.11ac, Bluetooth 4.0, USB Ethernet (sold separately)	802.11ac, Bluetooth 4.0, USB Ethernet (sold separately)
Operating system	Mac OS X 10.15 Mojave or higher	Mac OS X 10.15 Mojave or higher
Warranty	AppleCare Protection Plan	AppleCare Protection Plan
Desktop - Windows based		
Processor	5th Generation Intel® Core™ i5 Processor	5th Generation Intel® Core™ i7 Processor
Memory	8GB	16GB
Hard drive	1TB SATA hard disk (7200 RPM)	1TB Hybrid disk (HDD & SSD)
CD/DVD drive	Dual Layer DVD+/-RW Drive (Optional)	Dual Layer DVD+/-RW Drive (Optional)
Network	Gigabit Ethernet	Gigabit Ethernet, 802.11a/b/g/n wireless, Bluetooth 4.0
Monitor	24" LCD display @60 Hz Refresh Rate with EnergyStar rating	27" LED display @120 Hz with EnergyStar rating
Video card/VRAM	Integrated graphics	2 GB Dedicated Graphics Card
Ports	USB 3.0, HDMI, DisplayPort, or DVI	USB 3.0, HDMI, DisplayPort, or DVI
Operating system	Windows 10 64-bit Professional	Windows 10 64-bit Professional
Warranty	3 year onsite next business day warranty	3 year onsite next business day warranty
Desktop - Apple		
Model	Mac Mini	iMac 27" with Retina 5K
Processor	2.6 GHz dual-core Intel Core i5	3.3GHz quad-core Intel Core i5
Memory	8GB 1,600MHz LPDDR SDRAM	16GB 1,600MHz DDR3 SDRAM
Storage	256GB Solid state disk (SSD)	1TB Solid state disk (SSD)

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Graphics	Intel Iris graphics	AMD Radeon R9 M290 with 2GB of GDDR5 memory
Network	Gigabit Ethernet, 802.11ac, Bluetooth 4.0	Gigabit Ethernet, 802.11ac, Bluetooth 4.0
Operating system	Mac OS X 10.10 Yosemite	Mac OS X 10.10 Yosemite
Warranty	AppleCare Protection Plan	AppleCare Protection Plan

IN CASE OF AN EMERGENCY

In the event of an unforeseen circumstance, natural disaster or viral epidemic, Rush University Faculty and Staff have prepared protocols and collaborated to put together some information and resources to keep students learning due to a campus closure.

The first thing you need to be aware of is that your education, learning, and resources will continue but in an online/virtual environment. Your learning may move from face to face to an online learning format (with exceptions for clinical rotations and labs). Faculty are working diligently to provide a seamless transition to an online or virtual learning environment. If you are not familiar with online courses or learning in a virtual environment, there are a few things you will need to know. Below you will find all the information to get you transitioned to an online/virtual learning.

Communication is KEY to be alert and successful

- Check your Rush University email frequently. It is the most reliable and supported method of communication at Rush.
- Check your Blackboard course for announcements daily. Any course-related information will be posted by your instructor in the Announcements tab.
- Visit the [Rush University Portal](#) often for updates. Log in with your RU credentials.
- If you are having any issues, please contact your instructor immediately via email. After you have contacted your instructor, you can use the following contacts for support:
 - Blackboard Support and Technical Support at Rush
 - ✓ Email: 3clas@rush.edu
 - ✓ Phone: 312.563.2527
 - ✓ Or chat with [Blackboard support](#) directly

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CLASS PREPARATION

Requirements for learning online

Here is a list of what you will need to be successful.

- Laptop or desktop computer.
 - If you do not have access to one, please ask a relative, a neighbor, or if available visit your local library for a computer.
 - Your computer may need audio and video capabilities. Please contact your instructor to verify.
 - **Audio** - At a minimum, you should have speakers and a microphone; for privacy, we recommend a headset or earbuds with mic.
 - **Video** - Ensure you have a webcam, either built into your computer or a USB webcam.
- High-speed, dedicated internet access.
 - Again, if you don't have access, ask a relative, neighbor, or visit your local library.
 - You may be able to use your mobile phone to create a Wi-Fi hotspot to your computer. Your Wi-Fi hotspot will depend on your mobile service plan and data allowance. You will need to consider the amount of data usage available on your mobile plan.
 - Here is a link on [How to Turn Your Phone into a Wi-Fi Hotspot](#).
 - ***Please note: it is not recommended that you use a mobile Wi-Fi hotspot when taking assessments.***
- My Apps: <https://myapps.rush.edu/Citrix/MyAppsWeb/>
 - It is recommended that students use My Apps, which is a virtual desktop where Office software, Rush Email, and secure storage is provided. Visit <https://rushportal.learning.rush.edu/faq> for more information about the My Apps virtual environment. Students are also able to log into RULearning (Blackboard) from MyApps.
- Blackboard access: <https://rulearning.rush.edu/>
 - Students are also able to access Blackboard via the University Portal.
- **VDI**
 - [Rush also offers a virtual desktop \(VDI\) to all students as well.](#)

This offers similar list of Microsoft Office applications plus access to certain applications you may need for your program such as SPSS and SAS

Center for Teaching Excellence and Innovation

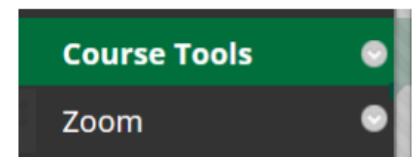
CTEHelp@rush.edu



- [Need Citrix receiver downloaded on device](#)
- [Need to register for Duo multifactor authentication application to access the Rush network and your virtual desktop.](#)
- Internet Browsers.
 - You should have access to more than one browser, such as [Chrome](#), [Firefox](#), [Safari](#), or [Bing](#) (preferred when using Office 365). All browsers should be the most up-to-date version available. We recommend Chrome and Firefox for Blackboard.
- Adobe Acrobat Reader.
 - You should have access to the most up-to-date [Adobe Acrobat Reader](#).

How will your content be delivered?

- Depending on the course, learning content may be moved to Blackboard course sites. To find your Blackboard course, you can log into the Rush University Portal or at rulearning.rush.edu.
 - If you have trouble logging in, please contact Support.
 - Email: 3clas@rush.edu
 - Call: 312.563.2527, on campus 3-CLAS
- At **New Student Orientation**, you will learn about all our services for students including participating in Blackboard training.
- Your courses may be asynchronous or synchronous. What does that mean?
 - Asynchronous courses allow access to your course at your own time using the least amount of Internet access and speed. You will have content to read, assignments to do, and maybe online discussions. There will still be due dates, but no class meetings.
 - Synchronous courses means you will meet with your instructor and classmates at predetermined time using a Zoom virtual session. If your course has synchronous lectures or meetings, you will find the Zoom tool in your Blackboard course at the left course navigation bar.
 - Note: If your course is administered in another learning management system, the synchronous class session format will be communicated by your instructor.



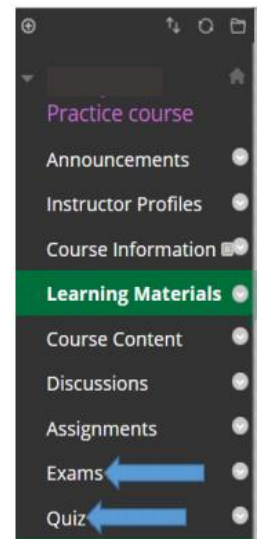
How will you complete learning activities?

- Readings and lectures will be available in your Blackboard course. If you are using another learning management system for your course, your instructor will advise you where to find course readings and lectures.
- Assignments may be submitted in Blackboard using the Assignment Tool. To ensure your privacy, please do not email any assignments to your instructors.
- Discussions may be provided in your course as a way to interact with your classmates and instructor as you would in a face to face class. Discussion instructions will be provided by your instructor.

How will I take an exam?

This will depend on your instructor. Here is some information to keep handy:

- Online exams may be administered online via Blackboard, Exemplify, and/or Examity.
 - Blackboard exams/quizzes – you will not need to download any special software. Your instructor will provide instructions for the exam in Blackboard and you will access the exam at the left course menu bar.
 - Note: If you have an exam using a Respondus LockDown browser or Monitor, your instructor will advise you with instructions on how to use the LockDown browser or Monitor with your exam.
 - Exemplify is a stand-alone testing software that is administered outside of Blackboard. You will first need to download Exemplify to your computer. Your instructor will provide you with this information. Once the software is downloaded and installed on your computer, you will download your exam, take the exam, and upload the exam. You will only need an internet connection to download and upload the exam. You will not need an internet connection while taking your exam. During the exam, your browser and computer will be locked down for the duration of the exam. If your instructor is using this tool to administer an exam, they will place all the information you need to know in the Blackboard course.
 - Examity is a live online proctoring service that will be set up and scheduled by your instructor.



Time Commitment is Essential for Your Learning

- You should expect to spend as much time, if not more, learning online as you would in a classroom.

- Log in daily to Blackboard to complete your activities, check announcements, participate in discussions or participate in any online office hours offered by your instructor.
- If your instructor is using another learning management system or tool, please be aware of any other method your instructor is using for online office hours.
- Take the time to communicate often during the week with your instructor either through the course's Virtual Office or Online Office Hours.

WHO TO CONTACT FOR HELP

Please direct all concerns to your instructor first. This lets them know that you are having an issue and, in many cases, the instructors can fix it directly. In the event that they cannot help you, please reach out to the departments below. If you have a concern related to your course instruction, please follow the protocol listed in the Rush University Student Handbook and the relevant College Student Handbooks.

WHO DO I CONTACT	TYPE OF SERVICES (Partial List)	WEBSITE
Center for Teaching Excellence and Innovation CTEIhelp@rush.edu	Blackboard/RULearning Blackboard Collaborate Panopto Zoom Respondus Lockdown Browser/Monitor	https://www.rushu.rush.edu/about/welcome-rush-university-center-teaching-excellence-and-innovation
Information Services (IS) help@rush.edu	Email WebEx Rush University Portal My Rush Apps Office 365	https://insiderush.rush.edu/departments/IS/Pages/IS_Home.aspx
Library Services lib_ref@rush.edu	General questions about library services	https://rushu.libguides.com/libraryhomepage
Center for Academic Excellence studentsuccess@rush.edu	Specialized Tutoring Writing Support Academic Coaching	https://www.rushu.rush.edu/rush-experience/student-services/center-academic-excellence

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