

Practices for Supporting International Students Abroad—Suggestions for Staff and Faculty

Some students abroad may not have easy access to all online materials you use for your course. It is imperative to make sure you know where your students are physically located and what material may be accessible or inaccessible. The information below brings a particular awareness to working with students who are continuing with their CC education outside of the United States.

Immediate priorities:

- Check student access to class tools and materials
- Offer multiple options for access to materials if necessary
- Let students know your policies about staying caught up, working around remote conflicts (travel schedules, emergencies at home, loss of internet access) and the best ways to communicate with you
- Make sure students know the CC resources are available to support them
 - <https://www.coloradocollege.edu/other/coronavirus/teaching-learning-resources.html>
 - https://www.coloradocollege.edu/other/coronavirus/docs/Learning_Online_tips.pdf
 - <https://www.coloradocollege.edu/other/coronavirus/wellness-mental-health.html>
- Students in China who have not already installed Zoom may have to access it through zoom.com.cn, not zoom.us. They should be able to access meetings as normal once installed

Practices to enhance accessibility for teaching online:

- Offer multiple options for access. If you make something available as a Google Doc, export it as a .pdf or .docx file and upload it to Canvas. If you publish videos through Youtube, upload the video file to Canvas as an mp4 as well.
- Record as many class meetings as you can (with students' permission). It is unlikely that every student will be able to attend every synchronous session - recording meetings will enable students to stay caught up if they must view the material asynchronously.
- Offer some office hours at different times (early/mid-morning or in the evening). This will enable students in different time zones to access your office hours more easily. China is 14 hours ahead of Colorado time; India is 11 hours ahead; Germany is 8 hours ahead. We have students in multiple countries. If we run afternoon classes at CC time, it may be very difficult for students to attend synchronous online sessions while living outside the US.

Empathy and Flexibility:

- Not all students will have finished traveling by Monday. The journey home may take a long time, and many students will need to spend up to two weeks in quarantine. Consequently, there may be times when students are not able to meet new or changed due dates at short notice.
- If students cannot participate in some aspect of your class, consider possibilities for them to use an alternate method of engagement. This will help make the experience of online coursework more equitable. All of our students will be in different environments, and some students will be dealing with greater challenges and barriers than others. Flexible options can help prevent students from experiencing exclusion and exhaustion as a result of these circumstances.

- Students in international locations, and certainly students who are in China, may have concerns about conducting research on certain topics as some political and social issues are subject to censorship. Information on certain topics, articles containing specific words, and even images may also be censored. Students completing assignments on or researching such topics may not be able to access resources directly, or they may feel uncomfortable working on assignments and submitting them online while they are in their country of residence. Students may need help obtaining materials, as well as accommodation to change the focus of their research.
- Be aware that students might be experiencing social hostility: Currently, most new cases of COVID-19 in East Asian countries are imported from travelers who are returning from the US and Europe. There has been criticism on social media of students returning from abroad. Many countries require travelers arriving/returning from the United States to be in quarantine for two weeks.
- Be aware that this may not be an easy environment for students to be in at the moment. Be aware of potential challenges in living environments (true of any student who has left campus, not just international students). Students might not have a home to return to. There might be expectations for family responsibilities (e.g. caring for family members). There might be a lack of technological resources (e.g. sufficiently powerful computer or internet). Some students are returning to unhealthy or unsafe living environments (e.g. LGBTQIA students with homophobic family members, or living with abusive co-residents).

CC Resources and Support:

- **Chelsea Walter, CLD Education Specialist**, cwalter@coloradocollege.edu will continue to offer online appointments for both culturally and linguistically diverse (CLD) students and for faculty working with CLD students. The Writing Center is also providing online consulting. Encourage your students to use these services frequently.
- **ITS** is available to support both you and your students with technological challenges. its@coloradocollege.edu
- **Librarians** will be staffing their chat service on the library website (9:00am-9:00pm MST, ending at 6:00pm on Fridays, no chat service on Saturdays). Librarians are able to help students get access to resources, complete research, and send documents and materials to students.
- **Quantitative Reasoning Center**
Beginning in Block 7, the QRC will offer all services remotely. Updates will be posted <https://www.coloradocollege.edu/offices/qrc/blocktutorschedule/>. Please address questions to Steve Getty sgetty@coloradocollege.edu or Karen Chui kchui@coloradocollege.edu. The QRC has **Virtual study tables**: Students can participate in group study tables by course [here](#). Students can join their course **learning assistant** for “office hours” [here](#). Students can request an **individual tutor** at this [link](#).
- **Writing Center**
The Writing Center is offering services remotely during Spring Break and through Block 8. During Blocks 7 and 8, students can schedule appointments in [WCOonline](#).

FAQs: International access to technology and the internet

1. Will students in international locations have any problems receiving emails from or sending emails to CC addresses?

No, students will still be able to use CC email.

2. Will Canvas and Banner require VPN?

Neither Canvas nor Banner will require VPN.

3. How does Duo multifactor authentication work internationally?

The primary method we recommend using for Duo multi-factor authentication is the Duo Mobile app for iOS and Android. Duo should work in most international locations.

However, students in China will likely have trouble using Duo due to specific rules and regulations there. There are some workarounds and students should have information on how to use Duo in China, but it may be helpful for faculty to know where to find this information:

<https://www.coloradocollege.edu/offices/its/guides/multifactor-authentication-mfa/workarounds-for-china.html>

4. Will Zoom work in all countries?

Yes, it should.

Students in China who have not already installed Zoom will need to download the plugin via [zoom.com.cn](https://zoom.us) initially, rather than from zoom.us. After they have installed it, Zoom should work as it will for those in the US.

5. Are there other major sites that are blocked in China?

Yes. Many services are blocked, including Youtube, Wikipedia, Facebook, Twitter, Instagram, Netflix, Microsoft OneDrive, Snapchat, Whatsapp, Wordpress, and more. All of Google's many services are blocked: GMail, Google calendar, Google search, Google Meet, and Google Drive.

Furthermore, some news and media sites are not accessible, including the New York Times, the Guardian, and the BBC. If you need assistance assessing whether a resource is available in China, and to find alternatives, please speak to CC librarians.

Therefore, if it is imperative that students need to access these sites, they will need to get around blocked sites by logging on to the Vlab and remote terminals using CC's [VMWare Horizon client](#).

6. Will students be able to access all library resources?

Students should try to access library resources directly from the library website. If access is blocked, they can consider accessing it through the remote desktop terminals.

Librarians are available for online support. See the library website for live chat and email options.

Adapted from support materials from Franklin & Marshall College.

By Chelsea Walter, Chad Schonewill, Steve Lawson, Emily Chan