

From: Online E-mail Account
Sent: Friday, June 24, 2022 8:33 AM
To: Online E-mail Account <Online@msvu.ca>
Subject: 2022 Summer Session II - Important Information for Students

Dear MSVU Students,

This email is being shared with students currently registered in courses for the upcoming summer session which begins on Monday, July 4, 2022. Online Learning would like to share important information with you about the Mount's educational technologies and support services available to assist you for face-to-face and online classes.

Start of a new term

No matter how far apart we are, the Internet can bring us together. At MSVU, we've been embracing the digital world and harnessing its power to transform learning for decades and we are committed to continuing to provide access to quality education using educational technologies in face-to-face, online, blended, or multi-access learning.

Moodle is scheduled for maintenance on Tuesday, June 28, 2022

- Moodle maintenance is scheduled for **Tuesday, June 28** and **WILL NOT** be available to faculty and students during this time. Regularly scheduled Moodle downtime is required in between academic terms to allow for updates/upgrades to Moodle, installing new plugins, enabling new features, security updates and important server maintenance. Learn more about [scheduled Moodle maintenance periods](#).
- **For 2022/S2 classes starting prior to July 4, 2022**, live class delivery can continue during this downtime with Blackboard Collaborate.
 - If your classes have started already, Online Learning will email the Collaborate course room session (link) which faculty will share with your students in advance.
 - Collaborate can still be used the same way as always – record, share PowerPoints, use the whiteboard and use break-out rooms.
 - If you require content from your Moodle course site to complete coursework during the downtime, please let them know to download content in advance.
- **Learn more about Moodle 3.11!** Faculty are invited to an information session on Wednesday, June 29, 2022 at 12:00pm to learn about what is changing in Moodle 3.11 and new features that are being made available for the start of term. Join the [Drop-In Collaborate Session](#) to participate.

MSVU's suite of educational technologies

Moodle is the Mount's learning management system that allows faculty to create and manage course content, host online discussions, administer quizzes and meet in real time with students. Moodle provides a place where students can access course content, submit assignments, complete activities, and communicate with their peers and their instructor.

- The Moodle URL address for courses is <https://learn.msvu.ca/login/> and you can login with your same credentials as myMount. Please add this to your bookmarks.
- Moodle has just been updated to version 3.11. Learn what is [new for students](#), particularly activity dates and completion criteria information throughout your course sites.

- Your course instructor will make Moodle course sites available to you at their preferred date and time. If you cannot access your Moodle course sites for the courses you are registered in, please contact your instructor.
- Important announcements and information are shared with faculty and students on the [Moodle Dashboard](#). Please read this helpful and timely information when you first log into Moodle.
- Students can also access other helpful resources from the Moodle Dashboard page in the 'Resources' block on the right-hand side.

Blackboard Collaborate is our online classroom software. It provides a virtual space where faculty and students can meet in real-time, work in groups, chat, and learn together.

- Check out the [Accessing Collaborate](#) video in Microsoft Stream to learn more about successfully joining your online classes, then take a test drive in Collaborate by joining this [Practice Collaborate Session](#).
- Tip! It is important to practice using Collaborate and check your computer and browser settings before joining your first online class. If you require assistance with your browser settings or computer equipment (video and audio) before your first online class, a Tech Navigator can meet with you virtually (during regular business hours) – email online@msvu.ca to request this support.
- [Collaborate Teleconference](#) allows you to establish a dial-in audio connection to your MSVU online classes with your telephones when you are unable to maintain a consistent internet or audio connection through your home internet. Please be advised that if you use this feature to join your online Collaborate session, you may incur long distance fees on your telephone bill. The number you will be dialing is a local Halifax number so your long-distance calling plan will determine if you incur fees.
- Visit [Get Started with Collaborate Ultra for Participants](#) to watch a video tour, see how to navigate around sessions, establish audio and video settings for your devices and browser, and much more.

Support services for students

Whether you are new to using Moodle and Collaborate for your courses, or you are already familiar with the educational technologies used at the Mount, please know that we are here to support you as you navigate this process. You can visit [Online Support for Students](#) to learn more about preparing for your classes, how to order textbooks online, technology requirements and more. You are also welcome to stop by our daily [Drop-In Collaborate Support Sessions](#) from 1:00pm – 2:00pm to ask quick questions about Moodle or to practice using Collaborate. If you have any questions about Moodle or Collaborate, please email online@msvu.ca.


The IT&S Help Desk is also here to support you with the following types of support:

- Login and password issues related to accessing Moodle. Please be reminded that students can now securely reset their account password and update their authentication details by using the Self-Service Password Reset Tool found at www.msvu.ca/password
- Home equipment issues relating to connectivity
- Browser issues
- Please visit [Hours and Contact Information](#) to request support

Online Learning wishes you a great summer session!

Online Learning

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