



## Office of the Executive Vice Chancellor and Provost

**To:** UCLA Faculty, Lecturers, Instructors, Teaching Assistants, and all responsible for the conduct and delivery of UCLA's courses and educational programs

Thank you for your work in transitioning UCLA's instruction and assessment into remote modes of delivery on such short notice. We are deeply appreciative of the magnitude of the adjustment this entails for you and your students as we move to fully remote delivery during extraordinary circumstances.

Using technologies and software for remote delivery changes practices with orchestrating classes, interacting with students, and conducting exams. It also heightens the criticality of existing privacy, information security, and information accessibility requirements. These requirements ensure all of our students, including those with disabilities, are able to participate in this new environment effectively. They also ensure that we are only using third-party tools and technologies that have the appropriate safeguards to protect our data and comply with University policy and statutory or regulatory obligations.

The following checklist will assist you in selecting and using the tools effectively for your students while also addressing requirements. We realize on the surface this checklist looks like a lot to do, but in terms of action it is relatively little if you remain aware of these considerations and act on them as described. For consultation please use [contact@online.ucla.edu](mailto:contact@online.ucla.edu).

1. *Use only approved software tools.* A running list of campus educational software tools is being maintained at [Approved Remote Software Tools](#). Approved tools have undergone reviews for privacy and security and are integrated into the campus infrastructure. The list is partial at this point and will be updated in an on-going manner. There are existing software tools, with agreements negotiated through UCLA Purchasing and that have undergone the appropriate reviews for privacy and security, which need to be included. There will certainly be new tools that will also need to be included over time. To aid us in the process, please consult with your local IT support staff if there is software to be included on the approved list.
  - o Do not use any third-party web applications that require anyone to click "I agree" to the vendor's terms.
  - o Do not use any unapproved software, software tools or third-party web applications that would require students to pay for use or access and incur unexpected costs.

2. *Respect student privacy if you are recording audio, video, and/or taking pictures of any student.*
  - Give notice to students that they will be recorded or if images will be collected. Use the following language for notification:

*“This program uses video recording or other personal information capture for the purpose of facilitating the course and/or test environment. Pursuant to the terms of the agreement with UCLA, the data is used solely for this purpose and any vendor is prohibited from redisclosing this information. UCLA also does not use the data for any other purpose.”*
  - Provide alternate means of participating if possible, if there are students who do not want to be recorded (for example, submitting questions and comments remotely/online).
  - If you intend to post a recording of students you must check with the Registrar to determine if there are privacy restrictions.
  - The use of biometric data where students have no practical ability to opt-out is not allowed (e.g., to track eye movement during an exam to identify potential cheating), except where the service is provided through an authorized vendor, see below.
  - Do not retain and use any student information collected for any purpose other than to conduct the course or testing and only for a limited time.
3. *Carefully consider options for remote proctoring.* In addition to the issues listed in point (2) above, several proctoring services use a combination of video recording and machine learning /AI to detect potential cheating. Use of biometric technologies hold broad privacy implications and should not be used except where the service is provided through an authorized vendor, see below.
  - Respondus is the approved product in use at UCLA to date. This product monitors individual students and behaviors using video and video analysis during a remote exam to preserve its integrity. The privacy notification above is important in conjunction with the campus ensuring that no personal video for any reason is used for anything other than the exam and that nothing is stored once the exam is completed and integrity assured.
4. *With respect to the conduct and delivery of a course, ensure the equipment and environment you use are appropriate for remote instruction.*
  - Using approved software tools (see point 1) addresses the necessary security for you to use either a university or home computer.
  - Test that your connectivity is robust and adequate and that your computer can operate the tools for the duration of a course session.
  - Ensure the location you conduct remote instruction from cannot be observed by others or that discussions and information shared cannot be overheard.

5. *Consider accessibility of software tools and course materials (see 7 below for general considerations).*
  - While not possible to do immediately, when you introduce or change course material (whether web pages, PDF or multimedia files, etc.) consider accessibility - see [DCP resources page](#) for guidance. You can consult with instructional designers at [contact@online.ucla.edu](mailto:contact@online.ucla.edu) for assistance.
  - Use approved software tools since they reflect campus efforts to align with UC Policy on accessibility.
  - Zoom needs to be used with another tool in CCLE for accurate closed captioning - see [DCP resources page](#) for easy steps and please test. For assistance please consult at [contact@online.ucla.edu](mailto:contact@online.ucla.edu). For live Zoom sessions, if a student who is deaf or hard-of-hearing requests an accommodation, please refer them to [CAE's accommodations request form](#).
  - YouTube's automated captioning is generally insufficient to meet UC policy expectations and should be avoided.
6. *Understand general accommodations for CAE Students (from Dean of Students)*
  - As the University has moved to a remote test environment, the CAE will no longer proctor exams. However, the need for proctoring will be assessed on a case-by-case basis. If you have questions about an accommodation that cannot be provided in a remote/online environment, please contact the CAE Counselor listed on the student's Letter of Accommodation.
  - *Resources for you:* Visit the [Faculty tab](#) for general information about accommodations. If you have students with accommodations, check the [Faculty Portal](#) to review their specific accommodations. Share the accommodation letter with your TA if they do not have access.
    - a. *CCLE:* If providing an exam through CCLE, you are able to adjust times for students with an extra time accommodation. Instructions for how to do so can be found at the following link: [Timing and Accommodating requests from CAE for additional time](#). To grant extensions for assignments on CCLE, refer to [How can I grant a student an extension](#) on the Assignments page of CCLE.
    - b. *TurnItIn:* If providing an exam through Turnitin.com, you are able to adjust submission dates. Instructions for how to do so can be found at the following link: [Assignment Submission Date](#).
    - c. *Respondus:* If using the Respondus lockdown browser, please note that it is not accessible for some screen reader programs used to read displayed text on the screen with speech synthesizer. Refer to [this link](#) for more information about Respondus accessibility.
    - d. *Zoom:* If you or a TA are proctoring an exam via Zoom, students may have exam accommodations that might be evident (i.e. breaks during exams, standing desk, etc.)
  - Updates related to the online academic environment will be ongoing. Please continue to monitor the [CAE Announcements section of the website](#).

- If you have any questions about implementing accommodations for your students, please contact the counselor listed on the Letter of Accommodation, or call the CAE main office at 310-825-1501.
- See the [Faculty Handbook](#) for additional information.

Again, your help in making this transition under extraordinary circumstances is greatly appreciated. We know there will be challenges along the way: this is a learning process for all of us. This memo is to provide you with some immediate guidance. Please expect updates.

Sincerely,

**Emily A. Carter**  
Executive Vice Chancellor and Provost